



2021 ANNUAL REPORT

Working for the city

SUSTAINABLE CHANGE STARTS HERE.

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

WIENER STADTWERKE GROUP





**Sustainable
change
starts here.**

2021 ANNUAL REPORT

Working for the city

The city has a pivotal role to play in climate reversal. By leveraging its huge potential, Wiener Stadtwerke can make significant contributions to its success. This is why, in 2021, we invested record amounts in expanding and modernising infrastructure and developing renewable energies. Everything that we set our mind to together has an impact and delivers results. For and with Vienna. Maybe it is time to give our work a new name.



Changing
direction
works.

16 CLIMATE PROTECTION

Effective measures for a major objective: making Vienna climate neutral by 2040.



Innovation
works.

32 DIGITALISATION

We are helping Vienna become the capital of digitalisation.



Driving
forwards
works.

42 EMPLOYER BRAND

We offer secure jobs that have a good work-life balance and, above all, are fun and meaningful.

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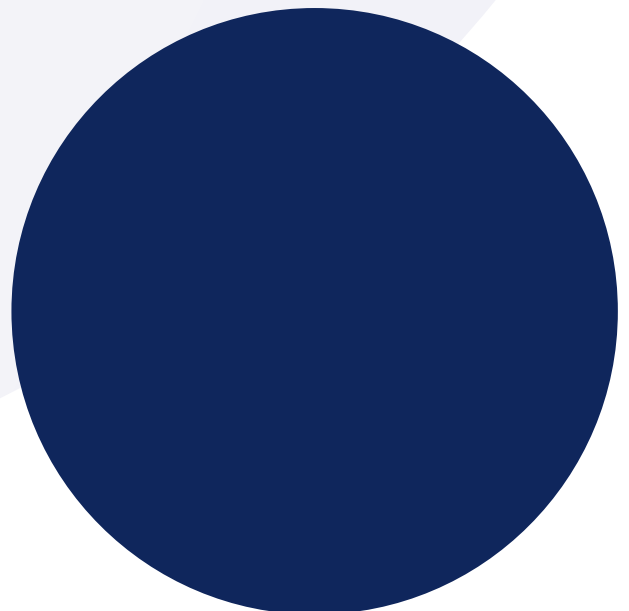
WORKING FOR THE CITY

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The Wiener Stadtwerke Group

Performance indicators

EUR m	2020	2021	Change in %
Revenue	3,144	4,300	+37
Adjusted EBITDA*	616	593	-4
Adjusted profit for the year**	283	282	-0
Investments	1,757	1,007	-43
in property, plant and equipment and intangible assets	648	818	+26
in financial assets	1,110	188	-83
Capex ratio*** in %	21	19	-2 pp
Planned investments in property, plant and equipment and intangible assets from 2021 to 2025		5,593.7	
in climate-friendly investments		4,252.3	
Total assets as at 31 Dec.	13,869	20,362	+47
Non-current assets as at 31 Dec.	12,264	15,627	+27
Capital and reserves as at 31 Dec.	5,028	7,639	+52
Equity ratio as at 31 Dec. in %	36.2	37.5	+1.3 pp
Headcount****, avg. FTE	14,755	14,983	+2
Apprentices	376	396	+5

* Adjusted for a foreign procurement right and other one-off or rare expenses and income.

** In addition to adjusted EBITDA effects, adjusted for effects of impairment tests and other one-off or rare financial expenses and income.

*** Capex ratio = (intangible assets + property, plant and equipment) / revenue x 100.

**** Excluding staff on parental leave, and military and civilian national service.

EUR 4.3bn

in revenue

14,983

employees

EUR 818m

in investments

in property, plant and equipment and intangible assets

EUR 282m

adjusted profit

for the year

A broad spectrum

Housing, IT, energy, local transport and much more: these come together to form Vienna and Wiener Stadtwerke as we know them. Our 15,000 employees work across many sectors and ensure that Vienna remains the world's most liveable city – every day. Our Group companies provide services across all relevant business areas, enabling the city to develop in a holistic and sustainable manner.



Wiener Lokalbahnen Group not only operates the Badner Bahn but it also handles trans-European rail freight and helps people with restricted mobility to reach their destination safely.



Wiener Linien is responsible for the largest transport network in Austria and ensures that the citizens of Vienna arrive at their destinations quickly, easily and conveniently every day.



Bestattung Wien provides skilled, personalised and uncomplicated support to the city's bereaved.



WienIT is Wiener Stadtwerke's central IT and business partner. It provides state-of-the-art technology and ensures that background processes run smoothly, from IT services through to print jobs.



As the largest regional energy service provider in Austria, Wien Energie supplies two million people and some 230,000 commercial buildings and industrial plants in and around Vienna with electricity, natural gas, district heating and cooling, and innovative energy services.



Friedhöfe Wien provides places for reflection and spaces of refuge and recreation for those seeking respite – and maintains the city's green spaces.



As Austria's largest combined system operator for energy, gas, and district heating, as well as for data, Wiener Netze supplies more than two million people around the clock.



Wipark Garagen GmbH operates and manages multi-storey and open-air car parks and also plans and executes the construction projects associated with these.



Facilitycomfort and Hauscomfort are Group companies that offer first-class technical and infrastructural services for properties.



Upstream Mobility helps public transport providers to offer innovative mobility services that enable passengers to travel sustainably and in a way that is accessible and affordable.



GWSG is responsible for procuring, maintaining and managing housing on behalf of Wiener Stadtwerke.

Dear Vienna Residents,

Dear readers,



Our day-to-day lives currently seem to consist of one extraordinary situation after another, with barely enough time to come up for air. The events in Ukraine are of particular significance and are having an effect on us as fellow human beings. Almost nobody would have believed that war could have broken out so swiftly on our doorstep. In just a few weeks, the conflict has forced thousands of women and children to flee their homes and seek refuge here in Austria – and in our city. In collaboration with institutions in the affected communities, and across the country, we are offering our support as best we can.

The situation in Ukraine is also affecting us as a company. The outbreak of war caused further major upheavals on the already challenging energy markets. The impact is so far-reaching that those in the political sphere – both in Austria and in other Central European countries – are re-evaluating the energy frameworks from the ground up.

Yet, in this demanding environment there are two messages for you as the citizens of our city. The first concerns **supply security**: being able to supply our customers with energy is our top priority. By using reserves in a foresightful manner and implementing all the measures we can, we will be able to guarantee supply in the coming winter. We are conscious of the fact that affordable energy is a major challenge for us all.

The second message is that we are on the right track towards meeting our goal of achieving **climate neutrality by 2040**. We started moving away from fossil fuels at an early stage, and we are losing no time in completing the current initial phase. We will be investing a total of EUR 5.6bn in our strategy by 2025, with two-thirds of this investment flowing into projects that contribute towards our goal of climate-neutrality. This will be the largest investment programme in our history. Electricity from the sun. Geothermal heating. Lower CO₂ emissions through ambitious public transport expansion. These are just some of the projects that will help us accelerate the energy revolution and make Vienna an even better place to live.



“We are investing a large proportion of our funds in ensuring the future viability of the Group. Of this investment, a significant share is going towards digitalisation, innovation and, above all, climate protection.”

Martin Krajcsir
Chief Executive Officer



“Renewable energies, hydrogen and public transport expansion. We are working flat out to make Vienna climate neutral by 2040.”

Peter Weinelt
Deputy Chief Executive Officer

Although 2021 seems like a long time ago, let's briefly look at what happened throughout the year. After all, we were once again able to achieve great things. First of all, we made it through the second year of the Covid-19 pandemic mostly unimpeded. The virus continues to restrict our day-to-day lives but we have all learnt to live with it.

