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WIENER STADTWERKE GRUPPE

Dear residents of Vienna, Dear readers,

We need to reduce our emissions. 2023 was the warmest year on record, not only worldwide but also here in Austria. The temperature was 1.3°C above the average for the period from 1991 to 2020.

We can't turn back time, but we can speed things up to achieve a climate-neutral future. We want to make the major sectors of heating, mobility, cooling and electricity completely climate neutral by 2040 – for a city that will have grown to 2.2 million inhabitants by then.

We will transform the foundation of our entire infrastructure towards climate neutrality and are investing substantially in this area. In 2023, we spent almost EUR 1.2bn on environmentally friendly projects. By 2028, a further EUR 8.1bn will be invested – in sustainable mobility, in green energy production and in grids that bring climate-friendly energy safely to our customers.

We are also opting for sustainable pathways when financing our projects. In November 2023, we issued a green bond of EUR 150m. Investor interest was even greater than expected – so we have now increased the loan to EUR 260m. As you can see, the capital market is also supporting us on our way to a climate-neutral future.

In this sustainability report, you can find out exactly which projects we are working on right now, and how we are progressing. In addition to environmental matters, you will also find information about our progress in social and governance matters. After all, viable sustainability is based on three pillars. It is about nature. It is about people. And it's about cooperation.

As a Group that attaches great importance to climate protection, we take a proactive approach to this issue. With our workforce of almost 17,000 employees, we are orchestrating the entire energy and mobility revolution. Where gas is used for heating today, climate-neutral district heating will be used in the future. The electricity will come from wind, solar and hydroelectric power.



The Management Board

Peter Weinelt, Monika Unterholzner and Roman Fuchs (from left to right)

We are pulling together within the Wiener Stadtwerke Group, and have some big plans for the future. With the support that you, the people of Vienna, give us, we can make the climate revolution a reality! Thank you for the trust you place in us.

Vienna, May 2024

Peter Weinelt,
Chief Executive Officer

Monika Unterholzner,
Deputy Chief Executive Officer

Roman Fuchs,
Deputy Chief Executive Officer

Wiener Stadtwerke at a glance

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Broadly positioned. Focused action.

A lot is happening: The different business areas of Wiener Stadtwerke are working together to boost sustainability.

➔ For more information on the Group companies,
see page 8

For the future of Vienna

In the most liveable city in the world, Wiener Stadtwerke assumes a great deal of responsibility as a strong Group. Our task: providing services to everyone in Vienna and driving the climate revolution forward. Our means: extensive skill sets, a lot of passion, targeted investments. Our mission: a climate-neutral Vienna by 2040.

We are here. Around the clock. Today and tomorrow.

On behalf of the City of Vienna, the full owners of the Wiener Stadtwerke Group, we ensure that the essential services are provided. This is no ordinary task – it is one of great societal importance. We provide reliable public access to existentially necessary goods and services for all. With a team of almost 17,000 employees, we work each and every day to ensure 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. A total of eleven strong brands are combined under the umbrella of Wiener Stadtwerke GmbH. We are headquartered in Vienna. We also operate additional sites and subsidiaries in Burgenland, in Lower Austria and the nearby countries of Hungary, Slovakia and Romania.

The Wiener Stadtwerke Group is the largest communal infrastructure service provider and one of the largest employers in Austria. We continuously invest in climate protection, innovation and digitalisation. Our services are significant for the economy while also increasing and ensuring the quality of life of current and future generations. The use of the latest technology and renewable energy sources, the expansion of climate-friendly public transport and efficient networking of information and communication pathways are all ways in which we are making Vienna fit for the future. Innovative infrastructure and high security of supply in the metropolitan area make life easier for the citizens of Vienna as well as commuters and energy customers in the greater

Driving the climate revolution with renewable energy: The City of Vienna's first wind turbine has been standing strong on the Danube Island since 1997.

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 us.

We are flipping the switch on climate change. For the city.

Vienna aims to be climate neutral by 2040. The path to achieving this goal is laid out in the Climate Roadmap of the City of Vienna. It sets out concrete instruments and measures to counteract the effects of climate change and proactively prepare for changing conditions. After all, Vienna should remain the world's most liveable city for many decades to come. The focal point of Vienna's climate policy is the well-being and health of all people in the city.

The city relies on the Wiener Stadtwerke Group as an important partner in the implementation of its strategies and programmes, including the Climate Roadmap. We have the power to actively drive forward climate protection in our city. We see ourselves as an important sparring partner for the City of Vienna on climate issues, particularly in relation to the Vienna Smart Climate City strategy, the city's overarching umbrella and sustainability strategy. It focuses on making Vienna a sustainable, climate-neutral city by 2040, and applies to all of the city's institutions and municipal enterprises.

The Vienna Smart Climate City 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 that are thematically intertwined. These include health and inclusion, energy, mobility, construction, the economy and work and digitalisation.



The Wiener Stadtwerke Group strategy

Together we will make the climate revolution a reality!



Stable financial basis

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

Potential/employees

- Enhance corporate culture, strengthen team spirit and promote cross-company cooperation
- Increase focus on performance and optimise the 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

As an important implementation partner, we can and want to make a difference, especially in the areas of infrastructure development, climate protection and innovation. The focus of the Vienna Smart Climate City strategy is regularly adjusted and updated. Representatives of our Group are closely involved in this process, as such changes can also affect our Group strategy and the sub-strategies of Group companies.

➔ More information on the Vienna Smart Climate City strategy can be found at: <https://smartcity.wien.gv.at/>

Stable finances a key foundation

At the core of our Group strategy are two fundamental tasks: climate protection and ensuring a stable financial base. Stable finances enable investments and future-proof jobs. They strengthen the company and our ability to make an active contribution to climate change mitigation. Combating climate change is highly important for the City of Vienna as cities are responsible for 75% of global carbon emissions. Wiener Stadtwerke makes its contribution to the climate revolution by ensuring that the people of Vienna can move around the city in an environmentally friendly manner and can use electricity and heat increasingly from renewable energy sources. The goal is clear: to be climate neutral by 2040.

Increase efficiency, reduce costs

We work as a Group and are geared towards the needs of our customers.



Deputy Chief Executive Officer DI Peter Weinelt. From 2024, Wiener Stadtwerke GmbH, which manages the entire Group, will have three executive functions: Peter Weinelt as Chief Executive Officer, Monika Unterholzner as Deputy Chief Executive Officer and Roman Fuchs as Deputy Chief Executive Officer. This strengthens the role of the GmbH as an organisational and strategic umbrella. The Supervisory Boards of the Group companies each contain at least one Management Board member (Chief Executive Officer/Deputy Chief Executive Officer) of Wiener Stadtwerke GmbH. The broadly diversified Group faces widely divergent legal and economic conditions across all Group companies.

The individual Group companies were previously managed on the basis of individually defined targets and key figures. In the 2023 reporting year, efforts were further increased to harmonise governance with the targets of the Corporate Sustainability Reporting Directive (CSRD¹) of the European Union and the EU Taxonomy.² The selection and hiring at the highest leadership levels in the Group companies is carried out in accordance with the Staffing Act (Stellenbesetzungsgesetz) and generally takes place through a resolution by the shareholders. Suitability in terms of the subject expertise of the applicants is the deciding factor. The members of the top management receive remuneration with fixed and variable components. A Group-internal compensation scheme is used for this, and is evaluated using external benchmarks. The variable performance compensation is based on targets that are defined in collaboration with Wiener Stadtwerke GmbH as the owner and are derived from the goals of the Group strategy. Management targets are evaluated based on sustainability criteria, among other things. Incorporating sustainability targets into variable compensation creates a financial incentive – in addition to intrinsic motivation – for greater sustainability.

The Wiener Stadtwerke Group wants to be THE one-stop provider of infrastructure services in Vienna. Services that our Group companies provide within the Group are to be offered and billed in a market-focussed manner.

As in recent years, we are focusing on increasing efficiency. We need to continue to reduce costs that we are able to influence, to increase productivity and strengthen our position. That's only possible with the best employees, and Wiener Stadtwerke has a lot of those. It is part of our Group strategy to optimise the commitment of our employees. This also means thinking more about performance. We also want to develop the corporate culture to an increased feeling of "us". Practical examples of this are employer branding projects that authentically convey the employer brand – within the Group and for potential applicants.

➔ For more information, see 'Diverse jobs, networked collaboration, room for development' page 32

Role of Wiener Stadtwerke GmbH strengthened

Until the end of 2023, Wiener Stadtwerke GmbH was managed by Chief Executive Officer Dr Martin Krajcsir and



"Effective management control is needed in order to put the new reporting requirements into practice."

Peter Weinelt, Chief Executive Officer

The management teams of the Group companies are regularly in touch with the ownership representatives and Supervisory Board members. Sustainability matters are also a part of this. Special committees that deal specifically with this topic have not been formed in the past. Wiener Stadtwerke is working to change this. Due to the stipulations of the CSRD, we are creating a new ESG Governance policy for sustainable corporate governance. This will include positioning sustainability matters more strongly at the highest decision-making level and making the necessary sustainability knowledge available to the committees.

¹ The Corporate Sustainability Reporting Directive is the next step of the Non-Financial Reporting Directive (NFRD) pertaining to the reporting of non-financial and sustainability-specific data and information. It pursues the aim of putting sustainability reporting at the same level as financial reporting and to allow comparability between the sustainability effects of different companies.

² The EU Taxonomy describes a framework for classifying ecologically sustainable economic activities in a generalised manner. It is associated with in-depth reporting obligations.

Broadly positioned. Focused action.

The Wiener Stadtwerke Group is broadly positioned. This makes it possible for us to provide the wide range of things that the people of Vienna need for their everyday lives. From climate-friendly energy and mobility to modern IT solutions, we know how to develop our city to make it future-proof, integrated and sustainable.

Together, our Group companies ensure that life works in our city. Our Group company **Wien Energie** is responsible for secure and reliable energy supply. The company is Austria's largest regional energy supplier, and provides roughly two million people as well as 230,000 businesses and industrial plants with energy. The electricity and heating are produced through combined heat and power plants, waste plants and renewable energy sources such as solar, wind and hydroelectric power, as well as biomass. Our district heating should become even more environmentally friendly in the coming years through the increased use of geothermal and waste heat. The share of renewables is being expanded on a massive scale. For Wien Energie, security of supply is the topmost priority in the supply chain. We acquire energy sources (including natural gas, waste, heat-

ing oil and biomass) from contractual partners in Austria and abroad. A major focus is also put on the maintenance of plant parks. Strategic purchasing through long-term cooperation with suppliers and contractors ensures the reliable supply of energy to the production sites. Project-based contracts are concluded especially for the new construction of electricity production plants such as wind farms, photovoltaics plants and large-scale heat pumps. Most of the suppliers and contractors of Wien Energie are in Germany, Austria and Switzerland. Through this regional procurement, Wien Energie makes an important contribution to value creation in the region.



Wiener Stadtwerke is producing climate-neutral district heating with one of the **most powerful large-scale heat pumps in Europe**, which is being built on the site of the ebswien sewage plant in Simmering.

Wiener Netze is Austria's largest combined system operator. The energy grid that comprises the supply areas of electricity, gas, district heating and telecommunications is around 30,000 kilometres long. This is the equivalent of the distance from Vienna to Sydney and back again. 2,400 employees supply over two million people in Vienna,

parts of Lower Austria and Burgenland – almost every fifth person in Austria – with energy. The supply area for electricity alone totals roughly 2,000 square kilometres. We are lighting the way to the future – this is the promise Wiener Netze makes to its customers. Even today, the Group company is working at full power on the grids of tomorrow. After all, the expansion of renewable energy and the ubiquitous availability of electromobility require a strong grid infrastructure. Investments of more than EUR 380m will go into maintaining, modernising and expanding the energy grids each year. The transition from the classic metering system to smart metering is also one of our core tasks. Wiener Netze also ensures secure energy transportation and achieves 99.99% security of supply – a top rate worldwide. In addition to its own fleet of vehicles, Wiener Netze also manages the fleets of other Group companies.

Our public transport is always up and running too. With some 83 kilometres of underground tracks, 229.8 kilometres of tram tracks and 885.8 kilometres of bus routes, **Wiener Linien** manages the largest regional public transport network in Austria. In 2023, more regular customers than ever before travelled using public transport. More than 1.2 million passengers using the Vienna public transportation network have an annual season ticket, a semester ticket, a TOP or youth ticket or a KlimaTicket. Two million passengers arrive at their destinations quickly, easily and in an environmentally friendly manner every day thanks to Wiener Linien. In total, Wiener Linien has covered a distance of 77 million kilometres with its underground trains, trams and buses. When it comes to sustainability, the energy efficiency of its fleet is not the only thing that matters to Wiener Linien. The particularly environmentally friendly Type V underground trains and the new Flexity generation of trams are 90% recyclable at the end of their

decades-long useful lives. As a public industry contractor, Wiener Linien carries out its procurement in accordance with the Federal Allocation Act. The primary objects of sourcing are vehicles and their maintenance as well as the construction and maintenance of traffic infrastructure. As an additional component of a climate-friendly future, Wiener Linien is combining the broad public transport spectrum with a variety of sharing offerings, from bicycles and e-scooters to electric cars, with its WienMobil project.



With a **new series of vehicles, modernised platforms for people with disabilities and clear displays**, Wiener Lokalbahnen is investing in the comfort and safety of its passengers.

Wiener Lokalbahnen operates the Badner Bahn tram-train service as well as numerous bus lines in the greater Vienna area. The company is continually investing in modernisation and new construction projects to increase comfort and value for passengers. In 2023, the new vehicle series TW500 was put into operation at Badner Bahn. The subsidiary Wiener Lokalbahnen Verkehrsdienste (WLV) enables people with restricted mobility to reach their destinations safely and in an eco-friendly way in wheelchair-friendly mini-buses. WLV has also further expanded its plant transport and on-demand transport business areas. Since autumn 2023, Wiener Linien's Hüpfen ridepooling service has been available in Donaustadt, and the pilot in Liesing has been extended. In addition, WLV operates numerous apprentice shuttles for external companies. Climate-neutral eVito vehicles are used for all these journeys. Wiener Lokalbahnen also operates cargo transport across Europe through the subsidiary WLC. The Wiener Lokalbahnen Group is continually working on tailored traffic solutions as part of the timetable for the future.

WIPARK, as one of the leading car park providers in Vienna, helps reduce the parking pressure on the streets. In particular, its underground car parks help to reclaim public space. This creates more room for greening, active mobility and playgrounds. The core activities of WIPARK include the operation and management of multi-storey and open-air car parks, and also plans and carries out the construction projects associated with these, such as general renovations. WIPARK partners with shopping, banking and business centres, cinemas, universities and top hotels. In addition to locations in the centre of Vienna, the Group company's portfolio also includes park-and-ride car parks and collective residential car parks. It operates nearly 80 underground

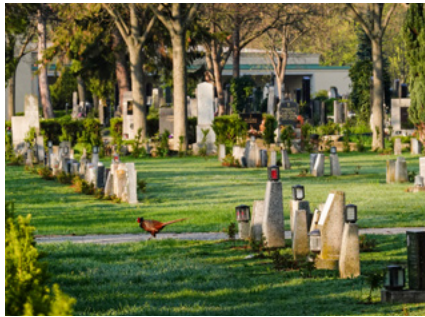
807.8 million

passengers used the services of Wiener Linien and Wiener Lokalbahnen in 2023

and above-ground car parks with roughly 24,000 parking spaces. Here, WIPARK provides its customers with secure and high-quality parking spaces as well as a comprehensive grid of electric charging stations. WIPARK is thus helping to shape the climate-friendly mobility revolution in the City of Vienna.

Friedhöfe Wien provides solace to grieving families and friends, creating a space for them to remember loved ones and come together. More than 550,000 graves are carefully maintained by experienced team members. Forty-six cemeteries are managed over a total area of roughly 5.2 square kilometres. They provide a place of refuge and recreation for those seeking respite. These natural cemetery spaces are a comfort for plants, animals and people alike. Friedhöfe Wien is also a trailblazer in terms of digitalisation, for example by enabling the experience of communal remembrance at any time and from anywhere with the digital grave service. With e-bike rentals, urban gardening, horse-drawn carriage rides, concerts and much more, it offers the people of the metropolitan region that special something extra.

The city's cemeteries are a place of recreation for the people of Vienna and provide green oases for animals and plants.



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 have been carried out all around the world. 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 at Bestattung Wien is always on reliability, integrity and price transparency.

WienIT is the Wiener Stadtwerke Group's central IT and business partner. Since 2003, more than 600 employees have kept the latest technologies and seamless processes running in the background. The portfolio comprises IT services, technical HR processes, output management and media planning. WienIT operates two computer centres, manages some 500 customer orders annually and supports around 10,000 jobs. WienIT's target is to connect the WSTW Group with sustainable services and to drive digitalisation forward in line with the Group's climate goals. In addition, with Digi.Lab, WienIT has its own research and development unit that is working today on the ideas of tomorrow, such as extended reality and quantum technology.

Digital is also the keyword at Group subsidiary **Upstream Mobility**. The communal digital mobility platform 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, Upstream Mobility has been helping public transport operators to provide innovative mobility services that enable passengers to travel sustainably and in a way that is accessible and affordable. The recently introduced, low-threshold digital services and platforms focused on mobility as a service make daily life easier for many people across the metropolitan region. A breadth of 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.



500

customer orders were supported by WienIT in 2023

immOH! is a full-service provider for real estate services. It provides customers with a one-stop shop for the maintenance and management of existing buildings, the design and construction of new buildings and facilities, and infrastructure services. And all that with the highest level of service and quality. The range of services is constantly being expanded to reflect the general shift towards a more climate-friendly way of life. The focus here is on increasing the sustainability of buildings of every size with particularly resource-efficient plants and installations. WSTW Immo, a brand of immOH! and Gemeinnützige Wohnungs- und Siedlungsgesellschaft (GWSG), works to create living space for our Group employees.

Got an IT question? The WienIT team has the answer. It is the Group's central IT and business partner – with a strong focus on sustainable service.