Turning to the Vienna cityscape, the next construction phase of the project of the century – the U2xU5 intersection – was successfully completed. The construction work in the U2 tunnel on the fully automated U5 underground line between Karlsplatz and Schottentor has made noticeable progress. Construction is now geared towards the future U2xU5 interchange at Rathaus and the new U5 station at Frankhplatz. The inconvenience caused by the construction work becomes that bit more tolerable when we remember that it won't be long until more than 300 million additional passengers per year will be using the underground, trams and buses to get where they need to go.

A key focus of our work in the past year has been the drive to increase digitalisation – not as an end in and of itself, but rather because we want to design our products and services to be even more customer-friendly and efficient. An example of this is logwien, the digital key that our customers can use to access our online services. Through research and development and several different projects, we are making significant contributions to the implementation of the Vienna Smart City umbrella strategy. In February 2022, Vienna City Council reaffirmed this strategy and aligned it more closely with the city's climate objectives.

As the motto of this year's Annual Report suggests, we want to “work for the city” – in every sense of the phrase. We want to drive forwards and continue to develop all aspects surrounding the quality of life in our city. To do this, we need people who will contribute, whether as an expert, a pioneer or a passionate, service-oriented team-player. And in order to find these people and keep our existing employees with us, we have strengthened our employer brand in the past year. Those who do their part by working with us will not just benefit from an exciting job – they will be making meaningful and effective contributions to finding solutions for our responsibilities for the future.

From a commercial standpoint, we once again generated solid results, with revenue rising by 37% to EUR 4.3bn. This large increase came, for the most part, from the sharp rise in energy prices. The situation on the energy markets developed in 2021 to become very challenging for energy suppliers and this is not something that we can influence.

Together for Vienna

Wiener Stadtwerke wants to drive forwards and continue developing all matters related to the quality of life in Vienna.



EBITDA adjusted for special effects reached EUR 592m, so is just less than the result from the previous year. At EUR 282m, the adjusted profit for the year was almost the same as that recorded in the previous year and means that there will be sufficient financing available for the ambitious investment programmes that lie ahead.

On the balance sheet side, we remain in a very stable position. Our creditworthiness is excellent. In the times in which we find ourselves, having such a high level of commercial stability cannot be valued highly enough. In the past year, we have been able to finance a significant portion of our investments – some EUR 1bn – from our cash flow.

Our financial foundation is sound, our strategy is appropriate and with our employees, we have 15,000 pairs of hands that will help us to successfully continue to implement our diverse projects. Our many partners and those city representatives who are so important to us also play their part here. Together, we will continue to meet the challenges facing us in the year ahead.

Vienna, May 2022

Martin Krajcsir, Chief Executive Officer

Peter Weinelt, Deputy Chief Executive Officer

Greetings from the city

Vienna currently finds itself in excellent shape. Despite two years of pandemic, we have seen economic growth that exceeds the national average. In December, the number of employed persons in the city reached 870,000 – a record high. This goes to show that Vienna is an ideal location for business. Our sectors are seeing upwards trends and individual consumption remains high. The City of Vienna has also set itself an ambitious target of reaching climate neutrality by 2040. A large number of new jobs will be created over the coming years as plans to achieve this goal are implemented.

This will also be the case at Wiener Stadtwerke. The Group's employees contribute substantially to ensuring that the essential services that we benefit from in Vienna are provided according to exacting standards. When looking at the numerous projects that the Group has already launched, we can assume that Wiener Stadtwerke is a secure and future-oriented place to work. This is especially the case for those who wish to provide services to the city and do their bit to help Wiener Stadtwerke effectively invest the planned EUR 4.25bn in climate protection projects over the next four years.

Wiener Stadtwerke is the city's central climate protection partner. No other company has such leverage or can map the entire value chain in so many areas when it comes to real improvements on the road to climate neutrality. For us as municipal authorities, the people of our city remain the focus here. The paths we set for ourselves all aim to maintain the extraordinarily high quality of life enjoyed by the citizens of Vienna. We in the political sphere provide the framework. Vital partners such as Wiener Stadtwerke put the plans in place. And we are fully reliant on this partnership, for example for driving forward solutions for digitalising the city's infrastructure.



“We want to be the climate capital of Europe and are on the right track to be so.”

Peter Hanke
City Councillor for Finance,
Economy and Wiener Stadtwerke

An issue that is close to the hearts of the people of our city, both privately and commercially, is energy – whether it is a question of its availability, its price or both. The introduction of numerous support measures in recent months has shown that we are helping the people of Vienna as well as we can. We take on responsibility where we can; and we will continue to follow this guiding principle in the times ahead.

Stability and flexibility – these are two characteristics that the Wiener Stadtwerke Group brings together in an exemplary manner. The Group has a secure commercial foundation. Its solid capital base, predictable revenue and adequate liquidity give the company good room for manoeuvre for securely completing the multi-faceted tasks it undertakes every day for our city – even in the unprecedented times in which we find ourselves.

At the same time, the Group distinguishes itself through its extraordinary agility, which is made clear by the great diversity of the projects that the company's 15,000 employees work towards alongside their duties to meet demanding objectives. Achieving climate neutrality by 2040. Evolving into a Smart City that sets an international benchmark. These programmes represent nothing less than the transformation into a new era for Vienna, which will raise the energy supply, mobility and services for our citizens to a new level.

Wiener Stadtwerke's tried-and-tested organisation is vital to its success. Strategically led in a clear manner through the holding company, the operational implementation of projects is carried out by five specialist divisions. Each of these divisions has the expertise that we need if we are to drive innovation and successfully break new ground.

As Wiener Stadtwerke gains speed, communication and collaboration are becoming increasingly important – not only between the divisions but also between the Group and its external partners from the worlds of politics, business and science. Solutions to the challenges of the future will only become more interrelated and will therefore require expertise from many corners of society.

I would like to thank the Management Board for prudently and proactively leading Wiener Stadtwerke over the past year. I have seen the Supervisory Board's trust in the Group's management reaffirmed in great measure and would like to wish the greatest success to those responsible for decision-making and projects in the year ahead.



“Wiener Stadtwerke has shown that it is a rock for the citizens of Vienna.”

Erich Hechtner
Municipal Director and
Chairman of the Supervisory Board
of Wiener Stadtwerke

Working for the future

Shaping the future today. That is what is required of Wiener Stadtwerke. In order to secure supply to the citizens of the greater Vienna area using innovative and environmentally friendly solutions today and into the future, we are investing hugely in digitalisation, innovation, infrastructure and climate protection.

The Wiener Stadtwerke Group is looking to the future with confidence and anticipation because we know that we are well prepared for it. Over recent years and decades, we have put in place the appropriate prerequisites and have established the necessary philosophy to ensure that we can tackle the future flexibly using all of our innovative strengths. For instance, trend scouting ensures that we are as ready as we can be for new trends and market developments and that we can play our part in developing new ideas and innovations. The Group looks ahead, conducts research and works on new areas and technologies, always looking at the bigger

picture and actively promoting collaboration with innovative partners. The sphere of activity here is just as multi-faceted as Wiener Stadtwerke itself and includes future areas of interest, such as artificial intelligence, augmented reality, blockchain, 3D printing and the Internet of Things. And the list goes on: in 2021, more than 100 research and innovation projects were launched and completed by the companies of the Wiener Stadtwerke Group. Wiener Stadtwerke's innovation fund provided start-up financing for these projects and contributed to their success, with a total of EUR 2.5m being allocated in 2021.