Sustainability at Wiener Stadtwerke

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- 19 Innovation projects – from forward-looking projects to green space initiatives

What do our stakeholders say? **Wiener Stadtwerke engages in dialogue to promote sustainable development.**

➔ For more information on stakeholder involvement, see 'Stakeholder management – an eye on all stakeholders' page 16

Sustainability management

Sustainability is a core topic for Wiener Stadtwerke. We diligently identify the points that are key for us and position ourselves to best meet any challenges. A main focus is always on the satisfaction of our customers.

The dashboard provides an overview

The Sustainable Development Goals (SDGs) of the United Nations have been anchored in the corporate and sustainability strategy of Wien Energie as guiding principles. But what do these targets look like specifically, and what is their current status? A dashboard provides information on this and other developments at www.wienenergie.at/nachhaltigkeitsziele. The most important goal: the carbon emissions of Wien Energie should be reduced by one third by 2030 and to zero by 2040.

Infrastructure development, climate change mitigation and innovation – we are putting our considerable scope to full use in these areas. After all, we want to use pathbreaking solutions to support the City of Vienna and its citizens and to guide them towards an ever more sustainable future. To do this, we follow the global Sustainable Development Goals (SDGs) and the UN Agenda 2030 for Sustainable Development. As a member of the UN Global Compact, the world's largest and most important initiative for sustainable and responsible corporate leadership, we report annually on our progress in implementing the ten principles of the Global Compact and our contributions to sustainable development. For this annual Communication on Progress (CoP), we have been using the CoP platform since 2021. It allows us to classify, measure, trace and report our progress and contributions.

The SDGs and the principles of the UN Global Compact are important sources of inspiration for our ideas, research and innovation, meaning we can ensure a liveable future for the people of Vienna and future generations.

Our tailored management systems

We want to manage our corporate goals, which are tailored to the global climate goals, and our measures in relation to the environment, waste and safety systematically. To this end, the companies of the Wiener Stadtwerke Group have implemented environmental management systems. They regulate clearly defined processes for environmental protection, quality assurance and quality management, and occupational health and safety. We have consciously opted not to use standardised management systems across the Group as these are not conducive to our goals due to

the heterogeneous business areas and varying organisational structures. Instead of a one-size-fits-all approach, we use tailored solutions. Most of the Group companies are certified in accordance with the established environmental management systems ISO 14001 or the Eco-Management and Audit Scheme (EMAS). Both are required by legislators and by business partners when it comes to activities such as calls for tenders and environmental impact assessments. The Group companies are regularly subject to audits and ensure in the run-up to these that they adhere to the high standards for recertification and that they continue to improve their processes.



“A key element for the implementation of sustainability goals is the establishment of a supportive organisational structure.”

Gernot Sauer, Sustainability manager

Sustainability organisation – efficient and connected

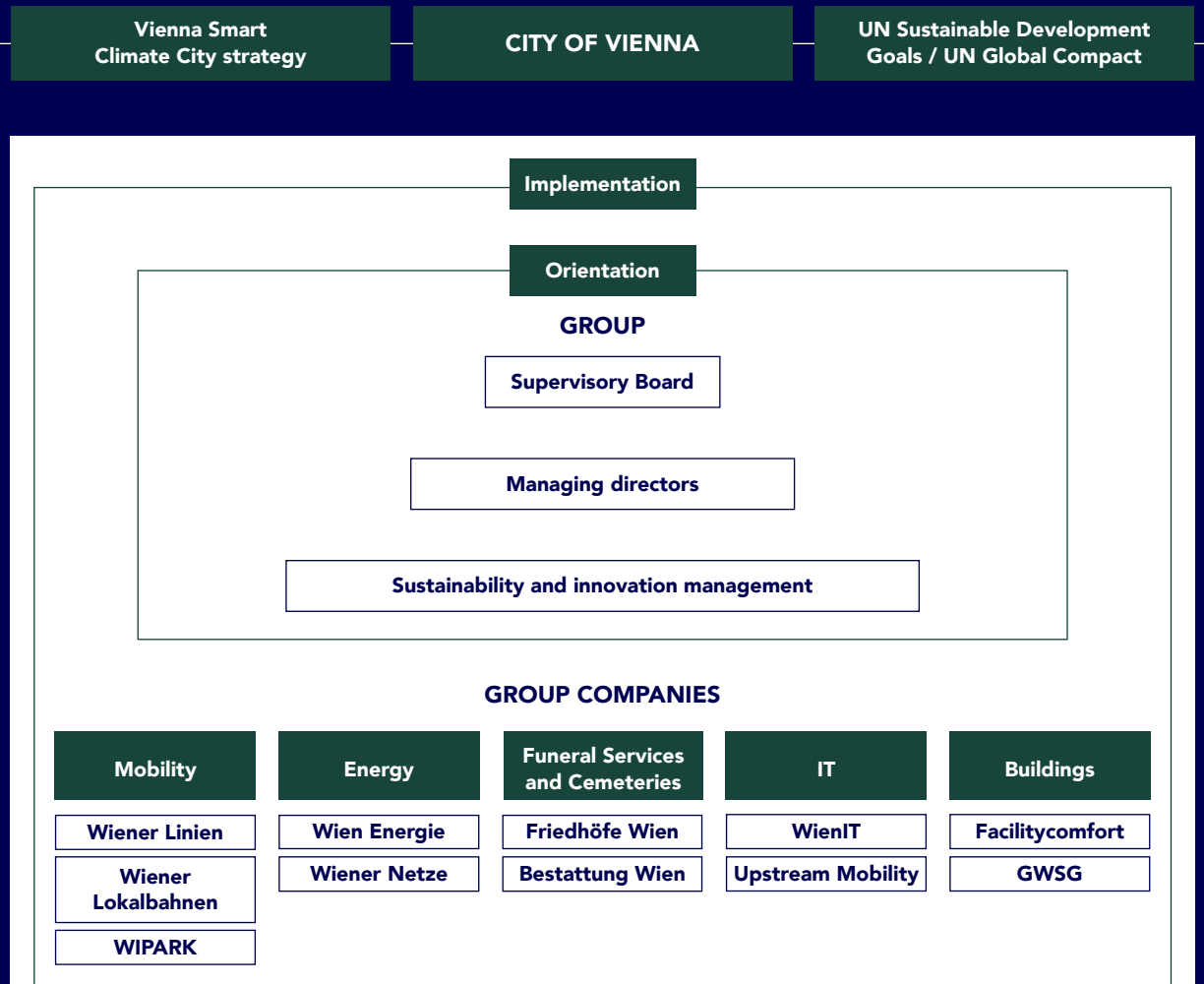
Our ESG team – coordinators and drivers

Climate protection and sustainability are at the heart of our company. We can only achieve our mission if we are very consistent in pushing these issues forward: we want to make Vienna carbon neutral by 2040. This is our benchmark. That makes it all the more important for our Group to have a sustainability management system that is functionally and organisationally rooted in the Group. This has been the case since 2004. In many of our Group companies, sustainability management is combined with innovation management. This shows that innovation and sustainability go hand in hand for Wiener Stadtwerke. These structures also held true in the Group's management up to the end of 2023. To maximise synergies, we will link ESG management more closely to our strategy work from the 2024 financial year onwards. Close dialogue with the innovation management team will, however, remain intact. Strategy and ESG management will lie in the responsibilities of the Chief Climate Officer from now on.

Group-wide sustainability management falls under the responsibility of the Chief Executive Officer. A team of ESG experts will serve as coordinators and provide important impetus. The team acts as an important hub for a seamless exchange of information about major topics such as CSRD, ESRS and emissions footprints. The team is also informed about the activities of the department for climate matters of the City of Vienna. Our Group companies then decide

¹ The corporate structure will change fundamentally in 2024. The Chief Executive Officer positions will also be reassigned. These functions will be assumed by Peter Weinelt, Monika Unterholzner and Roman Fuchs.

Sustainability organisation within the Wiener Stadtwerke Group¹



what shape individual measures should take in order to achieve the Group-wide sustainability targets. Sustainability managers, sustainability controllers and sustainability reporting experts have been appointed within each of the individual companies to oversee this and work closely with the Group management.

We will be taking another key step in terms of sustainability management over the coming years. The existing structure, including the interaction between departments and Group companies, has proven itself in general, but will be developed further. Sustainability will no longer be a task for individuals, but will be a fixed component of all our activities. This is because the topic touches on numerous areas, from procurement to employer branding, from supplier management to investments, from greenhouse gas footprints to training measures. Sustainability is playing an increasingly important role in our decisions, in how we see ourselves and how we present ourselves as a company – which is exactly the importance it deserves. Due to the European reporting requirements, we will create clear governance structures so that responsible corporate governance is also structurally anchored in the company.



One of our goals is to respond in the best possible way to the changing interests of our stakeholders and the constantly evolving regulatory environment. In response to this, Wiener Stadtwerke began to incorporate sustainability more firmly into its core processes such as risk management and financial reporting in 2021.

Then in 2022, we began to focus proactively on the EU Sustainability Reporting Directive (CSRD), which will apply to Wiener Stadtwerke from 2025. In a Group-wide project, the foundation was laid early on for governance that will be optimised for the new directive and the Taxonomy Regulation which will serve as the central building block of the EU for transforming the economy to one that is sustainable. We also utilised the expertise of an auditing and consulting company that played an advisory role at a political level in the development of the CSRD Guideline and the European Sustainability Reporting Standards (ESRS). Together we carried out strategic preparations so that we are set up for the required reporting from 2025 and can adapt the key figures that were previously recorded and published in accordance with GRI to the stipulations of the ESRS. Using a double materiality analysis, we identified all the topics of our activities that have a material impact on people and the environment. At the same time, we uncovered the risks and opportunities that result from this for the success of Wiener Stadtwerke. In addition, in 2022 we carried out the first climate risk analysis, which comprises the physical and transitory risks.

The right set-up for optimum implementation

The Group company Wien Energie is exemplary of how our divisions deploy staff internally to achieve their ambitious climate goals. It is particularly important to optimise decision-making and implementation processes in terms of sus-

from **2025**
the reporting requirement will apply to
Wiener Stadtwerke

tainability. Wien Energie does this with an operational and a strategic committee. The strategy committee “Board for Sustainability & Innovation” comprises department heads who make strategic decisions in these areas and give recommendations to the management. The Sustainability Task Force comprises experts from operational areas. They prioritise sustainability topics and provide recommendations for the sustainability team and the Board for Sustainability & Innovation. Implementing the measures that result from this is also part of their remit. In addition, Wien Energie has an internal sustainability and innovation network, the Sustainability Community, which is open to all employees of Wien Energie and meets each quarter. The sustainability team of Wien Energie prepares the content for these various formats. The team is the central point of contact for all topics related to sustainability. It provides information to the Group on current topics, allowing all employees to take part in the cultural shift and drive it forward.

The Wiener Stadtwerke Group can only be as sustainable as its Group companies. They all count on WienIT as an IT service provider to provide the Group with sustainable services and drive digitalisation in line with the Group-wide

climate goals. The new sustainability strategy of WienIT identifies eight topics in which the company can make a significant contribution to sustainability: energy & emissions, resources & circular economy, employee satisfaction, diversity, equal opportunity & inclusion, product & service development, data protection & cyber security, supply chains, communication, sustainability management & ESG reporting. A total of 20 sustainability goals were defined, which WienIT will pursue with specific measures between 2023 and 2025. No less than 50 measures were implemented with great success in the year 2023. These include emissions-free provision of customer documents for the Wiener Stadtwerke Group, new services for increased sustainability in digitalisation and awareness campaigns on diversity and equality.

Training and education: All employees can be climate pioneers

Wiener Stadtwerke plays a responsible role in shaping the future of Vienna. This future will be climate neutral. This is the goal; this is our task. We can only fulfil this if we have skilled, knowledgeable and dedicated employees on our side. These top talents are highly sought-after, and we must compete for them. Our advantage: the Wiener Stadtwerke Group has a lot to offer. Above all, we have what makes the difference these days: jobs with a purpose. At Wiener Stadtwerke, all employees can be climate pioneers and lead the way on our path towards a lifelong and climate-neutral future. No one is left out when it comes to the sustainability revolution – we support all employees in acquiring the right knowledge. They are encouraged to take part in discussions on sustainable business development, to contribute their own ideas, to acquire specific methodological skills and to successfully position the issue of sustainability within the organisation. In 2023, the first Group-wide online communities were started with the Climate Community and the Future

Pioneers. Using the digital communication platform Viva Engage, employees throughout the Group can share ideas, learn from each other, network and thus play an active role in shaping the transformation of Wiener Stadtwerke to becoming a climate change mitigation group.

Essential knowledge is taught in the “Introduction to the World of Sustainability” course. The next course, Applied Sustainability, provides participants with more in-depth information on developing strategies and implementing them. Deep Dives are one or two hour digital sessions that include the following content:

- Circular economy: the leverage for a sustainable economy and society
- More sustainability in project management
- Sustainable urban mobility – public transportation and complementary mobility in Vienna
- Corporate Sustainability Reporting Directive (CSRD)
- Sustainable Development Goals (SDGs)

Senior executives are role models. We consider sustainable, value-oriented leadership to be the foundation for anchoring our core corporate values in our structures and processes in the long term. That is why we offer a range of training opportunities for our senior managers, making them key multipliers for a successful climate revolution. ESG aspects have been increasingly added to the programme developed specially for them. In addition, our executive events, such as the Group topic days, are regularly focussed on climate change and the question of how we can achieve long-term, positive effects as an infrastructure service provider.

In 2023, the Group company Wien Energie also introduced a customised sustainability e-learning course for

its employees to increase awareness of sustainability and to motivate them to adopt sustainable behaviours. Since it was introduced in October 2023, 18% of employees have already successfully completed the e-learning course. As part of the certification course “Certified ESG & Sustainability Professional”, a total of 15 employees became Certified ESG & Sustainability Professionals in the 2023 reporting year.



Opened in 2023, the **Talent Hub** brings together the **recruitment and development of talent** at Wiener Stadtwerke.

The hands-on training course covers all relevant topics, including:

- Climate protection: climate change, conserving resources, circular economy
- Social responsibility: workers' rights, human rights, working conditions
- Governance: corporate governance, compliance, risk management

A core component was the acquisition of in-depth knowledge of the requirements of the EU regulations such as the Taxonomy, CSRD and ESRS. The final element of the training is a practical project.



"We can only achieve our goals effectively by adopting different perspectives."

Gernot Sauer, Sustainability manager

Stakeholder management – an eye on all stakeholders

The Wiener Stadtwerke Group is a company that is wholly owned by the City of Vienna. The bottom line is that our company is fully beholden to the people of this city. In addition to our customers, we have defined a series of additional stakeholder groups: employees, authorities and administration, banks and insurance companies, suppliers and service providers, media, the press, NGOs, activists and lobbyists, the City of Vienna and politics, science and research as well as our business, cooperation and sales partners. They all have different expectations of us and different objectives. We work hard to understand the needs of all our stakeholders and to align our activities with these needs.



The **Wiener Linien exhibition** took place at **Karlsplatz** on 9 September 2023. At a total of 20 booths, visitors were given a glimpse into **the world of public transport**. In addition to the exhibition, **Wiener Linien** also presented itself as an **attractive employer**.

More than 1,000

people registered to take part in information sharing events to improve products and services

Satisfied customers are our top priority

Our customers are at the heart of what we do. How satisfied are they with our services? We regularly carry out customer surveys across all Group company areas to find the answer to this and to derive potential for improvement. Based on this, we want to improve the quality of our service and our communication with customers. The goal is also to systematically reduce the number of complaints that are received by the complaint management teams at our individual Group companies. With these teams, we have established a culture of reporting and providing feedback and have thus successfully set a continual improvement process in motion.

Wiener Linien has a think tank – the **Öffi-Denkwerkstatt** – that engages in direct dialogue with its customers, offers multi-level workshops and carries out short online surveys. Regardless of age, education level or available time, anyone with an interest in Wiener Linien can get involved, develop new products and improve existing services in cooperation with Wiener Linien's employees. More than 1,100 individuals have registered to take part since its launch.

The Group company Wien Energie involves its customers as needed, for example through market research or focus group discussions.

From employee surveys to stakeholder dialogue

We are only as good as our employees. Those aren't just empty words – we wholeheartedly believe this. The Wiener Stadtwerke Group views its employees as key stakeholders and, in times of skilled labour shortages, is working hard to find qualified and motivated applicants and to attract them to our companies. But that's not all. We work hard to ensure that employees want to stay – in particular through leadership that focuses on employee satisfaction with their work and their employer. We consider this to be responsible and future-oriented. Across the Group, we regularly survey our workforce, thus gaining important insight into their current interests. We gain valuable insights from which we can initiate impactful measures and positive change. The 2022 survey had a participation rate of 75%, which was 17% more than in 2019. We saw very good results in the areas of employee management and employee satisfaction in particular. Both key figures improved compared to the previous survey in 2019. Conversation also plays an important role, which is why we have firmly established continual dialogue between employees and executives in the guiding principles of Wiener Stadtwerke.

We also maintain ongoing contact with other stakeholders. The management teams of our Group companies are regularly in touch with the owners and Supervisory Board members. Experts from the political sphere, science, business and society are also in dialogue with us throughout the year. Subject-specific knowledge, strategic fit and availability are key criteria in the selection and nomination of specialists,

which takes place with the approval of the management of the Wiener Stadtwerke Group. We involve all stakeholders and encourage them to engage in active dialogue through various channels such as mail, newsletters and social media. Beyond this, Wiener Stadtwerke is involved in numerous external organisations, interest groups and associations.

Keeping in touch and maintaining dialogue with internal and external stakeholders is a top priority for Wiener Stadtwerke. This includes workshops.