An attractive and quality location and a climate-neutral Vienna by 2040 – we’re here to do our bit.

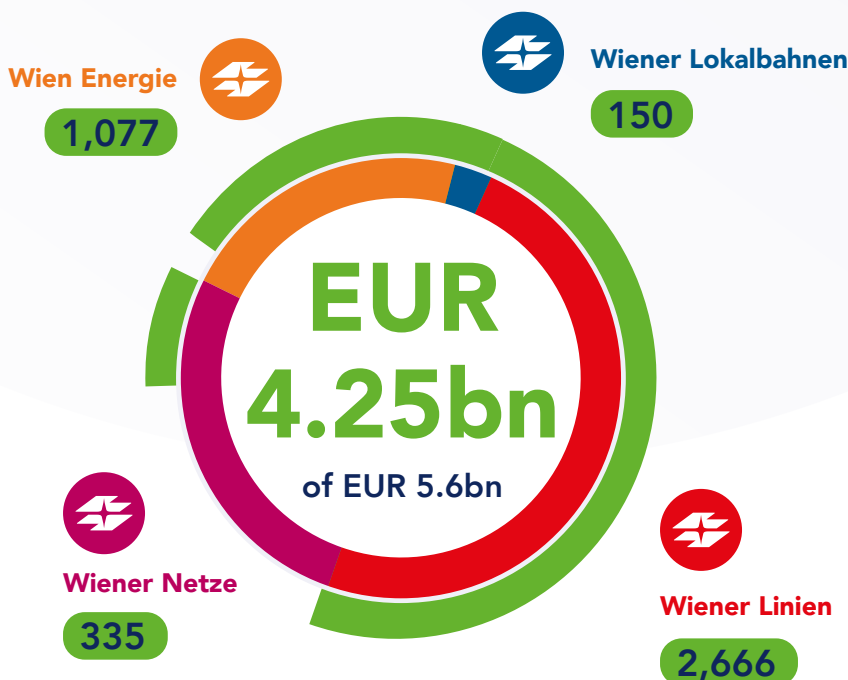
The Group is responding to the challenges of climate change by launching the largest investment programme in its history. We have committed ourselves to maintaining the quality of life of current and future generations by expanding climate-friendly transport, promoting the latest technologies and renewable energy sources, and efficiently connecting information and communication pathways. Wiener Stadtwerke will invest a total of EUR 5.6bn by 2025, with two-thirds of this investment being used directly for climate-protection projects. In the field of mobility, all of our investments in plant, property and equipment will be climate-friendly in nature, while 90% of Wien Energie’s future investments will be so.



Lots of greenery,
lots of public transport
Vienna’s climate-neutral future

Investments 2021–2025

Wiener Stadtwerke will invest EUR 5.6bn by 2025. Two-thirds of this investment will go into climate-friendly projects.



Working to add value

Wiener Stadtwerke is responding to climate change by launching the largest investment programme in its history. This investment will not only benefit the environment – the economy will benefit too. According to a recent study from the Vienna University of Technology, the value added effect of the programme will amount to EUR 7.3bn. More than 62,000 local jobs will be secured or created.

It's official – investment is the only choice

What added value will the investments that Wiener Stadtwerke is making between 2021 and 2025 bring to the economy? What effect will they have in terms of value creation, employment and tax revenue? A study from the Vienna University of Technology looked at exactly this, and the effects are enormous: the investments will add EUR 7.3bn of value, with EUR 4.8bn being added to the Austrian economy, and will secure or create more than 62,000 local jobs. More than EUR 2bn will be raised in taxes and levies.

What is more, the authors of the study drew another key conclusion: there is no alternative but to make these investments. They combat climate change, create jobs in the region, increase the quality and attractiveness of public transport, secure and improve energy supply, drive forwards digitalisation, and support Vienna's Smart City goals.



More information on the **study** can be found at wienerstadtwerke.at

More than 62,000

local jobs will be secured or created.



The large-scale construction of **photovoltaic systems** is one of Wiener Stadtwerke's key projects for achieving its climate goals. It is expected that 600 MW of capacity will have been installed by 2030. Large investments are also being made in public transport. All of this investment secures and creates jobs.





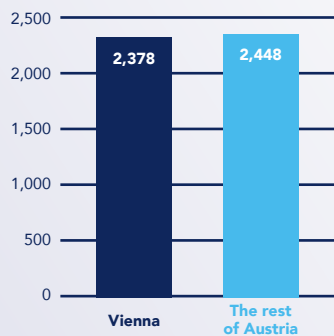
Active in and for the region

Adding value and keeping jobs in Austria: almost 90% of the funds from Wiener Stadtwerke's spending programme will be invested in Austria.

Supporting local jobs

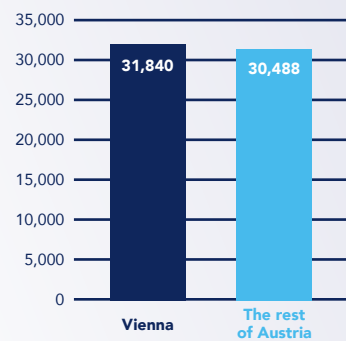
Through its investments, Wiener Stadtwerke will secure tens of thousands of local jobs, so is a major contributor to the economy.

Added value in EUR m EUR 4.8bn



Employment

62,300 jobs



88%
in Austria



The environmentally friendly city

The Wiener Stadtwerke Group's aim is for all of Vienna's citizens to be able to move throughout our city in an environmentally friendly way. This is where our ambitious expansion of the public transport network comes in.

Climate neutrality by

2040

Changing direction works.

In fewer than 20 years, Vienna will be climate neutral. We will only be able to achieve this mammoth task if we implement a range of smart measures and if everyone makes the absolute most of these and, most importantly, really does their bit.

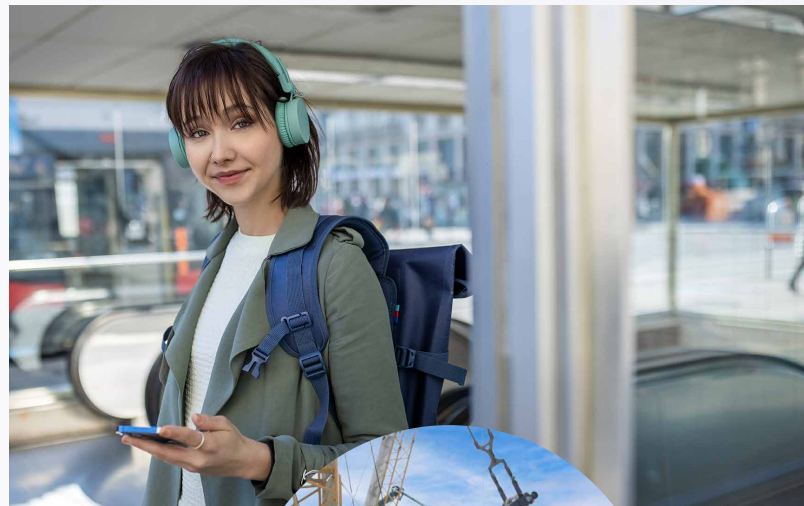
Setting course with climate reversal – sights set on 2040

Cities use the most energy. Cities are responsible for 75% of the world's CO₂ emissions. By the same token, this means that climate reversal will be determined in the cities. Vienna bears responsibility for noticeably reducing the ecological footprint, and the Wiener Stadtwerke Group is delivering: we are ensuring that all of Vienna's residents can travel around our city in an environmentally friendly way and that their electricity and heating are increasingly derived from renewable energy. Our goal is clear: to be climate neutral by 2040.