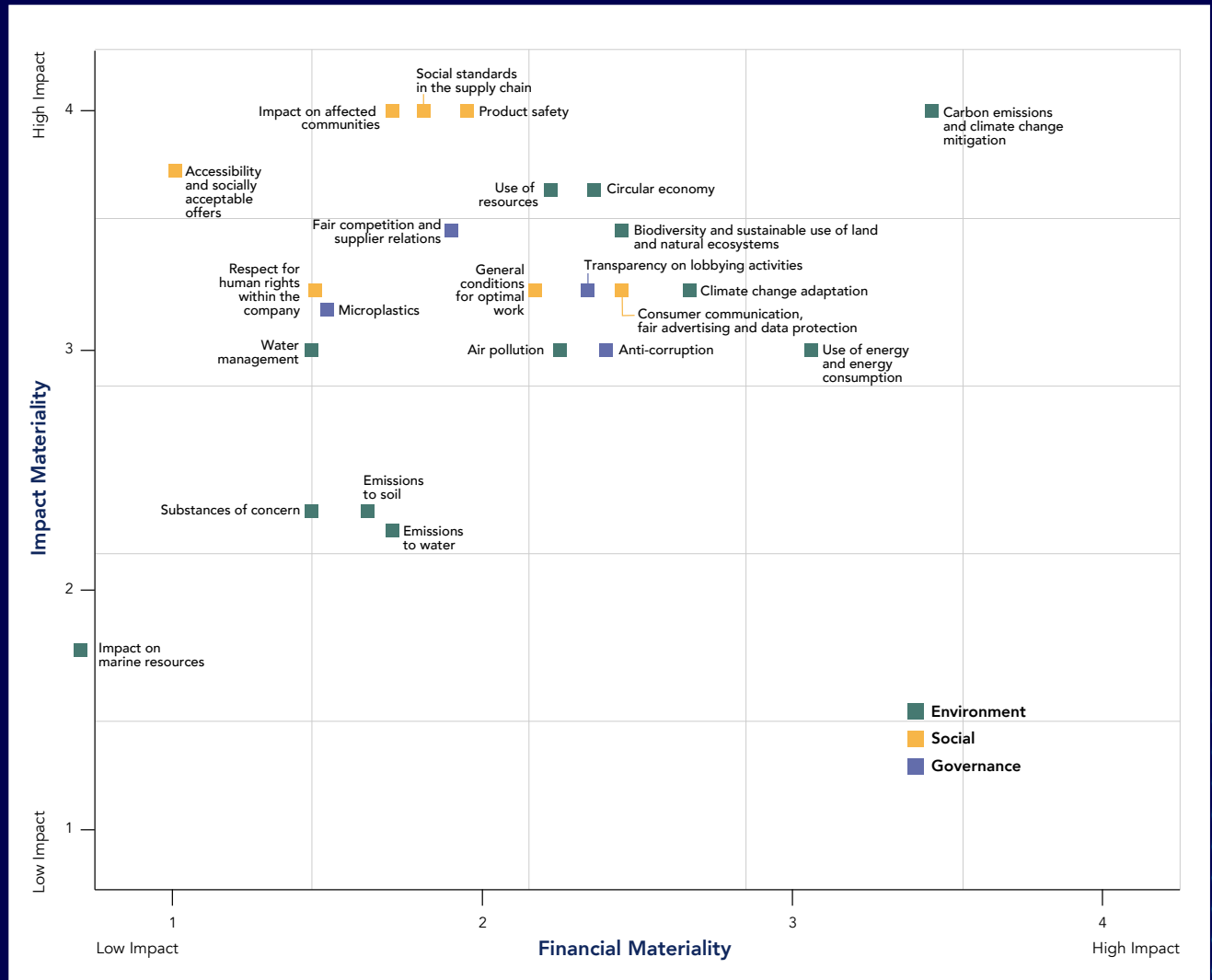
Materiality analysis – material topics identified

We know what will come and prepare accordingly. Starting in the 2025 financial year, Wiener Stadtwerke will be required to record and publish its non-financial and sustainability-specific data and information in accordance with the CSRD. Our task until then is to determine which topics are material for our company and thus to be reported. The double materiality concept is used for this. In line with the principle of double materiality, Wiener Stadtwerke is required to report on issues where our business activities have an impact on stakeholder groups as well as on the environment and nature (known as “impact materiality” or the “inside-out” effect). On the other hand, there are topics that affect the financial situation of our company and our corporate value (known as “financial materiality” or the “outside-in” effect). The new ESR standards describe 23 cross-sector topics, of which a selection is to be determined to be material for a company. In 2023, Wiener Stadtwerke updated its materiality analysis based on the most recent version of the ESRS.

Selection through interviews and workshops

Qualitative focus interviews with representatives from all Group companies were the foundation for us to determine the impact materiality – the sustainability impacts of our activities on the outside – to validate the value chains and to identify stakeholder groups along the value chain. Following this, we surveyed 845 internal and external stakeholders on their assessment of the 23 ESRS topics using a survey tool. Furthermore, more than 50 representatives from different departments in our Group companies assessed the given topics. How likely is it that they will occur? What is their level of difficulty? What are the short, medium

The materiality matrix of Wiener Stadtwerke



and long-term impacts they will have on the environment and society? These were the questions that were answered in Group-wide workshops. Following this, the individual Group companies determined the financial materiality – the relevance of these topics to the business and their financial impacts – in a workshop and using an Excel survey.

The intensive and detailed selection process made it possible to derive 19 strategically material sustainability topics for the Wiener Stadtwerke Group. Nine environmental, seven social and three governance issues were identified.

➔ For more information, see 'Materiality analysis – material topics identified' page 18

The process as well as the results of the double materiality analysis and thus also the material topics to be reported on in future were approved by all Group companies. For the management of the Wiener Stadtwerke companies, these result in strategic areas of action that can be used to orient future corporate development.

Innovation projects – from innovation projects to green space initiatives

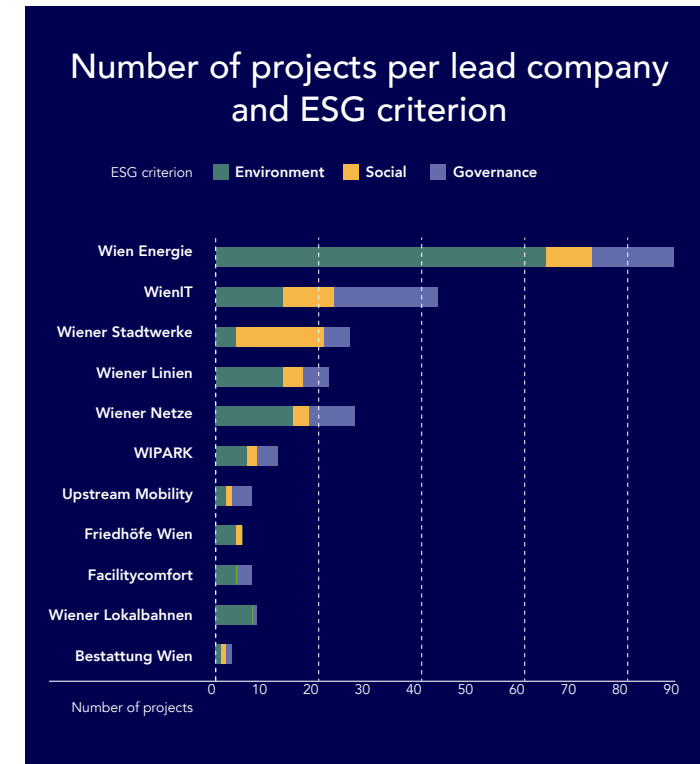
The companies of our Group are committed to developing innovations. Together they are continually discovering new solutions, trying these out in a methodical and structured manner and creating products that make sense. They work for a sustainable future for the Vienna metropolitan region. For enthusiastic people. For the Wiener Stadtwerke Group.

We launched, continued and implemented numerous projects in 2023 as well, from major future projects such

as the expansion of the U2xU5 public transport interchange to research into the potential of green hydrogen and smaller projects such as initiatives for green spaces. With the help of Group-wide monitoring, we assess and track sustainable plans as well as research and innovation projects with ecological or primarily social value. These are illustrated on our digital Innovation & Sustainability dashboard. At the touch of a button, innovative and sustainable projects can be collected, displayed and evaluated. The Group management thus has an up-to-date comprehensive overview of the Group-internal research, innovation and sustainability activities. But the dashboard is significantly more than a planning and control instrument. It promotes and professionalises awareness-raising and communication with our internal and external stakeholders. At the same time, it is an example of digitalisation within the Wiener Stadtwerke Group.

Of the 248 projects (63 idea projects, 52 research projects, 85 innovation projects and 48 sustainability projects) that were worked on in 2023 throughout the Group, all can be allocated to the three pillars of sustainability – Environmental, Social, Governance (ESG). 131 projects address environmental topics, 49 address social aspects and 68 are governance matters. In general, it can be said that the Wiener Stadtwerke Group is banking to a large extent on the opportunities of digitalisation and a conscious customer focus to fight against climate change. The same can be said for the Wiener Stadtwerke climate fund, which we use to support initiatives to protect the environment and the climate. In 2023, the fund was used to support 14 projects across the Group with a total of EUR 587,289.72. In January 2024, the previously separately managed (partial) funding instruments of climate and innovation funds were combined

to form the Wiener Stadtwerke Future Fund. The fund is focused on driving intersecting topics and accelerating plans for research, technology, innovation and climate protection in a structured manner, making these visible and measurable. This orientation makes it possible possible, for the first time, to also support climate protection projects financially as major projects.



Environment

- 21 The climate revolution – our duty
- 26 A clean environment – our goal
- 27 Conserving resources – our task
- 30 Intact ecosystems – our mission

Renewable energies such as **wind power** make a significant contribution to **climate protection – that goes for Vienna too.**

➔ For more information, see 'The climate revolution – our duty' page 21

Environment

We have an eye on the future of our city. That means we have an eye on the environment. Our products, services and processes are consistently oriented towards the goal of climate neutrality by 2040.

The climate revolution – our duty

We calculate, assess and reduce greenhouse gas emissions

Many levers must be set in place to make Vienna climate neutral by 2040. To continually reduce greenhouse gas emissions, we have to increase our energy efficiency and increase the proportion of renewable energy. Which is exactly what we have set ourselves as our goal.

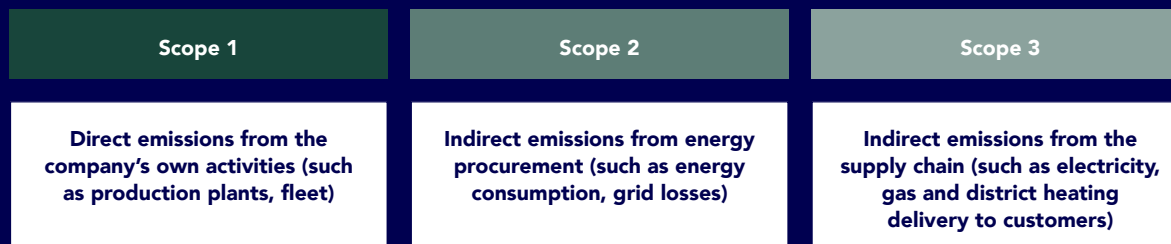
On the path towards decarbonisation, it is imperative for Wiener Stadtwerke to calculate all emissions precisely and transparently. This is why we developed a Group-wide guideline, the Carbon Rule Book, in 2022/2023. It is akin to the Greenhouse Gas Protocol, the globally recognised standard for measuring greenhouse gas emissions. Among other things, this defines the accounting approaches and limits as well as the Scope 1 to Scope 3 emissions factors to be used for each reporting year. The Carbon Rule Book of Wiener Stadtwerke, which will be updated annually,

stipulates that all Group companies within the scope of consolidation of the financial and sustainability reporting must disclose their greenhouse gas emissions. With this, we are also standardising the accounting process and aligning the timing of the data provision with that of the data query for the financial reporting. Our rule book also takes into consideration the peculiarity that, with Wien Energie, our Group includes the energy-producing company that supplies energy to the other companies of the Group. We believe that a standardised process and term definition is needed throughout Wiener Stadtwerke to achieve the goal of operational climate neutrality by 2040.

Knowing the Group-wide Scope 1–3 emissions is an important starting point for us on the path to reducing emissions. The European Sustainability Reporting Standards make the disclosure our emissions footprint mandatory from 2025. The Wiener Stadtwerke Group already reports its key emissions figures annually as part of its sustainability reporting.

The direct greenhouse gas emissions of Wiener Stadtwerke (Scope 1 emissions) primarily result from fossil emissions. The 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, emissions result from fossil-fuel-burning heating plants, the three energy-from-waste plants owned by Wien Energie and, to a small extent, from the burning of auxiliary fossil fuels in the forest biomass plant in Simmering. But the Transport division also uses fossil fuels such as diesel and thus contributes to the Group's direct CO₂ emissions. CO₂ values are measured directly at the energy-from-waste plants. We calculate all of our other greenhouse gas emissions based on their global warming potential, using the corresponding emissions factors. These emissions factors can be used to calculate the amount of greenhouse gases that are emitted by a specific source. The emissions factors we use are from nationally and internationally recognised emissions databases. Another key source for the calculations are the "Standard factors for fuels from the national greenhouse gas inventory for use for Level 2a in

Differentiation between the Scopes in the calculation of a carbon footprint





The **Wien Museum at Karlsplatz**, which presents the history of the city, has **reopened after several years of renovation and expansion – and now has modern photovoltaics modules on its roof.**

Austria” by the Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology. Wiener Netze fleet management measures the utilisation of the Group fleet in its electronic system to a large extent.

The electricity and gas consumption of Wiener Stadtwerke is measured by Wiener Netze using smart meters as well as electricity and gas meters that must be read manually at each of the Group company sites. The same applies to district heating and cooling. The data is transmitted to Wien Energie for calculation. This consumption data is used to calculate the emissions footprint.

As the largest emitter in the Wiener Stadtwerke Group, Wien Energie updated its climate protection roadmap in 2023 and outlined its path to climate neutrality by 2040. The roadmap contains specific measures that were laid out

in collaboration with the departments, for example plans to move away from gas, and sustainable procurement.

Expanding the use of renewable energies

The Wiener Stadtwerke Group is an important player when it comes to implementing the Vienna Smart Climate City strategy in practice. We ensure solutions for energy supply and mobility that conserve the climate and protect the environment. Wien Energie, which has made it its goal to decarbonise its own electricity production by 2040, is expanding renewable energy and reducing fossil fuels to achieve this. With increased use of combined heat and power to produce electricity and heat simultaneously, the company is additionally driving energy supply that saves resources, as the primary energy need is significantly lower than if heat and power are provided separately.

Wien Energie aims to gradually switch the operation of CHP stations to green sources by 2040 and, more generally, significantly reduce the overall share of CHP in electricity generation. The source of the electricity is proven through guarantees of origin, which ensure that Wien Energie does not purchase or distribute any nuclear power.

Wien Energie has continued on its path to decarbonisation with a variety of specific projects. For example, solar power production, which is up 16.2% compared to the previous year. Wind energy production has increased by 10.4%. A green hybrid power plant with sustainable energy production from wind and solar power that was commissioned at the end of 2022 makes a significant contribution to this. With an output of more than 37 megawatts, the Trumau wind park and the neighbouring open-space photovoltaics plant have been producing green energy for an estimated 17,400 households in Lower Austria since the

beginning of 2023. The largest roof-mounted photovoltaics system in Vienna is located at the Shopping-Center-Nord and was commissioned in 2023. The largest photovoltaics plant in the city was installed on the roof of the Shopping-Center-Nord in 2023. The new photovoltaics modules, which cover an area of 7,000 m², produce roughly 1.4 gigawatt hours of green energy annually. This corresponds to the energy needs of roughly 700 two-person households.

Green district heating for the climate revolution

In Vienna-Simmering, Wien Energie is building the most powerful large-scale heat pump plant in Europe. The first phase, with an output of 55 megawatts, went into operation at the end of 2023. It is projected that up to 56,000 households in Vienna can be supplied with green district heating. Two thirds of the energy for the heating comes from waste heat from the wastewater of the neighbouring ebswien sewage plant. One third is generated by green electricity directly from the neighbouring Danube power plant Freudenu. Around EUR 70m is being invested in the project.

The energy that is produced is fed directly into the shopping centre and is used to operate lighting, lifts and escalators. The photovoltaics system can cover roughly 20% of the energy needs of Shopping-Center-Nord, which results in annual savings of up to 800 tonnes of CO₂e.

WIPARK saves energy in its car parks

WIPARK has had its own energy management system since 2023. One of its goals is to reduce energy consumption in the car parks. Lighting was identified as the biggest energy consumer. Fluorescent lighting was switched out for LED lighting in eleven car parks. In addition to this, intelligent lighting controls were installed at individual car parks, and existing controls were optimised. WIPARK thus reduced its energy consumption by 778,700 kilowatt hours, or 16%.

In addition, the use of hydrogen in a gas turbine was also tested for the first time in 2023. At the Donaustadt power plant, one of Austria's most modern high-efficiency combined heat and power (CHP) plants, the share of hydrogen was increased up to 15% by volume on individual test days. More information on this can be found in section 1.6. Expanding renewable energy is still important, as is conserving energy. Wien Energie supports customers here with a variety of services. The spectrum ranges from ammeter rental to energy audits and the introduction of a corporate energy management system in accordance with ISO 50001.

Strengthening the grids of the future

Without investments in the grids of the future, the energy revolution cannot succeed, nor will we be able to maintain a reliable energy supply. Wiener Netze is therefore investing in high-performance power distribution networks and the digital transformation of the company. These investments comprise a growing proportion of the total investments and help Wiener Netze achieve two corporate goals in particular: customer focus and increasing efficiency.

In 2023, the investments were primarily for the expansion of the substations, e.g. in Simmering, Albern and West, the expansion of the pipeline networks and the ongoing roll-out of smart meters. At the end of the year, nearly three quarters of all households in our supply area were equipped with smart meters. Smart grid technology like this improves security of supply and increases the efficiency of grid operation. Of our 11,000 transformer substations, more than 300 are now "smart" and can be operated remotely. We also use the latest technology for troubleshooting in overhead powerlines and for monitoring optical fibre cables. New functionalities are being tested and perfected in a company-owned laboratory, the Smart Grid Lab. This is a research project that Wiener Netze is carrying out as part of the Aspern Smart City Research (ASCR) project.