To make this ambitious undertaking a reality, over the next five years Wiener Stadtwerke will invest EUR 5.6bn, two-thirds of which will go towards projects related to our climate-neutrality goal and will drive us forward on our way to increased levels of sustainability. This will be the largest investment programme in our history. Electricity from the sun. Geothermal heating. Lower CO₂ emissions through ambitious public transport expansion. These are all significant projects that will help us make Vienna an even better place to live. The age of fossil fuels is over. An urbanised future awaits us that is environmentally responsible and in which everyone has their part to play. There is no time to lose in taking a new direction – certainly not for us, because we are the climate reversers.

U2xU5 intersection – a major project for environmentally friendly mobility

Our U2xU5 project has begun, and it is the largest environmental project Vienna has ever seen. Almost no work has been carried out since the U3 line was constructed in the 1990s, however the City of Vienna and the Austrian federal government will invest approximately EUR 6bn over the coming years. This will create and secure some 30,000 jobs. Once the 11 kilometres of track have been laid and the 12 new stations constructed, more than 300 million additional passengers per year will use the underground,



U2xU5 update

The U2xU5 project has made great progress since ground was first broken. New stations and tracks will help Vienna's citizens reach their destinations even faster.

trams and buses. Travel times will be shortened and the strain on the most frequently used public transport routes will be eased. And best of all: if the passengers filling this new capacity leave their cars at home, this will save 75,000 tonnes of CO₂ per year.

Building a solar city

Over the next five years, EUR 400m will be invested in projects ranging from the conversion of electricity generation through to renewable energy initiatives. In cities, solar energy is particularly well suited as a sustainable source of energy. Vienna has kicked off a photovoltaic initiative: Wien Energie will install solar panels on 70,000 m² of roof area across 20 Wiener Linien public transport buildings, turning these into solar power stations. These power stations will produce up to 3,500 megawatt-hours of solar-generated electricity, which will then be used to power lighting, escalators and lifts at public transport stations. This will lead to a reduction of 2,000 tonnes of CO₂ per year. What's more, we will also assess whether photovoltaic systems can be installed on all future construction projects. And for those who are unable to install solar panels on their own roofs, we have come up with a great idea: they can secure their own share – in the form of voucher bundles – in solar power stations for citizens, such as Austria's largest photovoltaic plant in Vienna's Donaustadt district. This allows everyone to do their part in driving climate reversal forwards, while also securing a 2% return on their investment.

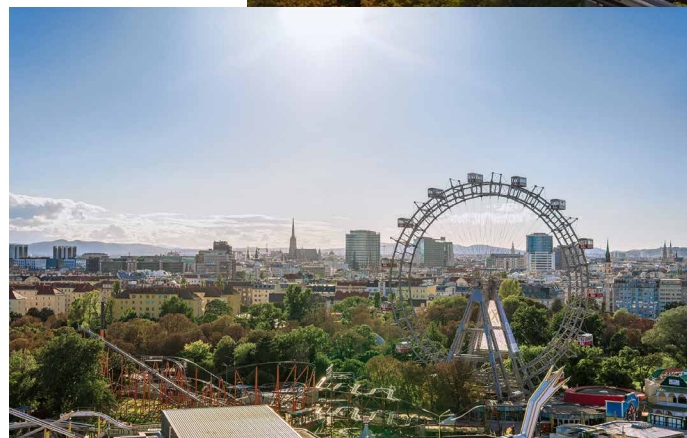
Geothermal heating for district heating supply. Green electricity for 1,000 public charging points. Hydrogen for buses. In the coming pages, we will present our other fascinating projects that are helping to make Vienna even greener and even more environmentally friendly. You will see that our actions are making a difference.

EUR 4.25bn in investments

in infrastructure and
renewable energies



So much sun
With more than 2,000 hours of sunshine in a year, solar power is an attractive energy source for Vienna – and we want to continue to make the most of it.



Sustainable transport

Powering the climate-friendly engine

The fuelling station and the bus field tests are major milestones in Wiener Stadtwerke's hydrogen strategy.



Hydrogen for the bus fleet of the future

State-of-the-art technology at a historic location: at Leopoldau, where the city's second gas power station came to life in 1910, Wiener Energie has put its first hydrogen fuelling station for buses and lorries into operation. The fuelling station is located on the premises of the Wiener Linien bus depot. The Wiener Linien vehicles can now be fuelled with hydrogen at two pressure levels: 350 bar and 700 bar. The fuelling station is suitable for a wide range of lorry and bus models, which are the ideal consumers of hydrogen due to its particularly useful qualities when a lot of energy is required. More fundamentally, hydrogen is the cornerstone of a sustainable future for energy.

The new Wiener Linien test bus already ferries passengers along its route during its test operation. In future, ten hydrogen buses – which will be gradually launched on the 39A route from 2023 – will fill up at Leopoldau. The hydrogen used to fuel the buses will also be green, given that Wien Energie is planning to build an electrolysis plant, which will produce hydrogen by using renewable energy sources that, for the most part, give off no CO₂ emissions during the production process. This is where the unique leverage that Wiener Stadtwerke and its Group companies can apply becomes apparent, as real improvements are made on the road to climate neutrality.

Hydrogen fuelling station

The fuelling station is currently only used by a test bus, however 10 more hydrogen buses will be added to the fleet by 2024.



Moss – a true all-rounder

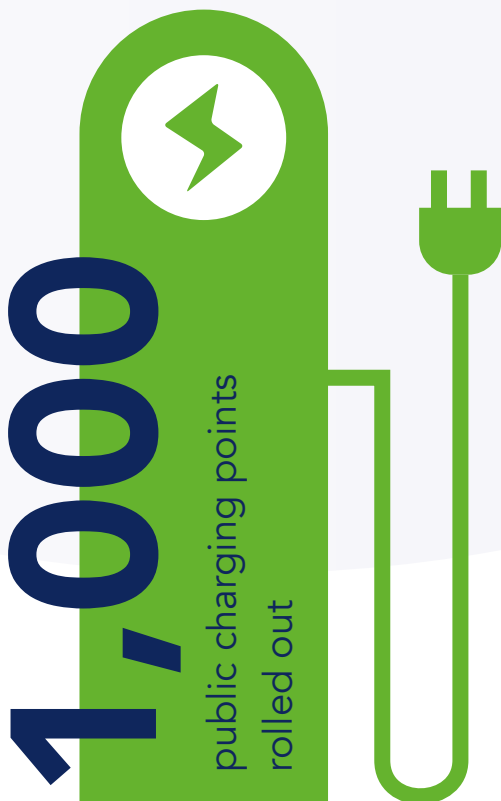
Moss isn't fazed by extremes in weather. It is particularly well-suited to our greening initiatives because it captures large amounts of CO₂ directly from the atmosphere.



A fence made from moss and lichens

The Wiener Linien brand is synonymous with green mobility and with innovative ideas for making things greener. As part of a pilot project with the gardening team from Friedhöfe Wien, the mobility experts at the Pilgramgasse underground station have planted greenery on a 30-metre construction fence. In doing so, they haven't just created a truly eye-catching piece, but also a microcosm that is valuable in more than one way. The new greenery enhances the forecourt, has a cooling effect, catches dust and contributes to CO₂ reduction.

Approximately 750 kg of moss from Styria was grown on panels, which were then used to make the green wall that was mounted on the wooden frame of the construction fence. Moss was chosen because it can withstand hot and cold weather, wind and long dry periods and it is one of the most important CO₂ reservoirs. From summer 2022, more construction fences around the U2xU5 construction sites are expected to be made greener.