We will invest roughly EUR 1.4bn in our electricity grids from 2024 to 2028. This will mainly go into expanding the grids to meet the requirements of the Renewable Energy Expansion Act (Erneuerbaren-Ausbau-Gesetz – EAG). In addition to this, the integration of customer-owned and decentralised production plants such as photovoltaics is gaining importance. The expansion of the energy grids in urban development areas or where load centres are shifted will also be driven forward.

Exploring the energy of tomorrow

The current research activities of Wien Energie are derived from our research strategy and are focused on the fields of geothermal energy, thermal storage, renewable liquid fuels and gases, carbon capture and hydrogen. In 2022 we put the research plant "Waste2Value" into operation on the grounds of the Simmeringer Haide energy-from-waste (EfW) plant. The plant converts waste and rubbish into renewable carbon-neutral fuels. The requirement for entering into

operation was determining the ideal operating parameters and demonstrating the proper functioning along the entire process chain. The fact that the green synthetic fuel that is produced in the plant is better suited than standard fuel was confirmed using a Wiener Linien bus at a test track at the Graz Technical University.

EUR 1.4bn

will be invested in our
electricity grids from 2024
to 2028

To achieve the goal of closing the cycle, which is essential to the energy revolution, carbon capturing in the thermal waste treatment plants will play a decisive role. We have begun with trials for a specific plant, which is providing initial, fundamental insight. Beyond this, in the "directCCE" research project, we are examining an alternative approach to synthetic gas production to make carbon capturing more energy efficient. At the Schafflerhofstrasse solar power plant, we are working with the University of Natural Resources and Life Sciences to evaluate the compatibility of energy and agriculture. In the neighbourhood of the future "Village im Dritten" we are working with our partner ARE Austrian Real Estate to drive forward the future of urban living. In 2023, two thirds of the planned 500 field probes were placed, and surface construction began.

With the Climate Lab, Wien Energie has created a unique climate innovation ecosystem in Spittelau. At the heart of it all are the multi-partner programmes, three of which Wien Energie successfully implemented in 2023. In partnership with Wiener Linien, a scalable electric charging management solution for the B2B market was developed. A potential analysis of the use of green hydrogen ended with a memorandum of understanding for an initial lighthouse project. A third multi-partner programme identified the potential of mineral residues from phosphorus recycling for the cement industry. As part of the Wien Energie Innovation Challenge, the Climate Lab also scouted more than 100 international start-ups.

Flexible and sustainable transport options

Wiener Linien is an important partner for Vienna's mobility revolution. People who switch from cars to public transport save up to 1,500 kg in carbon emissions per

year and reduce the distance driven by roughly 8,300 km. Wiener Linien's trams, underground trains and e-buses are all electric. And this electricity comes entirely from renewable energy sources. 80% of all public transport passengers are thus travelling using electric power, with this share on the rise. But we're not stopping there. We help all our drivers to drive more energy-efficiently by providing special training and education. In addition, the speed of underground trains is automatically optimised with the help of a computer. Using brake energy systems in some underground stations, the energy that is recovered when a vehicle brakes is fed back into the grid and can be used to power station elements such as escalators, lighting and lifts.

We make it easier to transition from driving to taking public transportation by continually making our transportation more attractive. The U2xU5 expansion is the largest climate protection and infrastructure project in Vienna. Twelve new

underground stations in the final phase of construction will provide faster connections and space for more passengers. The sixth-largest tram network in the world will continue to grow and is continually being maintained. Construction on lines 12 and 27 began in 2024 and the expansion of line 18 will follow in 2025.

In the ongoing modernisation of the diesel bus fleet, we pay close attention to energy efficiency, the lowest possible emissions, staying significantly below the Euro 6 standard, economic viability and a high level of passenger comfort. In terms of procuring new vehicles, environmentally friendly drive systems have been our focus for a long time. Wiener Linien is purchasing 60 electric buses and ten hydrogen buses, building the charging and filling infrastructure required for these, and will convert ten lines to emission-free drive by 2025 – in addition to the two existing lines. In February 2024, a competence centre for electromobility opened in the south of Vienna, where electric buses will be charged, maintained and repaired. Friedhöfe Wien is also making the switch to e-mobility. In 2023, the company announced the introduction of 29 new electric cargo trikes, nine of which are already in use. Visitors can also use e-bikes. The electricity for operating these vehicles comes from the photovoltaics and the citizens' solar power stations on the cemetery grounds.

As part of the City of Vienna's push towards solar power, Wien Energie and Wiener Linien are also working on making the infrastructure of public transportation more environmentally friendly. A small solar panel system has been in operation on the roof of the Kaisermühlen underground station since May 2023. Similar systems also went into operation at the Erdberg depot, the water conduit

Environmentally friendly drive systems are key criteria when Wiener Linien purchases a new bus. **By 2025, the company aims to have 60 electric buses and ten hydrogen buses in its fleet.**





People should be able to get around Vienna flexibly and sustainably. To make this possible, Wiener Linien has **100 car sharing and bike sharing stations**.

field, and the roofs of the training workshops and Siebenhirten electromobility centre in the reporting year. These eight new photovoltaics systems produce roughly 1,830,000 kWh of green energy. That corresponds to energy for roughly 915 two-person households.

Wiener Linien makes mobility flexible and sustainable throughout Vienna with 100 WienMobil stations, from car sharing and bike sharing to bicycle service stations. In collaboration with Wiener Lokalbahnen, it is also planned to install parcel boxes at selected WienMobil stations. The bike sharing service WienMobil Rad, which replaced the previous Citybike stations in 2022, offers 3,000 bicycles at 240 locations across Vienna's 23 districts. The bikes are offered temporarily at events and some are equipped with child seats. In 2023, the bikes were borrowed more than 733,000 times. At WienMobil Auto, more than 60,000 bookings were made and over 3.1 million kilometres were

driven in 2023. The electric car fleet was increased to a total of 100 vehicles in March 2023. This covers various car models – from compact small vehicles to spacious family cars and vans.

The on-demand service also provides flexibility. Wiener Linien expanded this further in 2023 in partnership with Wiener Lokalbahnen Verkehrsdienste. After successful test operations in the 23rd district, the WienMobil Hüpferridepooling service has also been running in the 22nd district since September. In the larger districts in particular, WienMobil Hüpferridepooling is raising the bar. Passengers can use the app to book a wheelchair-accessible mini-bus from numerous stations to take them to their destinations. Requests with similar routes are automatically bundled by the system. With eVito vehicles, Wiener Lokalbahnen Verkehrsdienste provides climate-neutral transport to the Wiener Linien on-demand project, and to apprentices from external companies, enabling them to get to work in an environmentally friendly way. In the area of operational mobility, Wiener Lokalbahnen is also continually carrying out measures that

contribute to climate protection, such as the acquisition of electric pool vehicles.

To make electromobility in Vienna a success story, basic availability of public charging stations is essential. To this end, WIPARK is continually expanding its network of charging stations and has already installed nearly 500 charging points in car parks in Vienna. 122 charging stations were newly installed or refurbished in 2023. Additional charging stations will be added at the WIPARK locations in the coming years. Wien Energie currently has more than 2,000 public charging points.

Individual efforts to save energy

All Group companies continually assess where they can further reduce their energy needs. They have implemented their own measures with various areas of focus. This can include:

- Low-energy LED lighting
- Smart heating and cooling systems
- Installing motion detectors
- Energy monitors
- Switching to green energy
- Turning off unused refrigerators and monitors
- Automatic standby in coffee machines

Wiener Netze has expanded the photovoltaics modules at the Simmering location, the temperature remains two degrees lower in undergrounds and trams, and Wiener Linien is continuing to upgrade stations and vehicles to LED lighting. Timers on info screens have also had a positive effect here. In 2022, Wiener Lokalbahnen began to implement e-scooter sharing on its company grounds and has expanded its activities in cooperation with other

Customer mail is delivered by electric vehicles

WienIT produces roughly 45 million printed pages annually for customers of the Group companies in its own printing press. These are delivered by post in the greater Vienna area. After an initial successful test run in 2020, WienIT rolled out deliveries with its own electric vehicles in the greater Vienna area to the entire Wiener Stadtwerke Group. In 2023, the company delivered 2.5 million mailings itself, free of emissions, thus saving roughly 35 tonnes of CO₂ as well as postage costs for the Group.

Group companies such as Wiener Netze to create a corporate transportation model based on e-scooter sharing.

36% of Wiener Stadtwerke's cars have already been upgraded to electric vehicles. The expansion of charging stations in the city and at the companies goes hand in hand with this. Electromobility is also playing an increasingly important role in training. At Wiener Netze, which has upgraded its fleet to include 62 electric vehicles, all automobile mechanics have already completed additional training on repairing electric vehicles. The focus is now turning more and more to utility vehicles. In 2023, Wiener Stadtwerke had 22 utility vehicles with electric drive systems on the road on a trial basis to test their usability in depth. MA 48 and the Wiener Stadtwerke Group have signed a framework agreement with the department responsible for the Group's fleet for the acquisition of 1,245 vehicles in order to benefit from synergies and price benefits. The fleet of dedicated vehicles will continue to grow over the coming years.

A clean environment – our goal

Many cities struggle with poor air quality, polluted with harmful substances such as particulate matter and nitrogen oxide. This air is harmful to humans as well as animals, plants and the entire ecosystem. According to the UN, up to 90% of people around the world breathe polluted air, which leads to approximately seven million early deaths each year. In Europe, an EU regulation on air quality and clean air defines thresholds, limits and targets for pollutants, which to date is less restrictive than the recommendations of the World Health Organization. In Vienna, the Wiener Stadtwerke Group is working each day to improve

the quality of the air in the city and to reduce pollutants. We know that the people of Vienna live off their love for the city – and off the air they breathe in Vienna.

Optimising plant operations

When Wien Energie builds new plants, renovates existing plants or modernises older plants, the guiding principle is to optimise the operation of the plant over its entire life cycle. Optimal operation also includes producing as few pollutants as possible. Wien Energie pursues this goal from the strategic planning stage through to construction monitoring. Compared to plants that burn fuels, our combined heat and power plants, for example, achieve a higher level of efficiency with reduced emissions. All of our plants are so effective at reducing particulate matter through exhaust gas cleaning that the amount of particulate matter in their exhaust gases is far less than that emitted by road traffic. Critical pollutants in the exhaust gases from our thermal waste treatment plants and power stations are constantly monitored. The legally permissible air pollutant levels from the waste incinerators are defined in the Waste Incineration Ordinance; the exhaust gases produced are well below the limit. The pollutant concentrations of the three Wien Energie energy-from-waste plants are documented online in near-real time. The plants are also validated in accordance with EMAS.¹ We disclose our annual harmful emissions transparently in the Wien Energie Environmental Declaration.²

In Vienna, as in most major cities, road traffic is by far the largest source of particulate matter and nitrogen oxide. And this would be significantly higher if so many people did not travel by foot, bicycle or public transportation. With the continual expansion and ongoing modernisation of Vienna's

Gas leak detection specialists with electric vehicles and laser technology

The gas leak detection specialists of Wiener Netze travel 1,100 kilometres on foot each year to test the gas pipelines for safety with their gas detection devices in hand and the heaviest part of the equipment on their backs. The Gas Car, an electric vehicle equipped with special laser technology, went into trial operation. Special probes draw in surrounding air from near the ground and test it for gas concentration. The test values can be seen every second on the laptop and are entered into a digital gas grid map. A high level of safety, digitalisation and environmentally friendly mobility go hand in hand here.

public transport system and innovative mobility offers, Wiener Linien is making a considerable contribution to protecting the environment and preventing particulate matter and nitrogen oxide from entering the atmosphere. The city's underground helps to reduce car traffic in the inner-city areas by over 22%.

¹ EMAS stands for Eco-Management and Audit Scheme.

² The Wien Energie Environmental Declaration shows the continual climate protection efforts of the company. With the preparation of this comprehensive data material on the environmental performance of all its Austrian thermal recycling plants, combined heat and power (CHP), district heating plants, photovoltaics plants and wind plants, Wien Energie is again proving its role as a pioneer as the largest regional energy services provider. The environmental declaration is updated annually and can be downloaded from the website. www.wienenergie.at

Ensuring clean air with more green spaces

Green spaces comprise about half of the area of the City of Vienna. With Wienerwald and Donau-Auen, the city has sprawling green oases that are not just great for relaxation – they also have a positive impact on the environment because plants filter pollutants and can significantly improve the air quality.

The cemeteries of Friedhöfe Wien GmbH are also an important factor for the climate of the city in the age of climate change and urban heat islands. The 46 cemeteries comprise roughly 1.2% of the total city area. With 500 hectares of space, roughly 30,000 trees and 140,000 square metres of natural meadows, they are a valuable local area for rest and relaxation. 356 trees were planted in 2023 on the grounds of Vienna's cemeteries. A conscious approach to the environment and sustainability are at the forefront of this initiative. We consider the flora and fauna to be a key part of our cemeteries. This also includes the natural approach to maintaining these spaces. In 2023, Friedhöfe Wien presented the results of a study carried out with the Institute of Meteorology and Climatology (BOKU-Met) and the Austrian Institute of Technology (AIT) examining the effects of Vienna's cemeteries on the local climate. Using a 3D model, the study quantifies the cooling and seepage effects of cemeteries compared to paved surfaces such as car parks and compared to urban neighbourhoods. Beyond this, the study analyses the additional potential of unsealing and greening measures. In general, there is less heat and more rain water absorption in Vienna thanks to green cemetery spaces. Cemeteries in Vienna also cool the areas around them. Additional greening of cemetery spaces has such enormous potential that it could reduce the equivalent number of tropical nights in Vienna by three in the summer. The study shows

356 trees
were planted on
the grounds of Vienna's
cemeteries in 2023

the positive contribution on the cemetery grounds make to the local climate compared to parking spaces, which intensifies throughout the day. This has a median additional cooling effect of up to 0.8°C on the cemetery grounds, which also extends to the surrounding areas. The cooling effect even comes to 1.5°C in the local area. The cemetery grounds included in the study already absorb approximately 40% more precipitation than paved ground. Through additional unsealing measures at the cemeteries studied, 16% to 21% more precipitation could be absorbed.

Conserving resources – our task

The circular economy has become a key topic for the future. This is an opportunity in the fight against climate change, the destruction of nature and the extinction of species. Only if we manage to use raw materials and resources sparingly and for a long time will we create and maintain prosperity – economically and ecologically.

Promoting a circular economy

As a regional energy supply company and the largest waste processor in Austria, Wien Energie has set itself the task of taking a pioneering role in terms of the circular



The nature garden at Vienna's Central Cemetery is part of the bigger picture: **Cemeteries have a cooling effect on the surrounding area.**

economy and supporting the transformation of Austria and the City of Vienna towards a sustainable economy. In 2023, important steps were taken to establish a pioneering circular economy within the company. In the project "Closing the Loop", Wien Energie developed a strategic framework that serves as the guiding principle for the integration of circular economic principles in the business areas. Targets, ambition levels and comprehensive roadmaps were laid out up to 2040 for numerous fields of focus and projects. This includes a large-scale phosphorus recycling plant, which we began planning in 2023. The goal is to reclaim phosphorus from various processes and reuse it in order to reduce the consumption of primary phosphorus sources while also minimising the environmental impacts and Austria's dependence on imports. The plant should be in full operation by 2030. Conserving resources is also at the centre of our

studies on whether carbon capture plants can be installed at all incinerators. CO₂ can be captured directly on site instead of entering the atmosphere, and it is either stored geologically or used as a raw material in chemical processes. Another branch of technology is being tested in the Waste2Value demonstration plant at the power plant at Simmeringer Haide. Instead of being incinerated directly, waste materials are turned into environmentally friendly carbon-neutral fuels. These can be used for fuel production or directly in the chemicals industry. As the circular economy does not end at the boundaries of the company, Wien Energie is cooperating across companies and industries with other companies, start-ups and other stakeholders in the "Circularity Lab", which is located at the Climate Lab in Spittelau. The associate partnership with the research consortium "PVReValue", for example, is taking important steps for the entire value chain in the comprehensive recycling of photovoltaics modules. Wien Energie is raising public awareness of the circular economy in Simmeringer Haide. We created the "Circular Line" interactive experience trail in 2023 at the circular economy competence centre here. A "Circular Center C2" is also planned as the starting point for the visitors' tour. Another focus of Wien Energie is on procurement that fits into the circular economy. In 2024, a material flow analysis will be carried out to determine the status quo of the circularity and recycling ratio at Wien Energie. The circular economy is also a major topic at Wiener Linien. In a number of projects, we are analysing the environmental benefits and economic costs of implementing individual measures. Furthermore, Wiener Linien is working on improving resource efficiency in infrastructure projects. One current project is addressing the use of recycling materials in the upper part of the road structure. It aims to explore opportunities for recirculation



Saving water at the cemeteries: With our "Gemeinsam. Sorgsam." ("Taking Care. Together.") campaign, Friedhöfe Wien makes it clear how important it is to turn off taps.

of materials in superstructure projects. The planners and construction divisions of Wiener Linien support these processes and test these new insights in practice.

The circular economy is also a topic at Friedhöfe Wien. More than half a million people visit the 46 cemeteries each year. One of the tasks of Friedhöfe Wien is keeping the precious green spaces at the cemeteries clean and conserving the water. The company's "Gemeinsam.Sorgsam." ("Taking Care. Together.") campaign raises awareness, among other things, of the proper way to dispose of waste and emphasises the importance of always diligently turning off the water of thousands of taps. The category "Ressourcen.Smart." ("Resources.Smart.") expands the campaign and comprises the measures surrounding the

circular economy and resource conservation. The handling of headstones and grave borders, which often come from abroad with long transport distances, is also to become sustainable. The online search platform "Freie Grabstellen" makes it possible to search for, find and – in keeping with sustainability – re-use existing available grave plots – including borders and headstones.

Workwear becomes paper

220,000 tonnes of textile waste is thrown out each year in Austria. Only 17 per cent is reclaimed and recycled; most of it is incinerated. Wiener Netze is now making another contribution towards a circular economy in partnership with Bunzl & Bach, a raw materials supplier for the paper industry. Employees can return workwear they no longer need or that is worn out; this is then cleaned and shredded by Bunzl & Bach. The fibres that remain are used as a raw material for paper production.



Friedhöfe Wien's "Gemeinsam.Sorgsam." initiative brings sustainability measures together under one roof.

Digitalisation of waste streams

Our waste and environment officers discuss current matters and address any new statutory regulations and current legislation once or twice per year in a larger group. These meetings ensure an equal level of knowledge across the Group, from which individual measures can then be derived. An important factor here is the digitalisation of waste streams – a key requirement for the precise documentation of the waste type, amount, origin and destination as well as the subsequent evaluation of the data. Through this, we identify potential for improvement in our processes and in terms of the circular economy. Wiener Netze is reducing the volume of excavations by 90% compared to usual levels through the use of innovative installation methods such as the pipe-in-pipe solution (relining) in the natural gas network and the insertion of cables into existing empty piping in the power grid. That means lower transport volumes, fewer lorry trips and fewer pollutant emissions.

Sustainable water management

Thanks to the Danube and its branches, water in general and drinking water specifically is always available in Austria in a high quality that corresponds to the highest international standards. But leading experts agree: future generations will have to compete for water, even in Europe. Climate change will bring with it dryness and tough droughts as well as torrential rain that the ground cannot absorb. This will have consequences, with water, an essential resource for survival, becoming increasingly scarce. We are all called on to conserve water, and companies in particular must play their part. They can reduce their water consumption and keep their wastewater clean through targeted measures. This helps protect the environment and reduce operating costs. Wiener Stadtwerke is aware that sustainable water management makes an important contribution

to handling the global water crisis. Vienna's largest water storage facility is in Unterlaa and covers one third of the water needs of the city. The electricity used by the pumps at the water storage facility is produced on site. The photovoltaics plant opened in 2020 is the largest citizens' solar plant in Vienna. We encourage sustainable, sparing water use through specific measures. Friedhöfe Wien, for example, has installed intelligent water meters that help to detect water main breaks early on and prevent water wastage. Where it is geologically possible, wastewater systems have been installed. At the washing stations of our public transportation, 90% of the water that is used is reclaimed in a treatment plant. Even small measures have an impact, such as installing waterless urinals.

Wiener Stadtwerke is also turning a critical eye towards microplastics. In bodies of water and in the ground, pollution from tiny plastic particles is a growing threat to global ecosystems. The use of sustainable and environmentally friendly plastics can be a helpful measure in this regard. It is even better to avoid the use of plastic wherever possible. Wiener Linien is leading the way: since the summer of 2023, the company has been offering the classic annual season ticket in a digital format only. This helps protect the planet in two ways – by reducing both plastic and traffic.

More pressure, more power, more district heating

Wiener Stadtwerke is banking on climate-friendly district heating. Distributing this well and safely requires the corresponding infrastructure. Wiener Netze's newly built "Donauführung" pumping station at Wehlstrasse helps here. It supports the district heating supply that brings heating from the large heat pumps in Simmering to the city. Each of the two new pumps transports 3,000 cubic metres of hot water per hour. An investment of five million euros will help supply existing and future urban development areas along the banks of the Danube reliably with district heating.



150 Jura sheep make sure the grass **under the photovoltaics modules** in Donaustadt doesn't grow too tall, and the systems can produce energy without being obstructed.

Four-legged lawnmowers roam around solar modules

In 2023, Wien Energie expanded Vienna's largest photovoltaics park in Donaustadt. Approximately 8,700 households per year can now be supplied with environmentally friendly electricity. Between the modules of the south-facing photovoltaics panels, 150 Jura sheep act as natural lawnmowers. Part of the park has been allocated for agrivoltaics, with farming possible between the vertical modules.

Intact ecosystems – our mission

Protecting biodiversity

Humans encroaching on nature are responsible for the disappearance of more and more species of flora and fauna. Increasing attention is being paid to this decline in biodiversity. Here is growing recognition that an intact ecosystem is of utmost importance for humanity – and also for a successful economy. The costs of using and exploiting the environment may not be easy to measure, but they are undeniable. It is therefore essential to create a green infrastructure that makes biodiversity possible. Wiener Stadtwerke has leverage in numerous areas to preserve the ecological balance. We are aware of our responsibility and our reach, and are already implementing initial measures to maintain a healthy ecosystem.

A research project of the University of Vienna in collaboration with Friedhöfe Wien GmbH documented more than 500 insect species, 80 bird species, 14 mammal species, five reptile species, four amphibian species and 300 plant species at Vienna's cemeteries between April 2021 and June 2023. We launched sustainability measures based on these results – for example by creating dead hedges for insects and small animals, adjusting the plant selection for new plantings, the design of natural grave areas and the development of compostable wreaths and bouquets.

The animal photos taken by the researchers will be displayed in an outdoor gallery at Vienna's Central Cemetery and highlight the growing relevance of protected habitats and safe havens for animals in an increasingly urbanised environment. They are a destination for an excursion with the added task of educating visitors.

Cemeteries as a catalyst for biodiversity

More than 500 insect species, 80 bird species, 14 mammal species, five reptile species, four amphibian species and 300 plant species were counted at Vienna's cemeteries in a two-year biodiversity research project by the University of Vienna and Friedhöfe Wien GmbH. The sustainability measures based on these results comprise creating dead hedges for insects and small animals, the plant selection for new plantings, the design of natural grave areas and the development of compostable wreaths and bouquets.

Wien Energie has begun implementing a series of initiatives for environmental protection. At the Flötzersteig incinerator, more than 200,000 bees reside in five hives. This supports pollination in the region, increases awareness of the importance of bees in our environment and helps maintain ecological balance and promote plant diversity. Wien Energie has planted a special mixture of plants on the grounds of its agricultural photovoltaics plant, serving as an ecological buffer zone and providing habitats for a variety of plants and animals. With nesting boxes in various biologically relevant areas that provide a natural hiding space for insects, reptiles and birds, we are helping to promote the populations of native animals and are creating ideal conditions for nesting and raising young. We promote the protection of aquatic species with fish ladders that make it easier for the fish to get past obstacles. This supports fish migration and helps to preserve aquatic habitats.

Social matters

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Wiener Stadtwerke provides meaningful jobs – and offers young talent long-term prospects.

➔ For more information, see 'More apprentices, more women' page 33

Working conditions – as a team, we are shaping the future

Our team of 16,745 employees works hard for the future of Vienna. We work on the climate revolution every day, keep Vienna running and offer real jobs with a purpose and sustainable added value. We are fair and reliable, appreciative and diverse, hard-working and networking, innovative and forward-thinking. As a team, we are shaping the future.



Wiener Stadtwerke facilitates open communication.

Diverse jobs, networked collaboration, room for development

Our vision, our strategy

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. That is our HR vision. Our HR strategy defines areas of action that are most relevant to the Wiener Stadtwerke Group and which are taken up by the Group companies and addressed individually. This means that everyone is working towards the same goal while also enacting measures that have been adapted to their specific challenges. This successful networking and cooperation between our Group companies is at the core of our HR strategy.

Societal trends such as labour shortages and skills gaps, the persistent under-representation of women in technical professions, and an impending wave of retirements due to demographic change will have a profound impact on our HR activities in the coming years. As part of our Group-wide strategic HR planning, we determine our long-term personnel needs and develop suitable HR initiatives based on this information. The HR departments of the individual Group companies then support their implementation.

We are optimising our application process

The employer branding strategy of the Wiener Stadtwerke Group couples the topic of public services for the metropolitan region of Vienna with an eye to the future in terms of climate protection and sustainability. We want to be visible as a company that keeps Vienna running and is the driving force of the climate revolution. Our personnel needs are greatest in IT and tech. We address these target groups

specifically with creative activities and measures. We expand our strategic cooperation management continually, for example by financing IT degrees at the FH Campus Wien University of applied sciences. The accompanying programme provides students with an insight into the IT landscape of the Wiener Stadtwerke Group. We are continuously expanding our portfolio of HR marketing activities and creating opportunities for peer-to-peer dialogue between talents and internal experts. For example, an internal format to facilitate knowledge sharing with departmental colleagues was developed to drive the internal transformation and networked collaboration and to enhance the employer brand. We are currently working on building dedicated communities with departmental colleagues and talents. This will foster networking and dialogue even more, and will establish sustainable interactions along the lines of talent relationship management.

The continual optimisation and modernisation of the application process is also of high priority. For this reason, Wiener Stadtwerke has introduced a quality management approach with a focus on candidate experience. What is the candidate impression of our application process? What kind of experiences are they having in the process? We want to better understand the target groups and processes along the candidate journey. Our goal is to show evidence-based optimisation potential and initiate systematic improvements. These include virtual interviews, the use of video recruiting, a sustainable active sourcing strategy and a new applicant management system. Our recruiting should be sustainable, which is why we use active relationship management and tool-assisted community building. Our recruiting is divided into commercial, technical and IT areas. This allows the individual recruiting teams to get to know the target groups better and tailor the application process.

As Job Guides, we advise applicants on job opportunities in their speciality areas throughout the entire Wiener Stadtwerke Group. During the application process, we take care to ensure that the process is resource-efficient and involves a credible exchange of views on an equal footing.

More apprentices, more women

A total of 215 apprenticeships in 19 professions were filled throughout the Wiener Stadtwerke Group in 2023. This means that more people began their career paths with us than ever before. At the same time, we have never completed the search for young talent as early as we have this year. The foundation for this success is the Group-wide collaboration in centralised apprenticeship management and thus all Group companies that provide apprenticeships. Our shared goal is to counteract the lack of skilled workers and to find young employees who will remain in the Wiener Stadtwerke Group for a long time. It is particularly pleasing to see that the proportion of female students in technical

occupations has risen from 30% in the previous year to 35% among the new recruits in 2023. In addition to our Women in Technology programme, which has been running for many years, we expanded our offerings for adults in 2023 to include a second educational path. A new partnership with WAFF, a fund to support employees in Vienna, will create a total of 24 additional apprenticeships in mechatronics and automotive engineering. This allows those enrolled to complete a full apprenticeship in 22 to 24 months. What makes this truly special is that everyone who completes the apprenticeship is guaranteed a job at the end. This makes it a very attractive offer that has received excellent responses on the job market.

We also made a clear commitment to inclusion and diversity in 2023 by strengthening our collaboration with Netzwerk Berufliche Assistenz (NEBA), a network for professional assistance, and now offer internships for people with disabilities on an ongoing basis. The fruits of these measures

can be seen in the form of the awards that the apprenticeship management won in 2023. The apprenticeship marketing received the gold "Brand 4 Young Talents" award for the third consecutive time. We also received a bronze HR Award in the category "Employer Branding" and "Newcomer of the Year" for the apprentice hackathon, in which teams had to find software solutions for a specific problem in a short timeframe. Last but not least, the companies of the Wiener Stadtwerke Group that offer apprenticeships have the seal of quality "TOP-Lehrbetrieb" ("TOP apprenticeship workplace"). This shows that we offer top-notch training.



"Our comprehensive recruitment quality management approach enables us to continuously improve our processes to understand the needs of candidates and attract the best people."

Martina Hofinger, Chief Human Resources Officer

Young people can receive training in **19 different trades** with Wiener Stadtwerke. **The proportion of female students in technical occupations has risen to 35%.**



We are evolving

Strong values and norms

Organisations are dynamic, which is why strategic orientation and corporate culture are constantly in flux. In an age like this, shaped by enormous external influences and shifts, it is all the more important to continue to develop values, norms and beliefs that shape the corporate culture. Wiener Stadtwerke does this with a clear focus on the Group's vision. On this strong foundation, we will be able to rise to the challenges of the future.

We are shaping change by using tools and methods that make it possible to gain an outside perspective of our companies, to reflect, and to engage in dialogue. Initiatives like the Group-wide employee survey that is carried out every three years – next time in 2025 – help us assess where we are and what action we need to take. The results from 2022 show a high level of employee commitment and a very positive assessment of the Wiener Stadtwerke Group as an employer. Three key issues – our identity as the Wiener Stadtwerke Group, the development of the Group as a whole and the balance between work and family life – are among the main fields of action in which we initiated numerous measures in 2023. These include building a Group-wide career centre and modernising work-time models, especially in operational areas. Even seemingly small measures such as an appreciative employee orientation chat contribute each and every day to bringing our corporate culture in line with our corporate vision.

At the **Talent Hub**, Wiener Stadtwerke offers its employees a wide range of training opportunities, promotes dialogue and strengthens innovative work.



We support change processes

In specific change situations, in particular, companies, decision-makers and employees need support. The Change Management department and the corporate culture have become established as a cooperation partner for this, supporting the management in Group-wide projects such as coaching sessions, workshops and other formats that facilitate dialogue and knowledge exchange. To further bolster change management as a specialist discipline and develop the skills of experts, we have run the Change Management Compact programme annually since 2021, for which participants receive a qualification at the end. Employees gain tools that help them handle and be open to change. In 2023, a change network was also created, which develops expertise beyond the Group.

We provide future-oriented training and education

The Wiener Stadtwerke Group is committed to the continued training and education of its employees and executives. We bolster individual skills sets through a broad training programme across the Group. As innovative digital paths to learning, our e-learning formats and online training courses offer a variety of options for personal development and allow self-led learning. By attending training courses and inspiring presentations such as the leadership breakfast, our executives and employees expand their expertise and receive impetus for new ways of thinking and acting. At the same time, opportunities arise for networked collaboration across departments. The competence-connected programme strengthens networked thinking among experts and emphasises collaboration and diversity.

86,764

days of training
were offered by Wiener
Stadtwerke in 2023

The leadership skills and abilities of our executives are strengthened by a diverse educational programme. Inspirational and networking meet-ups allow employees to engage in deeper conversation about current (leadership) topics and form a solid network that actively contributes to shaping the future of Vienna sustainably. Noteworthy here in particular

is the Innovative Excellence Programme, the top executive programme of the Wiener Stadtwerke Group and countless companies of the City of Vienna. The continual updating of our programmes led to the introduction of Fast Lane, a short course that serves as a targeted introduction to our new programme for senior executives in autumn of 2024.

In 2023, we redesigned our education centre, now called the Talent Hub, for the future of work and learning. Open spaces with flexible settings and a series of events create the ideal conditions for creative and cooperative learning and working. As of September 2023, we also welcome those joining the Group, moving to a new position or returning to the Group on the newly conceptualised “Sustainable Welcome Journey”. This journey has a particular focus on Group-wide networking and also emphasises the importance of sustainability and climate change mitigation. In the recruiting area of the Talent Hub, applicants get to know the diversity of jobs and development opportunities within the Wiener Stadtwerke Group.

Our flexible working time models impress

The working world has become more dynamic in the past few years. Only those who offer dynamic structures such as flexible working and address the needs of the current and future workforce will be successful in gaining the best talents. The companies of the Wiener Stadtwerke Group are aware of this – which is why they make it possible for their employees to work part-time. Two additional flexible working time models are used as well. 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. In tech, in particular, this 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. In 2023, 193 women and 172 men made use of parental leave (including a family time bonus). Employees who are caring for a relative also benefit from flexible solutions: they have 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. The majority of the Group companies are certified with the state-issued seal “Beruf und Familie” (“Career and Family”) for their personnel policies that take families and phases of life into consideration.

We have strong interest groups

The different contractual relationships of our employees make it necessary for the Group management and the Group companies to have a Staff Council (for permanent civil servants and contract staff) and a Works Council. 70% of employees are represented by the Works Council and are under a collective agreement. The core task of the Works Council is to represent the interests of employees vis-à-vis the management. The elected members of the Works Council ensure that all provisions under employment law are observed. The collective agreements, corporate agreements and transparent remuneration models all ensure appropriate pay. 30% of employees are permanent civil servants and contract staff. Their interests with the employer are upheld by the HR representative, who also informs them of key structural developments or changes in employment, remuneration and retirement law. Wiener Stadtwerke

largely provides permanent contracts. The exceptions are internships and those replacing workers who are on temporary leave. The employees and their representatives are promptly informed of major corporate changes.

¹ Our employees spent an average of 5.05 days in training in 2023.



For new and long-serving employees alike: **The Talent Hub offers optimal conditions for creative and cooperative learning.**



We live and safeguard diversity

Vienna is multifaceted. Wiener Stadtwerke is a reflection of this diverse city. The company has close to 17,000 employees and millions of customers in the greater Vienna area – it's hard to get more diverse than that. We view this diversity as an opportunity for the entire Group. But this requires corporate structures, processes and a clear stance that combats discrimination and fosters diversity, equality and inclusion. Under the umbrella campaign "Respekt für Grenzen" ("Respecting Boundaries"), we created these exact structures in 2023. The Wiener Stadtwerke Group's zero-tolerance stance towards sexual harassment, bullying and other forms of discrimination was communicated emphatically and a unified, integrated process for handling cases was implemented across the Group. With the newly created position of Group-wide representative, Wiener Stadtwerke has also created a low-threshold point of contact to support people in difficult situations.

The diversity strategy of the Wiener Stadtwerke Group has a clear guiding principle and long-term strategic targets. It lays down the conditions for professional and sustainable diversity management within the Group. As of 2022,

a Diversity Committee ensures the issue is structurally anchored in the Group, steers the direction of the strategic objectives and monitors the achievement of these objectives. Its members include representatives from the Group companies and relevant departments throughout the Group.

Three diversity aspects are particularly important:

We rely on younger and older people alike

It is highly relevant at Wiener Stadtwerke to consider different generations, not only because of the impending shift in employee demographics. We value our older employees, who have valuable organisational knowledge, as well as younger generations, who increasingly bring the latest developments and trends to the Group. We therefore encourage older employees to remain in the company for longer and also create an attractive working environment for younger and future employees. We achieve this through a variety of measures for obtaining further qualifications, promoting health, working models and continuous learning, as well as through cooperation with external institutions. Mutually agreed reduction of regular working hours to partial retirement gives our employees the option to make their transition into retirement smoother. This helps to ensure that knowledge remains in the company in the long term.