Parking permit proves particularly versatile

Car traffic accounts for one-third of all CO₂ emissions in Vienna. For this reason, on 1 March 2022 the city will introduce a comprehensive parking permit with the aim of encouraging the use of public transport and thereby reducing harmful greenhouse gas emissions. Even Wiener Linien employees who use the company car park will be required to purchase a permit. Wiener Linien's new parking space management concept will make it possible to promote internal sustainable mobility projects, using a portion of this "mobility contribution" as funding. Going forwards, between EUR 250,000 and EUR 300,000 will be invested in JobRad bike leasing, ride-sharing and bicycle storage projects.



On-site solar power

The photovoltaic system supplies the entire Inzersdorf site with electricity – straight from the roof to the plug.

76,000 kWh of electricity

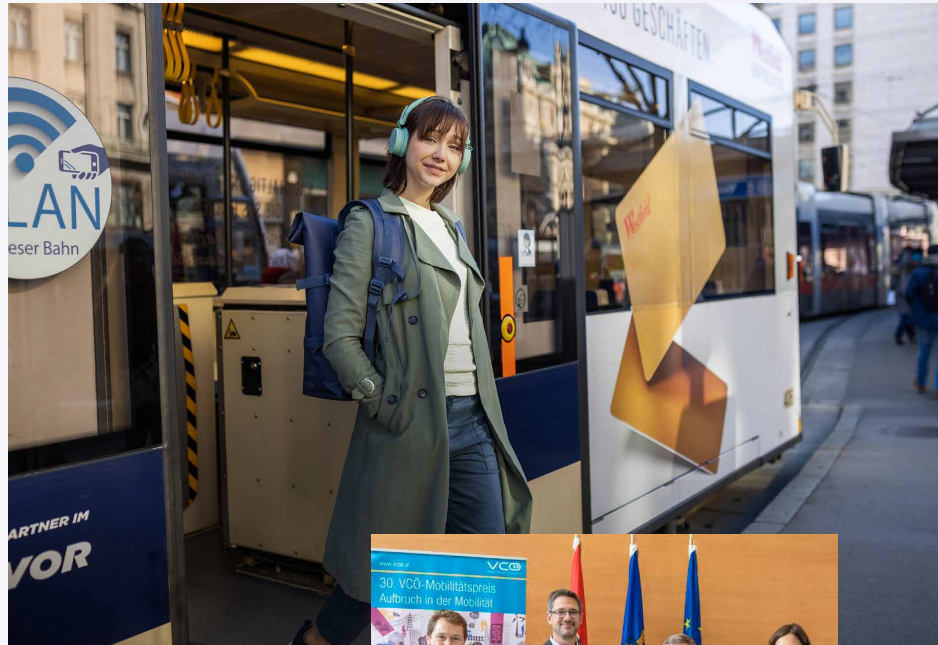
is generated by the new Badner Bahn photovoltaic system every year.

Sunroof on the depot

In collaboration with Wien Energie, Wiener Lokalbahnen (WLB) is taking another step towards sustainable energy generation and climate protection. A photovoltaic system comprising a total area of 375 m² has been installed on the roof of the Badner Bahn depot in Inzersdorf. Under ideal conditions, the 203 photovoltaic panels will generate more than 76,000 kilowatt-hours of electricity from the sun's energy. The new system provides environmentally friendly electricity for the technical building equipment across the entire WLB Inzersdorf site, from lighting and electric gates through to Badner Bahn's own vehicle washing facilities. Any surplus energy is fed directly into the public grid and can be used for other purposes.

Mobility award for Wiener Lokalbahnen's easymobil

If a passenger wants to transfer over to an environmentally friendly form of transport, the options available have to be just right. That's why Wiener Lokalbahnen launched the easymobil On-Demand project. The idea is for dial-a-ride taxis and on-call buses to expand the public transport infrastructure in areas where public transport is not normally sufficient. The combination of the easymobil app and the newly integrated On-Demand feature means that this option can now be offered. Verkehrsclub Österreich (VCÖ) awarded the Lower Austria mobility award to easymobil On-Demand, with the jury stating that the innovative offering represents an outstanding mobility project and helps to strengthen environmentally friendly mobility. Following a pilot scheme, further On-Demand projects are being planned for areas along the Badner Bahn line and in the Verkehrsverbund Ost-Region (Eastern Region Transport Association, VOR).



Award-winning
Wiener Lokalbahnen's easymobil project impressed the VCÖ jury.

85 kWp
generated by the solar panels on the Westbahnhof car park.

Solar façade for the car park

Wipark, Vienna's largest commercial car park management company, is driving the installation of solar panels on its car parks. If solar panels are installed on roofs, the solar yield is particularly high. However, not every roof is suitable for solar panels – especially when the car park has an open-air car park on the top floor. This is where the façades can be an effective alternative. Wipark uses the solar panels for environmentally friendly and economical photovoltaic operation, and certainly as an eye-catcher. The most recent example is the car park at Vienna's Westbahnhof railway station, which has more than 500 parking spaces. Even from afar, the solar panels look particularly impressive. They are rated at 85 kilowatt-peak (kWp) and help the car park operate without giving off any CO₂ emissions. And they let everyone see for themselves that Wiener Stadtwerke is providing the building blocks of climate reversal.

Green zero: timetable for 2040 in place

What are the greatest hurdles to overcome in making Vienna climate neutral by 2040? A new study from the international economic consulting firm Compass Lexecon, commissioned by Wien Energie, gives a clear answer: heat supply and mobility.

Above all, a shift in the supply of heating requires a change in the system, moving away from natural gas and towards renewable energy sources. Wiener Stadtwerke has already started down this path: we are passionately driving forwards the expansion of district heating and are investing in large-scale heat pumps and individual housing solutions. These initiatives all promote climate protection, however they do bring new challenges: experts believe that heat pumps and the expansion of electric mobility in the next 20 years will lead to a major increase in the demand for electricity. All in all, they believe that Vienna's electricity requirement will increase by 65% by 2040. This makes the task of significantly driving forwards renewable power supply in our city all the more important – and all the more considerable.

2040

Wien Energie wants to reduce its own emissions by one-third by **2030** in comparison to 2019. We want to be climate neutral by **2040**.

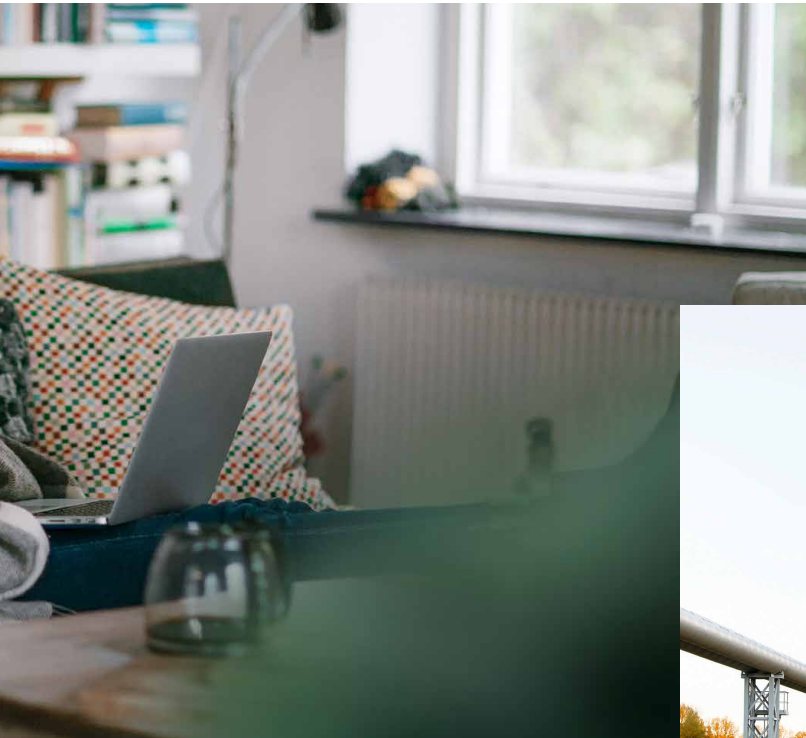


EUR 400m

will be invested in a low-emission heat supply.