We integrate employees with disabilities

We place a particular emphasis on fostering the inclusion of people with disabilities and work in collaboration with relevant stakeholders from this area. The Group-wide accessibility guideline sets new standards and a unified guide with a view toward accessible customer orientation. This report contains a chapter dedicated to accessibility.

We promote gender equality

Wiener Stadtwerke is there for everyone – regardless of gender. A Group-wide equality guideline has been in place since 2017 to set out clear conditions and targets and to ensure that regular monitoring takes place. We have an action plan to achieve the gender balance we are aiming for in our workforce. In hiring and promotion decisions, preference is given to the under-represented gender when candidates are equally qualified. We also foster equality through measures in apprenticeship management, employer branding and various collaborations. Women's networks provide opportunities to connect and share experiences. The success of these efforts is shown in the continually growing proportion of women in the Wiener Stadtwerke Group over the past few years. A linguistic guideline regulates the use of gender-inclusive language in the Wiener Stadtwerke Group.

"Respect for boundaries!"

Wiener Stadtwerke launched the "Respect for boundaries" project at the end of 2023. The company uses an intranet platform, posters and free postcards to raise employee awareness of issues such as bullying, discrimination and sexual harassment. Wiener Stadtwerke promotes respect for boundaries by adopting a zero-tolerance policy on these issues. The company offers Group-wide consultation through a confidant and an official complaints office. Active confidants receive additional training and are the point of contact for all three issues.

Safe and healthy at work – that matters

Health is an important commodity. Occupational health and safety is therefore of high priority for Wiener Stadtwerke. We bear a great deal of responsibility and commitment. Our goal is to avoid all damage for humans in the long term and to ensure a consistent culture of safety within our company. We have established an employee protection council within the Group that meets at least once per year and as needed. Here, prevention specialists from all subsidiaries discuss relevant topics in the areas of occupational safety, health and accident prevention. Their aim is to continuously improve the protection of employees, partly by identifying and utilising synergies. Actions have included holding joint fire-fighting drills, coordinating

training for prevention specialists and standardising recurring instructions. Employee protection is organised in a decentralised manner. 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.

Occupational physicians, occupational psychologists and security personnel advise Wiener Stadtwerke and its employees on all matters of occupational safety. These experts are also the first point of contact for maintaining and promoting health in the workplace, making work humane and preventing work-related illnesses.

The three pillars of health management

The health of its employees is of paramount importance to Wiener Stadtwerke. Our vision is therefore to continue the development of a healthy and resilient organisation and anchor health as a matter of management and culture within our group of companies. To this end, we have established a comprehensive occupational health management system to maintain, promote and restore the health of employees and senior executives. The occupational health management working group includes representatives from the Group companies and relevant departments throughout the Group. It ensures that this topic is structurally anchored in the Group.

Active health management is a top priority at Wiener Stadtwerke. With its week-long "Fit auf ganzer Linie" (fit across the board) programme, Wiener Linien offers apprentices a range of tailored health services.



Corporate health management

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

Getting active for better health

“Healthy together – talk to us”: With this project, which won the Vienna Health Award in 2023, Wiener Stadtwerke wants to make employees across the Group more aware of their own health and show them how they can be healthier at work. The target audience is one that is often hard to reach with health measures – the roughly 590 workers who carry out manual labour at Bestattung Wien, Friedhöfe Wien, Wiener Lokalbahnen, Wiener Lokalbahnen Cargo and WIPARK, with sometimes very irregular working hours or shift work as well as a decentralised workplace.

ness among employees. These include preventative check-ups and measures relating to nutrition, exercise and stress. Because the requirements are very diverse within the Wiener Stadtwerke Group, we develop individual, tailored health management solutions for each organisation. Each Group company has a contact who is in charge of their development and implementation.

Occupational reintegration management is a support system for anyone who is no longer able to carry out their tasks to their full extent due to health concerns. It aims to slowly reintegrate these employees into the work process, taking their individual needs into account. Participation is voluntary and confidential. A Group-wide process was developed by internal and external experts. Each Group company has one or more people who are familiar with the integration process.

Information on occupational health and safety that is relevant throughout the Group is together with the individual companies of our Group and sent to employees by the corporate communications department. Current information is communicated by the Group companies via the intranet.

At Wiener Stadtwerke, training courses are regularly held on workplace safety (initial and follow-up instructions), health protection and fire prevention. The topics vary greatly due to the diversity of Wiener Stadtwerke, starting with guidance on desk jobs and the dangers of train operations through to rope rescue training. This is partially also carried out by external service providers. In addition, a Group-wide e-learning course on managing absences was implemented to create awareness of absences among executives.

Occupational physicians advise and help

The services of the public health office, which is solely responsible for the municipal employees within Wiener Stadtwerke, include examinations in line with public services law, determining whether an individual is fit to work, and putting someone into early retirement. It is essential here to advise and support employees. Employees at the Town-Town location also have an occupational doctor's surgery available to them, which they can also visit during working hours. Easy access to prescriptions and referrals saves time and makes it easier to combine work and family life.



“Group-wide objectives and standards help to promote effective occupational health management.”

Karin Korn, Strategic Health Management

The occupational health management working group is based on three pillars: prevention (through occupational health and safety), aid (through corporate health promotion) and follow-up (through occupational reintegration management). With this, we pursue the following Group-wide goals:

- Supporting, improving and maintaining employees' ability to work
- Reducing absences due to illness and occupational accidents
- Improving employee health literacy
- Gradually reintegrating employees who have been on long-term sick leave

Corporate health promotion (CHP) provides services to promote a healthy working environment and health aware-

Inclusion & data protection – we are there for everyone

Our mission is challenging: We create products and services and develop infrastructure, and supply and communications pathways for the metropolitan region and all its citizens, as well as for future generations. The Wiener Stadtwerke Group always wants to be better for its customers, more service-oriented, more innovative and more sustainable. Simply put, close to the people. That's the way we see it.

Goodbye barriers, hello inclusion!

The Wiener Stadtwerke Group is the city's most important infrastructure service provider. Our products and services are used millions of times each day. We want to provide access to these for all our customers – with or without disabilities – without barriers and through all life stages. This is why we created the Accessibility Team, led by the Group Accessibility Officer of the Wiener Stadtwerke Group. The team serves as the central communications hub and advises the leadership, (department) heads, project leads and other decision makers throughout the Group with its expert knowledge. The task of this team is to introduce and support measures throughout the Group so that all customers – with or without disabilities – are able to use all offerings in the same quality. We want to plan our accessible offers and services strategically and design them as best as possible. This is why the Group multi-year plan for accessibility was created in 2023. The plan makes it possible to gain a comprehensive overview of the topic of accessibility and serves as a strategic foundation for steering in the Wiener Stadtwerke Group.

Accessibility projects include:

- Wien Energie electric charging stations
- Two service points in Erdberg and Spittelau
- Wiener Linien training workshop
- Wien Energie technical training centre
- Wiener Linien accessible emergency hotline
- Accessible Talent Hub
- Internal e-learning course on accessibility at Wiener Stadtwerke

Hans-Jürgen Groß, Group **Accessibility** Officer at Wiener Stadtwerke, charging his electric car.



We help in difficult life situations

One of our key objectives is to ensure sustainable and secure energy supply for all residents. 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 allows us to find tailored solutions for each individual case. In 2023, Wien Energie assisted 5,014 customers in the Heating division and 17,465 in the Electricity/Gas division through its advice centre for fuel poverty and cases of hardship. The Wiener Netze division assisted 218 customers in the reporting period. The cause of the increased number of requests at the advice centre for fuel poverty in 2023 was the general increase in prices. Many residents were in difficult situations and were therefore unable to pay their bills. This increased the need for advice, particularly on energy assistance, and for contact points. Wien Energie expanded the team at this centre to be able to accommodate this surge in requests.

Accessible emergency hotline

Wiener Linien has developed an accessible emergency call line in underground stations and lifts. It can be used through voice commands as well as a touchscreen with pictograms and simple input. This benefits people with impaired speech or hearing, people with learning disabilities and people who do not speak German well. For new constructions and renovations of train platforms, the designs will include high-contrast safety markings, the installation of tactile information as well as wheelchair and pushchair friendly lifts.



When it comes to **data protection and IT security**, the relevant legal regulations and internal guidelines apply – including rules for conduct in a mobile workplace.

Wiener Linien not only sets its pricing to be fair and affordable, it also offers special pricing for low-income individuals so that public transportation can be used by all. There are special offers for children, those completing their basic military service, people with a pass for low-income individuals, school pupils, apprentices, university students and seniors. Passengers with an annual pass can also take a dog along for free – particularly helpful for the blind or visually impaired.

We care about our products

The products and services of Wiener Stadtwerke are highly trusted by our customers. We ensure that they are safe, sustainable and environmentally friendly. Possible negative effects are reduced to the minimum. No breaches of the regulations or voluntary rules of conduct, which serve to avoid impacts on health and safety, were recorded in the reporting period. There were also no recorded breaches in terms of labelling or product and service information.

We are committed to data protection

Guidelines and processes for security

Wiener Stadtwerke regulates the data protection organisation and IT security through specific Group guidelines. The General Data Protection Regulation (GDPR) and other legal regulations such as the Austrian Data Protection Act (DSG) are also relevant for the Group. There are also individual standards regarding data protection processes in each Group company. At least one person per Group company is responsible for ensuring that personal data is processed in accordance with data protection regulations. Each Group company has established standardised data protection processes that specifically regulate how data protection queries are responded to and how data breaches are to be handled. We raise employee awareness of data protection through training activities such as our annual e-learning course, which focuses on specific areas – from phishing emails to mobile workplace conduct – as well as training opportunities and regular posts on the intranet.

Regulations on artificial intelligence

We are continually working to develop our data protection organisation. This includes holding votes among the data protection officers when necessary and regular meetings of the data protection working group. A cross-company data protection committee is tasked with protecting employee data. Data protection is an integral component in the introduction of new IT applications from the start. In 2023, for example, regulations were developed for the use of generative artificial intelligence (AI) and the technical implementation of the erasure concepts for Group-wide applications was continued in accordance with the roadmap. Data breaches – cases where there has been a breach of personal data – are to be documented and reported to the data protection authorities where applicable. In 2023, there were 12 cases of data breaches involving customer data that required reporting in the Wiener Stadtwerke Group. In future, these measures will be supplemented with safeguards to mitigate the negative effects of AI-based systems. The

Accessible login wins award

log.wien is the name of the single sign-on solution that harmonises all customer accounts of the Wiener Stadtwerke Group. This makes the services of the public transportation, energy providers and cemeteries in Vienna accessible with a single login. But log.wien can do even more. It is also accessible to people with motor, cognitive, visual or hearing impairments. It received official recognition in 2023, with the WACA (Web Accessibility Certificate Award) initiative awarding log.wien a silver-level WACA certificate for accessibility online.

requirements of the recently adopted EU Artificial Intelligence Act are taken into account and transparency is created with regard to the use of AI at WSTW.

IT security meets international standards

Wiener Stadtwerke manages large amounts of data of various types and origins, containing invaluable information for our business. We specifically and consistently protect this data from loss, falsification, manipulation and undesired disclosure. We thereby rely on a stable IT infrastructure that works round the clock as well as capable and cost-effective IT support. Binding regulations for information security in the realm of critical infrastructures are laid out in the Austrian Network and Information Systems Security Act (NISG). We ensure a high level of network and information system security through these. We have already begun with pre-



In 2023, Wiener Stadtwerke created **regulations on the use of artificial intelligence (AI)**.

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data breach cases involving customer data required reporting in 2023

parations for the implementation of NIS2 throughout the Group. The foundation of our IT security organisation and IT security standards is 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.

Certification for cloud services

WienIT continues to keep information security in the Wiener Stadtwerke Group at a high level. Our IT and business service providers and their services received ISO 27001

certification again in 2023. This confirms that this international standard for the operation of IT systems, applications systems and services, developments and services as well as the data centre infrastructure and print services has been fulfilled. We also handle personal data responsibly in the cloud. WienIT has received ISO 27018 certification, which addresses the secure processing of personal data through cloud services, for the second time. WienIT thus meets the requirements for an IT service provider for companies with critical infrastructure and is also well prepared for the EU directive NIS2, which will come into force in 2024.

Social responsibility – we are on it

Our mission is to provide goods and services that are essential for life. We do this with almost 17,000 employees. We bear a great deal of responsibility. But we also do so much more.

Goal: Green procurement

As a climate change mitigation group, the Wiener Stadtwerke Group makes a significant contribution to ensuring a positive ecological & social impact in its procurement and business activities by purposefully procuring sustainably produced goods and services. We also influence external value creation through the supply chains in this way.

We are driving the green transformation by defining basic principles for sustainable procurement in the Wiener Stadtwerke Group. These stipulate Group-wide practical instructions for an ecological, social and environmentally friendly procurement process. For example, for supply and service contracts with an estimated value of more than EUR 150,000 and with construction contracts of more than EUR 1m, sustainability criteria must be integrated into the procurement processes. Sustainability criteria should be prioritised in the statements of work.



The **people of Vienna** also benefit from solar power stations for citizens, such as those at the Central Cemetery, as they can purchase “solar packages”.

Our Group-wide stipulations for sustainable procurement also prescribe that the relevant sustainability criteria are to be identified by class of goods for each Group company. The procurement process should be optimised accordingly. The priority here is achieving green procurement. The green procurement criteria of the City of Vienna are to be used primarily. The Group companies are also free to bring in additional sustainability requirements, such as those of the Austrian action plan for sustainable procurement (naBe), or to orient themselves with their own sustainability requirements. Group companies are also encouraged to test the market in terms of sustainability and innovation and to continue to develop the existing criteria relating to sustainability and the circular economy together with their suppliers and contractors.

The Focus: The local community

The Wiener Stadtwerke Group always considers the interdependency of its activities and decisions with the environment and our society. It is a matter of course for us to always have an eye on the effects on local communities, for example. The citizens’ solar power stations that Wien Energie is driving forward should be noted in this context. We generally try to avoid negative effects. If this is unavoidable, we aim to keep the impacts to a minimum. Wien Energie regularly evaluates and observes the direct and indirect effects of its activities as part of its environmental management in accordance with ISO 14001 and in line with the Eco-Management and Audit Scheme (EMAS).

In the largest climate protection project in Vienna, the U2xU5 public transport expansion, Wiener Linien is carrying out an inner-city construction project that is unusual in its size and scope. Our U2xU5 ombudsman’s office works first

Urban gardening at the cemetery

People who live in the city often do not have their own gardens. Friedhöfe Wien GmbH has been offering the opportunity for urban gardening to anyone who acquired a grave at one of the 46 municipal cemeteries since spring 2023. At large neighbouring spaces that have never been used for gravesites, people can cultivate their own organic vegetables and learn more about the diversity and biodiversity of the city’s cemeteries. Within two months, 70 plots had been booked, representing 96% of the space on offer.

and foremost to ensure that this project can be carried out with as much goodwill as possible from those living nearby and other stakeholders. A team of communicators and technicians is available by phone, email and in person at the construction site. This is important to us, as we know conflicts can be avoided most effectively through personal information.



Customer focus is particularly important to Wiener Netze: e.g. when installing the new electronic electricity meters.

Wiener Netze is also planning the necessary construction work in such a way as to minimise disruption to everyday life. If, for example, the construction will take place near an allotment garden area, attempts are made not to schedule this work during the summer. We also keep an eye on events that we do not have control over. The ombudsman's office of Wiener Netze handles the specific assistance for customers experiencing financial hardship. If medical

or life-supporting devices are installed in a household, we exclude certain systems from planned downtimes. At the moment, 54 customers who are dependent on such equipment in their homes are being supplied with energy.

Support: Culture, sports, social matters

The Wiener Stadtwerke Group is the owner of numerous historic and culturally significant buildings and cultural artefacts, which we maintain comprehensively. We operate the Vienna Transport Museum Remise at the former Erdberg depot and the Funeral Museum at Vienna's Central Cemetery. We have also sponsored the Vienna Museum and the Vienna MuseumsQuartier for a number of years.

Vienna's sights and places of interest include the countless graves of honour, and honorary and historic graves in Vienna's cemeteries. We see ourselves as custodians and transmitters of these cultural treasures. Friedhöfe Wien GmbH also supports the local cultural scene and provides a space for this. Roughly 60 film productions in cemetery spaces were approved in 2023 – from major film projects to photo shoots. The "Nachklang" ("Resonance") concert recently drew thousands of people to Vienna's Central Cemetery. Readings, family gatherings and cemetery tours address the topic of death and mourning and help to break down taboos. This can also be humorous.

The people of Vienna and visitors will find unexpected art and cultural experiences thanks to Wiener Linien. More than 100 stations of the underground network contain over 30 works of contemporary art and historic artefacts. Wiener Linien also regularly provides public spaces for art and has been working with the City of Vienna's Kunst im



"For us, sustainable development means taking a comprehensive overview and focusing on the common good."

Gernot Sauer, ESG Management

öffentlichen Raum GmbH (KÖR). The U-Bahn-Stars provide live music in selected underground stations in Vienna.

The focus of Wien Energie's cultural promotion is on music, literature and the performing arts and is a partner for events such as the Donauinselfest music festival and the Wiener Eistraum ice-skating experience on the Rathausplatz square. The company also supports social projects, regional associations and sports events such as the Vienna City Marathon and the Wien Energie Business Run.

Wiener Netze and the Vienna Museum of Science and Technology are cooperating again for the third time. Since 2017, 1.6 million visitors have been drawn in by the interactive permanent "ON/OFF" exhibition about the world of energy. The aim of this cooperation is to generate an interest in technology among young people, to highlight exciting career fields and inform visitors about the energy revolution.

Governance

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Wiener Stadtwerke leads with **structured processes and an eye to the future.**

➔ For more information, see 'Managing sustainability in a structured manner' page 45

Corporate management – how we lead

How do our activities impact the environment? What is our sense of social and civic responsibility? The Wiener Stadtwerke Group wants to create long-term, sustainable values and therefore always has these questions in mind. Our governance and our organisation are structured so that opportunities and risks can be adequately managed.

Structured sustainability management

The Sustainability Reporting Directive (CSRD) enacted by the EU Parliament in 2022 regulates the reporting requirements of companies in terms of sustainability in a detailed manner. The type and scope of the reporting will change fundamentally and will present companies with new challenges – including the Wiener Stadtwerke Group. For example, our management report is to contain not only financial indicators but also sustainability indicators. These are to be presented in a shared context. This comprehensive view enables forward-looking governance that also

takes account of environmental and social objectives. The Wiener Stadtwerke Group, which is committed to its goal of climate neutrality by 2040, is encouraging sustainable governance through steps such as coupling ecological and social goals with management remuneration.

A transparent structure is essential in order to fulfil the changed requirements that the CSRD stipulates for companies. It is a requirement for corporate management in accordance with ESG criteria that are of high strategic relevance for Wiener Stadtwerke. Important here is that the definitions, indicators and targets are transparent and standardised throughout the Group. Progress on these must be reportable to Group management through unified interfaces. At the start of 2024, the Wiener Stadtwerke Group created the position of Chief Climate Officer and a new corresponding organisational structure that regulates responsibilities, roles, tasks and processes related to ESG/sustainability.

Identifying risks early

With additional measures, we ensure that the management of sustainability matters receives the attention it deserves: front and centre. We carried out a climate risk analysis in 2022 for the first time, assessing the scenarios of 1.5°C for transitory¹ risks and 4°C for physical² risks. We also derived the investment costs until 2050 from this. The calculations are based on a climate risk tool, the scenarios of the International Energy Agency (IEA) and the key financial figures of the Group companies. The climate risk analysis will be carried out at regular intervals in future, and will also measure ESG risks for the first time begin-

- ¹ Transitory climate risks for companies arise from climate policy measures that are aimed at a low-carbon economy, such as a tightening of the emissions marketplace, a carbon tax, stricter efficiency regulations and promoting future-ready technology. These have indirect or delayed effects.
- ² Physical climate risks for companies can be acute, such as heavy storms, floods, torrential rains, droughts, water shortages and heat. Chronic physical risks are triggered by long-term climate change with continually higher temperatures and chronic heat waves.



Wiener Stadtwerke's management is future-oriented, with clearly defined points of contact. Roles, tasks and processes in the area of **ESG/sustainability** are regulated accordingly.

ning in 2024. The results will be reported regularly via Group-wide risk management. We are also changing our current risk management guideline and our risk strategy. Unlike in the past, both will also comprise sustainability aspects. To ensure comprehensive risk management, all risk stakeholders at Group level from the internal control system



“As part of the Wiener Stadtwerke Group’s holistic focus on sustainable and ecological management, I am delighted that the Treasury department of the Wiener Stadtwerke Group is contributing to the goal of sustainable transformation with this transaction, which fulfils the requirements for green financing perfectly.”

Roman Fuchs, Deputy Chief Executive Officer

(ICS), financial risk management, IT security and compliance departments converse once a month. Together with the risk stakeholders from the Group companies, they manage the risk management processes of Wiener Stadtwerke.

Our owner, the supervisory bodies and the public have an insight into the economic activity of the Group through transparent corporate structures and processes. 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. Our internal Group auditing function conducts regular audits to ensure that the principles of profitability, purpose, security, correctness and conformity with rules and regulations are observed in all work processes. It provides independent and objective auditing and consulting services that are aimed at creating added value and improving business processes. It measures the effectiveness of the risk management, the ICS, the controls as well as management and supervisory processes in a systematic and targeted manner, and helps to improve these. The Group audit division plays a key role in helping our organisation achieve its goals. In addition, Group audit also makes suggestions for protecting the assets of the Group companies. The audits are carried out based on the corresponding annual audit programme, which is approved beforehand by the heads of the Group management. Extraordinary audits and consultations can also be commissioned throughout the year.

Companies in which the City of Vienna holds a majority stake or in which it has a controlling interest must be audited – including Wiener Stadtwerke. This is stipulated by the municipal constitution of Vienna. This task is carried out by the audit office of the City of Vienna. All audit reports are published online.

Green finance at Wiener Stadtwerke

Our task is to drive the climate revolution in a targeted manner and to make Vienna climate-neutral. The implementation of the strategy requires considerable investment. In light of this, Wiener Stadtwerke made the decision in 2023 to create a green finance framework earmarked for green financing. It is aligned with the voluntary guidelines of the Green Bond and Green Loan Principles as well as the technical assessment criteria of the EU Taxonomy for a material contribution to climate change mitigation. The sustainability quality of the framework was verified by the sustainability agency ISS ESG as part of a second-party opinion. In November 2023, the Wiener Stadtwerke Group successfully issued the first green bond in its history. The target volume of EUR 150m was oversubscribed many times as demand from investors was unusually high. Due to this high level of demand, the bond was increased to EUR 260m. In an initial step, this green loan will be used to finance investments in Wiener Netze’s smart meters and smart grids systems. This is the best way for the Wiener Stadtwerke Group to finance the transition to renewable energies and environmentally friendly heating systems.

Corporate responsibility – how we act

We adhere to laws, guidelines and our voluntary codes of conduct throughout the Group. Two Group guidelines are our key pillars here: the Compliance Management System (CMS) and the code of conduct (CoC).

Our code of conduct

The code of conduct of the Wiener Stadtwerke Group defines binding rules for all business activity and decisions within the Group. It is built on laws, which we naturally adhere to, as well as the overarching principles of fairness, responsibility and equal treatment. The basic rule here is: "We actively work against inequality and respect the dignity and individual personality of all people. We do not tolerate any form of discrimination based on nationality or ethnicity, gender, sexual orientation, religion, age or disability. People of equal specialist and personal qualification are treated equally." The code of conduct is a binding guideline for our behaviour. We ensure that all employees are familiar with this code and expect them to act in accordance with it.

We view the core topics in the code of conduct 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 to be particularly relevant. These include data loss and data misuse. The code of conduct also includes topics such as procurement, asset management, equality, assessment of conflicts of interest, employment law and employee protection. We have established internal control systems to ensure that breaches are prevented before they occur.

Our compliance management system

Wiener Stadtwerke regularly subjects its CMS to independent audits. This ensures that all tools and processes we use to ensure our adherence to the regulations are up to date, suitable, appropriate and effective. The Chief Compliance

Officer (CCO), who reports directly to the Chief Executive Officer and Group management of Wiener Stadtwerke, is responsible for the required continued development of the CMS. Compliance officers have also been appointed across all Group companies. They regularly report to their management and also to the Group CCO. If a potential conflict of interest arises, our compliance officers are the point of contact. To avoid conflicts of interest from the start, we have passed binding regulations in our bylaws. This also includes the fact that the Chair of the Supervisory Board cannot be a member of the top management of Wiener Stadtwerke at the same time. The positions and associations within Wiener Stadtwerke are made public in the company register and can be viewed at any time. This creates transparency, which goes hand in hand with compliance.

The first compliance certification

As a company that is wholly owned by the City of Vienna, Wiener Netze wants to be a role model, to protect its reputation and make a good name for itself as a business partner, a contractor and employer. To achieve this, the company introduced a Compliance Management System (CMS) in 2013 and has continued to improve it since then to prevent breaches of the law and resulting damages. The CMS received initial certification (ISO 37301) in 2023 – the first for now within the WSTW Group.



Fair, responsible, respectful and open interaction: The code of conduct is a binding guideline for all Wiener Stadtwerke employees.

Wiener Stadtwerke has a large and **diverse network of suppliers**, which is optimised through **Group-wide management, guidelines and processes**.



a Group-wide whistleblowing system that meets all of the legal requirements, which is used by employees, customers and suppliers. People outside of the Wiener Stadtwerke organisation can submit a report using the Group-wide whistleblower platform. Employees can also do this on the intranet. All reports, including anonymous ones, are reviewed for validity and handled by the compliance officers in a way that is uniform across the Group. The management teams of our Group companies receive quarterly reports, annual reports and ad hoc reports regularly from their compliance officers regarding critical matters such as appeals. A report on critical matters is made at least once per year within the Supervisory Board/Audit Committee.

Dealings with business partners

Upholding human rights and working standards, environmental protection and the highest ethical and moral societal standards are an important concern for Wiener Stadtwerke and its Group companies. Our relationship with our business partners also plays a central role in this. As a complex Group with a broad range, we have a large number of suppliers in the upstream and downstream supply chain. We want to work in partnership with them, effectively and efficiently – this is a key success factor for us. Our upstream supply chain comprises all suppliers and processes that contribute to making our offers available. These include raw materials suppliers, construction companies, manufacturers of special components for power plants, and manufacturers of trams, buses and underground trains. Our downstream supply chain comprises all processes and players who are involved in the distribution and sale of our products and services. In order to ensure consistent customer focus, we focus on the best-possible and reliable availability of our services.

As part of the annual compliance risk analysis, we assess whether and which risks of a breach of regulations exist and determine measures to reduce these. We conduct questionnaire-based interviews with management, department heads and employees to standardise the survey. In the 2023 financial year, no legal proceedings were instituted against Wiener Stadtwerke on the basis of anti-competitive activity or violations of antitrust or monopoly law. As in the previous year, there were no significant cases of non-compliance with laws and regulations which would have resulted in fines or non-monetary penalties. No political donations were made during the reporting period.

Our compliance regulations

Our compliance organisation is trained and attuned to recognise and investigate breaches. But we're not stopping there: compliance and transparency are essential for building trust with our stakeholders. We have therefore set up

There certainly are challenges we face in dealing with suppliers. In the long term, we aim to build a transparent supplier management system that reflects the diversity and complexity of our suppliers. In the coming years, Group-wide governance, guidelines and processes will be established so that statements can be made for all suppliers on delivery reliability and sustainability aspects. We will drive forward the digitalisation of the supply chain to make processes more efficient and transparent. We will also commit our suppliers more firmly to ESG criteria. We adopted a business partner code in 2022. This makes it clear that all our business partners – including their governing bodies, employees, representatives and sales partners – must adhere to all applicable national laws and other relevant legal guidelines. All actions that could cause Wiener Stadtwerke to violate applicable law or be connected to a violation of a law, even indirectly, are to be avoided.



The **business partner code** regulates the basis on which Wiener Stadtwerke works with its suppliers.

The Wiener Stadtwerke Group expects its business partners to recognise the Universal Declaration of Human Rights of the United Nations and to ensure that they are not complicit or involved in human rights violations. We also expect our business partners to heed the laws and regulations on environmental protection and to commit themselves to sustainability and environmental protection in the course of their business activity.

Any compliance violations are to be reported via the whistleblower platform. The compliance officer is then required to investigate all the evidence, to review this and to report on it. If an infringement against a supplier turns out to be true, we have the right to carry out remedial action. Conversely, all business partners are encouraged to use this whistleblower system should they observe violations by employees of Wiener Stadtwerke as part of the initial business contact or the course of business.

In the 2023 reporting year as well, the top ten suppliers of each Group company also received the business partner code and confirmed their adherence to it. Additionally, all contracts with suppliers include compliance regulations. We are pleased that no reports of possible risks regarding human rights have been made in the Wiener Stadtwerke Group to date. We therefore classify the risk of a violation

of these regulations as very low. If business partners are unable to adhere to a regulation, this must be reported in a timely manner. They must promptly take appropriate remedial action. We reserve the right to review contracts with business partners, especially if there is suspicion that these could be in violation of our code.

We train and inform

We again provided training and instruction on compliance matters for more than 5,000 employees in 2023. They are familiar with the anti-corruption guidelines and processes of our organisation. We regularly communicate on compliance within the Group through various platforms – for example with an emphasis on regulations about accepting gifts in the pre-holiday season. External business partners are informed about Group-wide compliance principles in tender documents and on the websites of the individual Group companies.

Lobbying activities and public policy

The office in Brussels represents the concerns of Wiener Stadtwerke to the EU institutions and other stakeholders at EU level, especially the European associations. It supports the adoption of EU regulations and measures that support Wiener Stadtwerke's ambitious path towards climate neutrality. We believe that the level of ambition we have set for our Group is essential here. In addition, our office campaigns for clear and stable frameworks at EU level, which were primarily made possible in 2023 through the passing of numerous individual measures of the European Green Deal.



Regular training sessions are held on compliance topics – more than 5,000 employees took part in 2023.

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 – annually since 2019. The sustainability reporting of the Wiener Stadtwerke Group comprises a consolidated overall picture of the Group's performance. The commissioning and approval of the report's contents is carried out by the highest level of management – the Chief Executive Officers of the Wiener Stadtwerke Group. They also assume final responsibility for the published content. Stakeholders are informed about progress on an annual basis. The most recent sustainability report, on the 2022 financial year, was published in May 2023. The information in this sustainability report largely relates to the reporting period between 1 January and 31 December 2023.

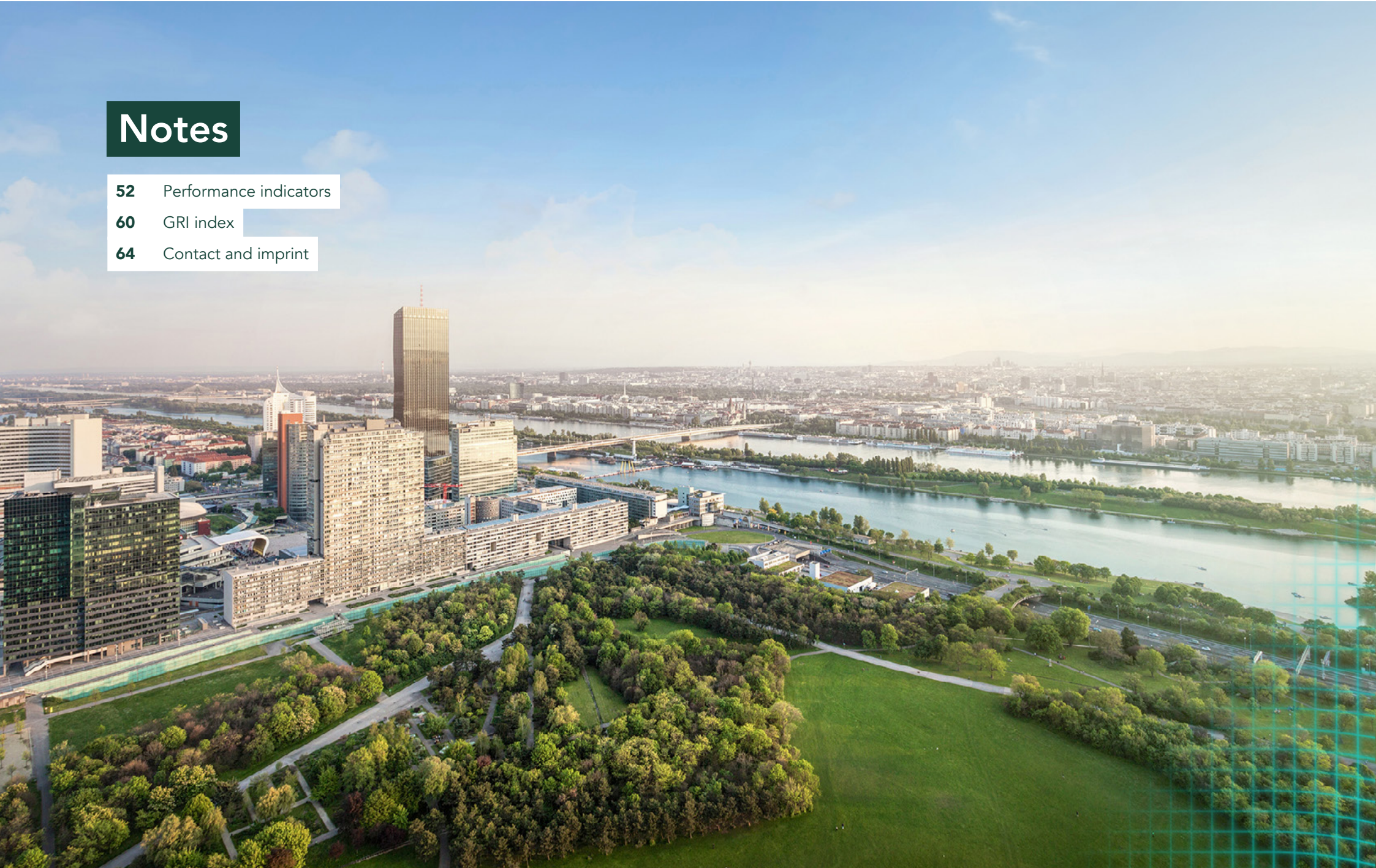
The report for 2023 has been created in accordance with the Core option of the 2021 Global Reporting Initiative (GRI) Standards. No assurance process has been conducted. We also publish a financial report for the financial year in conjunction with this sustainability report. The financial report is focused on detailing the economic development of the Group and is primarily intended for a financial audience.

Statements from representatives of the owner and from the Supervisory Board are published in all reports.

The reports refer to each other to avoid redundancies. The reporting scope is identical for the financial report and the sustainability report. Structural changes, such as disposals, growth and mergers, can be found in the financial report.

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Performance indicators

Environment

	Unit	2021	2022	2023
Number of staff employed in companies with a certified management system for quality and environment	%	93.7	93.1	92.6

Carbon emissions and climate change mitigation measures

	Unit	2021	2022	2023
CO₂ emissions (GRI 305-1)				
Electricity and heat generation ¹	t CO ₂ eq.	2,773,596.0	2,776,446.4	2,323,537.21
Fleet – Wiener Linien / Wiener Lokalbahnen	t CO ₂ eq.	35,556.6	37,133.9	34,353.86
Group-wide fleet	t CO ₂ eq.	2,641.0 ²	2,779.9	2,936.15
Total carbon emissions (Scope 1)	t CO₂ eq.	2,811,793.6	2,816,360.2	2,360,827.22

Energy use and consumption

	Unit	2021	2022	2023
Electricity generation³				
Thermal power plants	GWh	5,020.4	5,347.0	4,049.9
Hydroelectric plants	GWh	776.3	734.5	834.4
Wind power plants and photovoltaics	GWh	326.5	360.7	505.4
Wind power plants				398.2
Photovoltaics	GWh	77.5	92.2	107.2
Biomass	GWh	80.1	93.7	128.8
Total electricity generation	GWh	6,280.8	6,628.2	5,518.4

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

² Update of the key figure compared to the previous publication.