Geothermal heat transformed into district heating

Wiener Stadtwerke will invest EUR 400m in low-emission heat supply over the next five years. District heating is the main area of focus. By 2040, it is expected that some 56% of Vienna's heating demand will be met via district heating – and that the entire heating demand will be climate neutral by this time. We will achieve this ambitious goal if district heating can be provided through ultra-modern, non-carbon-based heat generation. This is why we are looking to awaken the sleeping giant of climate reversal: deep geothermal heat. And there is good news to report from beneath Vienna. The specialists working on the Geo-Tief Wien project have used seismic data and a 3D model of geological strata to identify a deposit of hot water at temperatures of up to 100°C at a depth of approximately 3,000 metres. If everything goes according to plan, then 125,000 homes will be supplied with district heating from deep geothermal heat sources by 2030.



A green supply is a good supply

Generating district heating from non-carbon-based sources is a significant step towards a zero-emission heat supply in Vienna.



33,000 tonnes of CO₂

will be saved per year once the gas turbine at the Donaustadt power station has been converted.

Hydrogen in gas power stations

Hydrogen is a megatrend in the green energy world and is a decisive energy source for the carbon-neutral future of energy. If it is generated from renewable energy, hydrogen is in fact entirely climate neutral. Using this environmentally friendly energy source, Wien Energie now wants to revolutionise the heat production of gas and steam power stations. In collaboration with RheinEnergie, Siemens Energy and VERBUND, we are preparing to carry out the world's first operating trial in a gas turbine. What's more, hydrogen is mixed into the natural gas used at the Donaustadt power plant. We are taking decisive steps towards making our plans a reality.

Following the conversion of the gas turbine in 2022, from 2023 hydrogen will initially be incorporated into the mixture at a proportion of 15% by volume, which would save approximately 33,000 tonnes of CO₂ every year. If it proves possible to make the generation process and thus the centrepiece of the heating network greener, Wiener Stadtwerke may be able to heat thousands upon thousands of houses and flats in a climate-neutral fashion. We will then look to have the plant certified for continuous operation.

Car charging on almost every street corner

Wien Energie has successfully completed the largest ever expansion programme for public charging points. June 2021 saw the thousandth public charging point go into operation. And in the years to come, Vienna's energy grids will, on behalf of Wien Energie, install charging points wherever they are needed. Beyond these new charging points, there are plans for two fast-charging parks, each with ten charging points offering up to 150 kW per charging point.

This well-integrated network will make it easier for those who can't go without their cars to make the switch from combustion engines to electric motors. Along with the expansion of the public transport network and pedestrian and cycle routes, electric mobility has a major part to play in the mobility revolution and in ensuring Vienna's quality of living. Vienna's residents already make the environmentally friendly choice to use public transport, cycle or walk for 70% of their journeys, and their per capita CO₂ emissions are correspondingly low.

Hundreds of charging stations

will be built over the next few years.



On the road in a climate-friendly way

We are installing several electric charging points and are thereby presenting electromobility as the future of zero-emission driving.

Reliable electricity

A secure supply of electricity is fundamental to our modern society.



EUR 1.5bn for a reliable energy grid

With 99.99% security of supply, Wiener Netze operates one of the most reliable electricity grids in Europe. Every day, we work to ensure that the residents of Vienna can rely on their electricity supply. Permanent investment, optimisations, and state-of-the-art technology are all necessary to ensure this reliability. And we always have an eye on the future: by 2025, Wiener Netze will invest EUR 1.5bn in the security of the city's energy grid, because we know that a reliable electricity supply is fundamental for a modern, sustainable and digital society. This is why the Simmering substation, which is the beating heart of Vienna's electricity supply, will be fitted with state-of-the-art technology and will receive five new large-scale transformers and an ultra-modern switching station. To meet the location's increasing electricity demand, a new substation – the 47th for Vienna and the surrounding areas – will be built at Alberner Hafen in Simmering. Furthermore, expansions will be made to the 380-kV switching station at the Wien Süd-Ost substation, where the electricity from the Austrian high-voltage transmission grid flows into Vienna's area of supply. Looking forwards, the substation will be connected to Wiener Netze's brand new, 380-kV power line. This will create a new artery for Vienna's electricity grid.

Electric transport for on-site firefighters

Wiener Netze's on-site firefighters have put their first electric operational vehicle into service. The electric vehicle has a range of 100 kilometres, is environmentally friendly and is particularly practical given the very short distances travelled on the Simmering site. What's more, Wiener Netze can charge the new operational vehicle using the electricity produced at the power plant. After all, more than 1,700 photovoltaic panels are located on the roofs of the Simmering campus.

A wide range of initiatives

What wildlife lives in our cemeteries?

Vienna's cemeteries are an oasis for nature – a place of refuge in an increasingly urbanised environment. As such, they offer protected habitats for an abundance of wildlife. But what animals actually live on the land of Vienna's cemeteries, which are in some parts several hundred years old, and how many of these are there? This is exactly what the Biodiversity in Cemeteries project (Biodiversität am Friedhof – BaF) hopes to find out. In collaboration with Friedhöfe Wien, the team from the University of Vienna's Department of Palaeontology is documenting not only the animals but also the plants, fungi and everything else that makes up the natural diversity in the grounds of the city's cemeteries. The residents of Vienna can also support the team and their research by sending in photos or descriptions of things they see.



“The green space in Vienna's cemeteries provides a valuable contribution to the quality of our air and our quality of life. We can't wait to learn how many animals, fungi and plants call our land home.”

Renate Niklas

Chief Executive of Friedhöfe Wien



Protected habitat

Vienna's cemeteries are not just the capital's green oases – they are also home to plants and animals.



Specialists in green buildings

Environmentally friendly, energy-efficient and sustainable buildings are a key milestone on the road to climate neutrality. Even those that are responsible for general property management can do their bit. Wiener Stadtwerke's Facilitycomfort is leading the way here. The company manages all aspects of its many buildings, from general maintenance to incident management. Together with the Environment Agency Austria, Facilitycomfort has calculated its carbon footprint and has used this as a basis for a specific "climate roadmap", which will take the company through to 2025. Some of the key steps along this climate path include generating green electricity and replacing the vehicles in its fleet with those that either have lower CO₂ emissions or are not powered by fossil fuels. These actions will enable the company to reduce its emissions by up to 70% across various divisions. The company is also looking into how it can reduce its fleet and encourage a shift towards public transport, for example through discounted travel passes and providing incentives for cycling to work. In terms of real estate development, Facilitycomfort is also putting together a package of measures for constructing environmentally friendly buildings.

The "climate roadmap"

that Facilitycomfort is following will lead to essential reductions in emissions.



The enjoyment of nature

The Alps provide Austria's outdoor enthusiasts with a paradise right on their doorstep. Tourist frequency is now being analysed using various pieces of information, including mobile communications data.



Directing the flow of tourists

Tourism in the Alps is growing constantly. If it gets out of hand, however, conflicts are inevitable. Many regions would like to manage the influx of tourists using a smart visitor direction system. On behalf of the Austrian National Tourism Office, Upstream Mobility and its partners are supporting two tourist regions in identifying key ways to balance out the flow of tourists in an ecologically compatible manner – thereby ensuring harmony between humans and nature. First of all, the mobility and data managers from Upstream Mobility have built a comprehensive foundation of data, which includes mobile communications data, data from leisure apps, numerical data and ticket sales, and calendar and weather data. The frequency of tourist visits is now being analysed in great detail using this data as a basis. This will allow measures to be defined and implemented that will make a difference.

At one with nature

In order to better direct the flow of tourists in alpine regions, Upstream Mobility is analysing huge quantities of data.

Certified, sustainable investments

Wiener Stadtwerke manages a multi-million-euro portfolio that is made up, for instance, of capital that is needed to cover pension obligations and longer-term funds for planned future investments. A professional, targeted investment policy is a must. Therefore, the specialist department, Asset Management and Treasury, is tasked with setting out strategies and criteria for determining how Wiener Stadtwerke can invest its assets in a sustainable manner.

Environmental, social and governance (ESG) criteria have formed a significant part of the investment strategy since 2021. In order to apply these criteria, three Certified ESG Analysts (CESGA), who are experts in the field, have joined the team. All of Wiener Stadtwerke's funds have been categorised in accordance with Article 8 of the Sustainable Finance Disclosures Regulation (SFDR). The SFDR is part of the EU's sustainable finance initiative, which entered into force in 2021 and promotes greater sustainability within the financial system, with a particular focus on ESG aspects.

In concrete terms, this means that, when it comes to investing capital, more attention is being paid to the topics of sustainability and climate protection. All of Wiener Stadtwerke's capital investments are made under the consideration and assessment of up-to-date sustainability data. We are taking the Group's ambitious sustainability goals into account beyond our traditional activities and are taking measures to exceed these goals.



“With its self-determined, sustainable financing and investment strategy, Wiener Stadtwerke is helping to effect positive change. We take specific action.”

Gabriele Jandrisevits-Herzog
Head of Asset Management
and Treasury

Environmentally friendly from day one

Cost-efficient, economical and purposeful – this is Wiener Stadtwerke's motto for procurement. A fourth point is now being added: sustainable. Another guideline is being added to the current Group-wide contract awarding policy. The new addition contains specific, practical instructions of what is required to make our Group's procurement process ecologically, socially and environmentally suitable. Going forwards, sustainability criteria will be integrated more firmly into our statements of work, enabling the greatest possible effectiveness of the new guideline. What's more, Wiener Stadtwerke is planning to send out a dedicated message to market participants and service providers that will inform them of just how important the topic of sustainability is to our Group. In particular, these sustainability requirements and standards will be communicated in the Wiener Stadtwerke procurement portal.

Vienna is becoming
**the capital of
digitalisation**

Innovation works.

Leading Europe in digitalisation. This is one of the key objectives of our Smart City Vienna strategy. Our ongoing research and development work provides a major contribution to this goal. But that isn't an end in and of itself. We want to design our products and services to be even more customer-friendly and efficient.





Meaningful digitalisation

Digitalisation is helping us get that bit closer to achieving our goal of being a city of the future. It is vital that we use digital technology in a responsible and consistent manner. Our Group company WienIT will make this possible.

Simply digital – we move with the times

Wiener Stadtwerke's task is clear: we are building the city of the future – a city where everyone can live well without the environment or future generations having to pay the price. Creativity, expertise and innovation are fundamental to making this Smart City a reality. Smart technologies enable administration, mobility, accommodation and living all to be designed in more sustainable and more intelligent ways. These smart technologies have a valuable role to play in ensuring the quality of life in our city. We know: digitalisation isn't everything. However, it helps us come that bit closer to achieving our goal of a city of the future, and we make sure to use digital technology in a responsible and consistent manner. We are taking all that digitalisation has to offer and are applying it, to the maximum benefit of the people of Vienna.

WienIT makes it possible

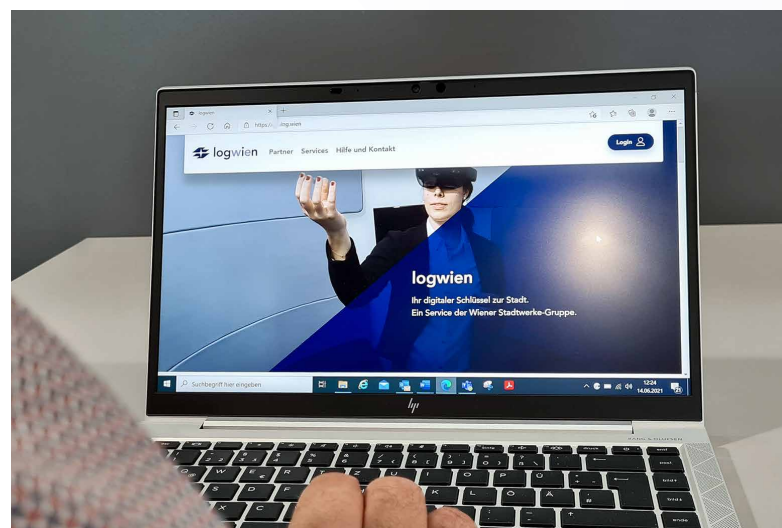
WienIT is leading our Group companies into this sustainable, better future. This is where we find the experts, whose work is the beating heart of our company. They make sure that Vienna always keeps up with the latest innovations or, even better, is a few steps ahead. This focus on innovation brings internal benefits for Wiener Stadtwerke: our IT systems are set up and equipped in such a way that we have optimal control over our processes and can collaborate flexibly across different locations. And our customers can also enjoy the concrete benefits of digitalisation, as is proven by logwien.

The digital key

logwien lets our customers buy public transport tickets, book appointments for advice, and access many other services online, and the range is being expanded all the time.