³ Output including proportional participations and procurement rights (including two-thirds proportion of biomass). Previously: Wien Energie Group view including procurement rights, without participations, but including consolidated companies – biomass at 100%, Pama-Gols at 50%, VETE 100%.

Energy use and consumption

	Unit	2021	2022	2023
Heat generation⁴				
Thermal power plants (combined heat and power)	GWh	3,626.8	3,107.6	2,569.6
Energy-from-waste plants	GWh	1,388.5	1,286.5	1,626.6
Geothermal and ambient energy	GWh	191.9	95.8	96.0
Peak-load boilers (natural gas, oil)	GWh	275.5	436.2	522.3
Biomass plants	GWh	105.1	111.7	176.1
Miscellaneous (heating systems)	GWh	248.2	220.4	206.3
Total heat generation⁵	GWh	5,836.1	5,258.1	5,196.9
Purchase of waste heat (external sources)	GWh	1,150.4	1,008.1	1,200.9
Grid losses	GWh	-613.0	-474.4	-485.0
Total district heating sales	GWh	6,373.4	5,791.8	5,912.7
Cooling generation				
Facilitycomfort district cooling	GWh	6.1	6.5	6.7
Wien Energie district cooling	GWh	157.7	166.0	177.14
Total cooling generation	GWh	163.7	172.5	183.84
Grid losses (EUSS-EU12)				
Grid losses – electricity	%	4.00	3.95	3.90
Grid losses – natural gas	%	0.25	0.31	0.32
Grid losses – district heating ⁶	%	9.10	9.10	9.10
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	11,319.0	11,486.7	9,050.3
Heating oil (oil total including heating systems)	GWh	287.2	335.3	252.9
Waste (own energy from waste plants)	GWh	1,998.4	2,005.3	2,626.0
Biomass (including biomass plants proportionately)	GWh	297.3	338.4	470.2
Combustibles total	GWh	14,281.2	14,165.7	11,929.2
Proportion of renewable energy sources in electricity generation (including participations, in accordance with proportional breakdown of generation with biomass)	%	20.0	19.8	26.5
Proportion of renewable energy sources in heat production (in accordance with proportional breakdown of generation with biomass)	%	19.5	14.0	13

⁴ Update of the key figure compared to the previous publication.

⁵ Output including proportional participations (including two-thirds proportion of biomass).

⁶ This comprises losses for the primary and secondary grids.

Energy use and consumption

	Unit	2021	2022	2023
Proportion of fossil fuels	%	91.4	91.0	16
Proportion of nuclear power in combustibles use	%	0.0	0.0	0
Energy use within the organisation				
Electricity demand	GWh	766.0	707.7	400.51
Heating demand	GWh	82.5	67.1	60.8
Cooling demand	GWh	1.5	3.1	2.2
Modal split				
Public transport	%	30	30	32
Bicycle	%	9	9	10
Walking	%	35	35	32
Personal transport	%	26	26	26
Total	%	100	100	100

Social matters

Optimal working conditions

	Unit	2021	2022	2023
Number of staff employed in companies with a certified occupational health and safety management system	%	89.9	89.3	89.3

	Unit	2021	2022	2023
Headcount⁷				
Active (excluding apprentices)	Avg. FTE	14,982.7	15,544.3	16,259.87
Workers – total	Avg. FTE	3,455.0	3,478.8	3,295.12
Employees (female)	Avg. FTE	231.3	344.2	342.37
Employees (male)	Avg. FTE	3,223.7	3,134.5	2,952.75

⁷ All key figures in this section are exclusive of employees of GWSG.

	Unit	2021	2022	2023
Staff members– total	Avg. FTE	11,527.7	12,065.6	12,964.75
Female staff members	Avg. FTE	2,392.4	2,605.4	2,914.70
Male staff members	Avg. FTE	9,135.3	9,460.2	10,050.05
Full-time – total	Avg. FTE	14,892.7	15,314.6	15,949.26
Full-time – female	Avg. FTE	2,386.8	2,586.6	2,840.17
Full-time – male	Avg. FTE	12,505.9	12,709.8	13,109.09
Part-time – total	Avg. FTE	485.5	668.1	795.24
Part-time – female	Avg. FTE	341.0	473.9	536.39
Part-time – male	Avg. FTE	144.5	194.3	258.85
Apprentices	Avg. FTE	395.5	438.4	484.62
Employees – total	Avg. FTE	15,378.2	15,982.7	16,744.5
Proportion of employees in the age range 0–19 – total	%	2.2	2.3	2.4
Proportion of employees in the age range 20–29 – total	%	13.6	14.1	15.3
Proportion of employees in the age range 30–39 – total	%	24.8	25.1	25.7
Proportion of employees in the age range 40–49 – total	%	21.7	21.9	22
Proportion of employees in the age range 50–54 – total	%	15.5	14.6	13.1
Proportion of employees in the age range 55–59 – total	%	17.4	16.3	15.4
Proportion of employees in the age range 60+ – total	%	4.8	5.7	6.2

Composition of the workforce

Turnover rate	%	7.3	10.0	9.8
Proportion of women	%	19.2	20.7	21.9
Proportion of women in new hirings	%	28.7	33.9	30.2
Executives	Avg. FTE	19	22	22.34
Female executives	Avg. FTE	5	5	7.81
Male executives	Avg. FTE	14	17	14.53
Proportion of executives in the age range <40 – total	%		4.53	7
Proportion of executives in the age range 40–49 – total	%	21.05	24.16	23.1
Proportion of executives in the age range 50–54 – total	%	42.11	36.23	34.1
Proportion of executives in the age range 55–59 – total	%	26.32	22.26	22.4

	Unit	2021	2022	2023
Proportion of executives in the age range 60+ – total	%	10.53	12.83	13.4
Employees in first and second management levels (first to third levels from 2017)	Avg. headcount	294.79	324.02	13.4
Women in first and second management levels (first to third levels from 2017)	Avg. headcount	71.98	85.11	98.88
Proportion of women in first and second management levels (first to third levels from 2017)	%	24.4	26.3	30.1
Average length of service	Years	16.0	15.1	14.2
Participating employees with disabilities	People	352	343	362
Participating employees with disabilities in % of avg. active headcount	%	2.2	2.1	2.1
Training days – total	Days	51,718	51,165	8,6764
Training days per employee	Days/employee	3.38	3.13	5.05

Key figures – employees

Workplace accidents	Number	248	295	283
Work-related deaths	Number	0	0	0
Accident seriousness (lost days per reportable accident)	Days	20.5	21.5	21.2
Accident frequency (reportable accidents per 1,000 employees)	Number/1,000 employees	15.6	18.1	16.08

Collective bargaining agreements

Employees with collective bargaining agreements	%		70.21	73.99
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Parental leave

Total use of parental leave	People		331	365
Use of parental leave – female	People		185	193
Use of parental leave – male	People		146	172

Accessibility and socially acceptable offers

	Unit	2021	2022	2023
Proportion of accessible rail vehicles (trains, trams)	%	82.3	83.7	86.7
Proportion of accessible road vehicles (buses)	%	100.0	100.0	100
Proportion of accessible vehicles total	%	86.3	86.3	88.9

Governance

Anti-corruption

	Unit	2021	2022	2023
Total number of employees who have participated in compliance training	Avg. FTE	3,000	3,000	5,000

	Unit	2021	2022	2023
Directly generated and distributed economic value				
Direct economic value generated	EUR m	4,970	7,963	6,982
Personnel expenses	EUR m	1,129	1,166	1,334
Costs: cost of materials + cost of purchased services + other operating expenses	EUR m	3,236	5,827	4,809
Tax expense	EUR m	-8	-9	-1
Interest and other costs	EUR m	69	114	209
Profit distribution	EUR m	16	0	0
Distributed economic value	EUR m	4,135	6,604	5,589
Retained economic value	EUR m	835	1,359	1,393
Profit for the year	EUR m	306	494	762

Investments				
Investment in WSTW infrastructure (property, plant and equipment)	EUR m	762	1,039	1,201
Security of supply (EUSS-EU29)				
ASIDI electricity: Medium voltage unavailability, unplanned ⁸	min./year	17.89	19.29	21.7
SAIDI natural gas: Downtime/customer, unplanned ⁸	min./year	1.02	1.14	1.23
District heating: Supply availability, planned and unplanned	%	99.99	99.99	99.99

⁸ 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.

	Unit	2021	2022	2023
Fleet				
Tram cars	Qty.	484	489	488
of which low-floor	Qty.	358	371	401
Tram trailer cars	Qty.	121	113	86
Underground train cars (all low-floor)	Qty.	878	908	914
Buses (all low-floor)	Qty.	423	437	453
Total vehicles – Wiener Linien	Qty.	1,906	1,947	1,941
Rail vehicles	Qty.	36	42	48
of which low-floor	Qty.	14	20	38
Buses	Qty.	24	24	22
of which low-floor	Qty.	24	24	22
Total vehicles – Wiener Lokalbahnen	Qty.	60	66	70
Fleet total	Qty.	1,966	2,013	2,363
of which low-floor	Qty.	1,697	1,760	1,779
Passengers				
Tram	Million people	200.6	246.5	273.4
Underground	Million people	271.9	348.5	352.4
Bus	Million people	123.3	152.4	166.2
Total passengers – Wiener Linien	Million people	595.8	747.4	792.0
Total passengers – Wiener Lokalbahnen	Million people	10.3	12.6	15.8
Total passengers overall	Million people	606.1	760.0	807.8

	Unit	2021	2022	2023
Regular customers – Wiener Linien				
Annual passes sold including KlimaTickets (since 2021)	Qty.	859,065	928,000	983,000
Key figures – distance				
Seat kilometres – Wiener Linien	Million km	20,744.2	20,696.5	20,553.54
Seat kilometres – Wiener Lokalbahnen	Million km	625.3	582.9	666.46
Total seat kilometres	Million km	21,369.5	21,279.5	21,220.00
Key figures – WIPARK				
Parking spaces	Qty.	23,681	23,762	23,570
Key figures – Friedhöfe Wien				
Burials	Qty.	12,841	12,598	12,048

Wiener Stadtwerke GRI index 2023

Statement of use	The Wiener Stadtwerke Group has reported in accordance with the GRI Standards for the period 1 Jan. 2022 to 31 Dec. 2022.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No GRI Sector Standard is applicable

GRI standard	GRI disclosures	Page	Comments and remarks
General Disclosures			
The organisation and its reporting practices			
GRI 2: General Disclosures 2021	2-1 Organisational details	4–10, 50	
	2-2 Entities included in the organisation's sustainability reporting	45–46	More detailed information can be found in the Financial Report starting on p. 5
	2-3 Reporting period, frequency and contact point	50, 64	
	2-4 Restatements of information		
	2-5 External assurance	14, 46	
Activities and workers			
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	7–10, 48	
	2-7 Employees	32, 55	
	2-8 Workers who are not employees		Data not yet available: Key figures are planned to be collected and reported as part of CSRD reporting.
Governance			
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	7, 13, 14	
	2-10 Nomination and selection of the highest governance body	7	
	2-11 Chair of the highest governance body	45, 46	
	2-12 Role of the highest governance body in overseeing the management of impacts	13, 46	
	2-13 Delegation of responsibility for managing impacts	13, 46	
	2-14 Role of the highest governance body in sustainability reporting	13	
	2-15 Conflicts of interest	47	

GRI standard	GRI disclosures	Page	Comments and remarks
	2-16 Communication of critical concerns	48	
	2-17 Collective knowledge of the highest governance body	12, 13, 16	
	2-18 Evaluation of the performance of the highest governance body		For the evaluation of the performance of the highest governance body in overseeing the management of the organisation's impact on the economy, the environment and people, there are no clearly defined processes and procedures in the Wiener Stadtwerke Group to date.
	2-19 Remuneration policies	7	A detailed overview of management remuneration can be found on p. 76 of the Financial Report.
	2-20 Process to determine remuneration	7	
	2-21 Annual total compensation ratio		Data not yet available: Key figures are planned to be collected and reported as part of CSRD reporting.
Strategy, policies and practices			
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	3	
	2-23 Policy commitments	2, 4, 5, 12, 20, 42, 45	
	2-24 Embedding policy commitments	12–14	
	2-25 Processes to remediate negative impacts	12–17	
	2-26 Mechanisms for seeking advice and raising concerns	47	
	2-27 Compliance with laws and regulations	47	
	2-28 Membership associations		The Wiener Stadtwerke Group and the individual Group companies are organised in a large number of industrial associations and are members of national and international interest representation organisations. It is not possible or expedient to present the memberships of the Group and the individual companies in their entirety in the context of this Sustainability Report.

GRI standard	GRI disclosures	Page	Comments and remarks
Stakeholder engagement			
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	16–17	
	2-30 Collective bargaining agreements	56	
Material topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	18–19	
	3-2 List of material topics	18	
	3-3 Management of material topics		
	Carbon emissions and climate change mitigation measures	21	
	Climate change adaptation	27, 28	
	Energy use and consumption	25, 26, 52–54	
	Air pollution	26, 27	
	Use of resources	27–29	
	Circular economy	27–29	
	General conditions for optimal work	32–35	
	Respect for human rights within the company	36–38	
	Accessibility and socially acceptable offers	39	
	Product safety	40	
	Consumer communication, fair advertising and data protection	40–41	
	Social standards in the supply chain	42	
	Impact on affected communities	42, 43	
	ESG governance and risk management	45, 46	
	Anti-corruption	47, 48	
	Transparency on lobbying activities	49	
	Fair competition and supplier relations	47, 48	

GRI standard	GRI disclosures	Page	Comments and remarks
Economic performance Material topic: Climate change adaptation			
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	25, 26	
Anti-corruption Material topic: Anti-corruption			
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	47–49	
Anti-competitive behaviour Material topic: Fair competition and supplier relations			
GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	48	
Materials Material topic: Use of resources			
GRI 301: Materials 2016	301-1 Materials used by weight or volume		Data not yet available: Key figures are planned to be collected and reported as part of CSRD reporting.
Energy Material topic: Use of energy and energy consumption			
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	24–26, 52–59	
Emissions Material topic: Carbon emissions and climate change mitigation measures, air pollution			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	21–23, 52–53	
	305-7 Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions		Information not yet available in consolidated form. Wien Energie's environmental statement provides a good insight into a large part of the emissions.
Waste Material topic: Circular economy			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts		Group-wide records in the area of waste management do not yet exist.
	306-2 Management of significant waste-related impacts		Group-wide records in the area of waste management do not yet exist.
	306-3 Waste generated		Group-wide records in the area of waste management do not yet exist.

GRI standard	GRI disclosures	Page	Comments and remarks
Employment Material topics: General conditions for optimal work, Respect for human rights within the company			
GRI 401: Employment 2016	401-3 Parental leave	56	
Labour/management relations Material topics: General conditions for optimal work, Respect for human rights within the company			
GRI 402: Labour/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	32, 33	
Occupational health and safety Material topics: General conditions for optimal work, Respect for human rights within the company			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	37, 38	
	403-2 Hazard identification, risk assessment, and incident investigation	37, 38	
	403-3 Occupational health services	37, 38	
	403-4 Worker participation, consultation, and communication on occupational health and safety	37, 38	
	403-5 Worker training on occupational health and safety	37, 38	
	403-6 Promotion of worker health	37, 38	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		The Wiener Stadtwerke Group has control over both the work and workplace of its employees.
	403-8 Workers covered by an occupational health and safety management system	54, 55	
	403-9 Work-related injuries	56	

GRI standard	GRI disclosures	Page	Comments and remarks
Training and education Material topics: General conditions for optimal work, Respect for human rights within the company			
GRI 404: Training and Education 2016	404-2: Programmes for upgrading employee skills and transition assistance programmes	33	
Diversity and equal opportunity Material topic: Respect for human rights within the company			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	36	
Non-discrimination Material topic: Respect for human rights within the company			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		Information not yet available in consolidated form.
Freedom of association and collective bargaining Material topic: Social standards in the supply chain			
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		As the group of suppliers relates almost exclusively to Austria, no suppliers were identified in this regard.
Child labour Material topic: Social standards in the supply chain			
GRI 408: Child Labour 2016	408-1 Operations and suppliers at significant risk for incidents of child labour		As the group of suppliers relates almost exclusively to Austria, no suppliers were identified in this regard.
Forced or compulsory labour Material topic: Social standards in the supply chain			
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour		As the group of suppliers relates almost exclusively to Austria, no suppliers were identified in this regard.
Local communities Material topic: Impact on affected communities			
GRI 413: Local Communities 2016	413-2 Operations with significant actual and potential negative impacts on local communities	42, 43	

GRI standard	GRI disclosures	Page	Comments and remarks
Supplier social assessment Material topic: Impact on affected communities			
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	42	
Public policy Material topic: Transparency on lobbying activities			
GRI 415: Public Policy 2016	415-1 Political contributions	48	
Customer health and safety Material topic: Product safety			
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	40, 41	
Marketing and labelling Material topic: Consumer communication, fair advertising and data protection			
GRI 417: Marketing and Labelling 2016	417-2 Incidents of non-compliance concerning product and service information and labelling	40	
Customer privacy Material topic: Consumer communication, fair advertising and data protection			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	40	

Contact and imprint

Imprint

Published by

Wiener Stadtwerke GmbH
Thomas-Klestil-Platz 13
1030 Vienna, Austria
www.wienerstadtwerke.at

Design & implementation & content support

Berichtsmanufaktur GmbH, Hamburg
Schleusenbrücke 1, 22354 Hamburg
+49 (0)40 430 990-80
www.berichtsmanufaktur.de

As at May 2024

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Contact

If you have any questions, please contact us:

Strategy | ESG Management

Gernot Sauer, MMSc
+43 664 62 31 112
gernot.sauer@wienerstadtwerke.at