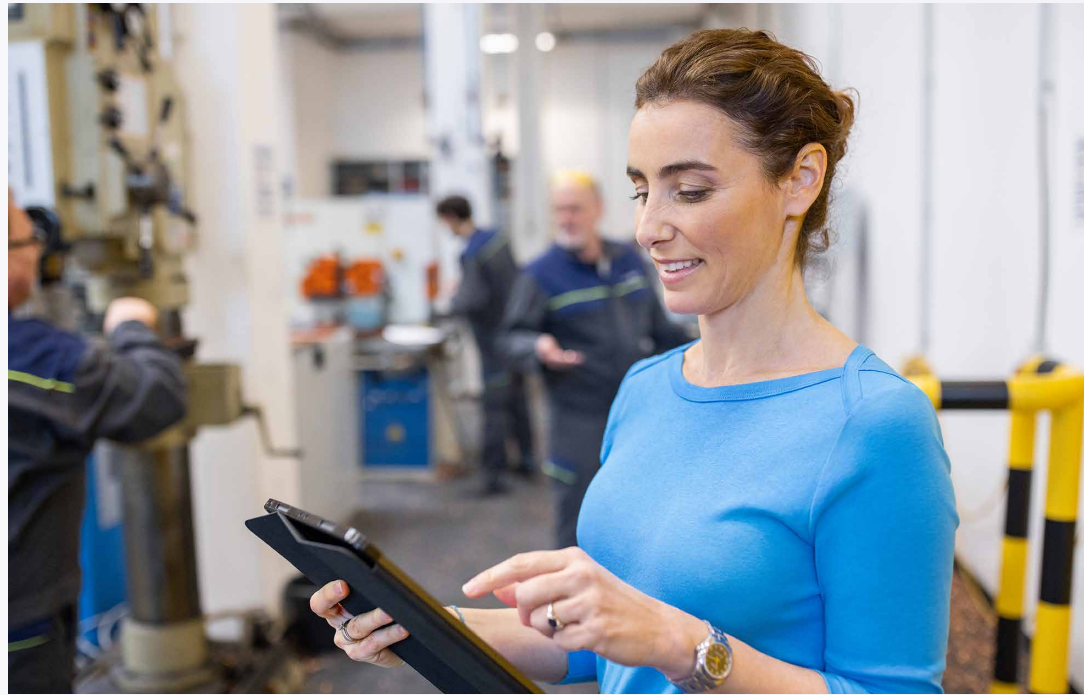
logwien – the digital master key

In 2021, WienIT was a key partner in implementing and developing logwien, a digital key that opens a whole host of doors all at once. Once logged in, Wiener Stadtwerke customers can, for example, buy tickets for public transport, submit electricity meter readings, change their energy tariff and book appointments for services and advice. Although not all of Wiener Stadtwerke's Group companies and regional partners are set up in logwien, the range of services is gradually being expanded. This new way to access our online services is convenient and saves time. And it is secure. Wiener Stadtwerke Group is an operator of critical infrastructure and as such it places the utmost importance on ensuring that sensitive data and information is handled in a secure and cautious manner. We are proud that our customers put their trust in us.



In-house expertise

Thanks to the many specialists at WienIT, Wiener Stadtwerke is particularly well-placed to build the city of the future.



Ethical certification for our AI

We know that while digitalisation and artificial intelligence (AI) present opportunities, they also entail risks. AI can help to make Wiener Stadtwerke's multifaceted operations quicker and more efficient, and there is great potential here. However, it is also clear that computer systems that make decisions autonomously must not be left to work unsupervised – especially when this involves direct contact with people and their data. Strict, binding and effective regulations are indispensable. For this reason, when developing the software that is used to evaluate requests from our customers, Wiener Stadtwerke has looked to international experts. Our program is certified according to the specifications of the Ethics Certification Program for Autonomous and Intelligent Systems (ECPAIS). The purpose of the ECPAIS is to ensure transparency, privacy and more, and it has been developed by the IEEE SA (Institute of Electrical and Electronics Engineers Standards Association). The IEEE SA has more than 400,000 members and is present in over 160 countries.

More information on how we are using innovative technology to make our products and services even smarter and even more customer-friendly can be found on the following pages.



“We take a cautious approach, particularly when in direct contact with people and when dealing with data – people are our utmost concern.”

Martin Krajcsir
Chief Executive Officer

Using the opportunities presented by digitalisation

Iris – the avatar that knows sign language

Sign language is the preferred form of communication of Deaf people. Now, as part of a pilot project, Wiener Linien is bringing sign language to the fore with help from the virtual colleague Iris. Any public transport disruptions are automatically sent to the smartphone app in the form of animated sign-language videos. Iris then informs Deaf passengers of the latest developments. How smart is that?

The sign-language avatar is a world first. It has been developed – and is now being tested – by Wiener Linien in collaboration with the Deaf community. It will be a true milestone for accessible communication in the public sector. Our hope is that the avatar will help passengers use the Vienna public transport network flexibly and safely.



Pilot project: Iris the avatar

Our new avatar, Iris, automatically translates updates on disruptions to public transport services into sign language – a world first!



Learning virtually

Our trainees have developed an augmented reality app that guides users through repair processes.

Apprentices put on the goggles

Virtual reality (VR) and augmented reality (AR) are long established in the gaming industry. Once those large goggles are on, you are transported to another world. Now, though, business communities and industry can also benefit from these new technologies. Wiener Linien sees huge potential for VR and AR in maintenance work, training sessions and preparing apprentices for their roles.

With support from Vienna-based start-up 3Dmacher, we have developed virtual training where work instructions are projected as holograms into the user's environment. These holograms can then be seen using special goggles. This advanced technology makes work easier, saves time and facilitates learning.

The trainees in particular don't have any concerns about this at all – the opposite, in fact. In our apprenticeship innovation lab, for instance, our trainees have developed an AR app that virtually displays the processes for repairing brakes on public transport. Best of all: the Group's next generation are the ones driving this technological revolution.

For (most) boxes big and small

WienBox is a simple and secure alternative to having a parcel delivered to your home or collecting one from a parcel shop.



WienBox – open 24/7

Online retail is booming. The number of parcels dispatched has more than doubled since 2014. But it's the final few steps that are proving problematic: delivery services, transport infrastructure and the environment are all at risk of being overloaded. This is where an extensive collection and drop-off box system can help. Such a system could help reduce delivery-related CO₂ emissions by up to 40%. Customers can use the boxes to collect online orders or to return goods they have bought. A well-integrated network of these collection and drop-off locations is an environmentally friendly alternative to deliveries made straight to customers' doors.

With WienBox, Wiener Stadtwerke provides the missing – smart – piece of the puzzle that will make this box system boom in tandem with parcel delivery. The project, started by Wiener Lokalbahnen, is bringing the collection and drop-off boxes of various providers together on a single platform for the first time. Currently, wienbox.at has almost 10,000 boxes across more than 240 locations. The website gives citizens of Vienna an overview of the accessibility to and options for boxes that are near to them.

Up to 40%

reduction in CO₂ emissions from delivery services thanks to WienBox.

Convenient parking

Wipark is offering a convenient parking plan for commuters who use the park-and-ride facilities at Neulaa station on the U1 line. What this means is that all parking is charged on a monthly basis at no extra charge. Commuters who wish to take advantage of this system just need to complete the one-time registration process, provide their vehicle registration plate and choose their preferred method of payment.



Park-and-ride parking spaces

With our park-and-ride parking spaces, you register once and save every time you park.

Shaping the future with digital solutions

Using blockchain to achieve climate goals

When it comes to accelerating decarbonisation and driving the creation of renewable energies, one of the key tools in Wiener Stadtwerke's inventory is digital technology. But we're going one step further: together with Vienna-based Riddle & Code, Wien Energie is developing its own innovative products based on blockchain technology, and we have combined our financial and technological resources to provide pioneering services. Blockchain refers to a chain of data blocks, which are used for the decentralised, digital recording and registering of transactions. The key advantages of this type of database structure are that it is transparent, cannot be altered and is anonymous.

Making solar power stations transparent with blockchain

Solar power stations for citizens, for example, benefit from this database structure. Blockchain has helped us to digitalise the entire photovoltaic system at Austria's largest solar energy plant on Schafflerhofstrasse, in Vienna's Donaustadt district. Each panel has now been assigned a unique identification code, known as a token. All other sensitive data continues to be protected. This makes transmission secure and electricity generation completely transparent. For instance, our customers know exactly in which power plant, at which photovoltaic plant and with which wind turbine their energy mix is generated – down to the last kilowatt-hour of electricity. We believe that this reinforces trust in our product. And trust is important to us.

Katharina Laggner

Urban pioneer and resident of Viertel Zwei. Energy collectives were researched and tested here up until the end of 2021.



100 urban pioneers test out the future of energy

Wien Energie sees great potential in blockchain – particularly for energy collectives. This was shown in a research project carried out in the urban development area Viertel Zwei, where around 100 "urban pioneers" carried out some tests to see how energy, accommodation and mobility could look across Europe in just a few years, and how sustainable day-to-day living could become the norm. The electricity generated by the community's own photovoltaic plant is shared between the residents. The urban pioneers use an app to easily purchase electricity, while unused electricity is either sold on or saved and used for other purposes. And how are these fully automated, environmentally friendly transactions carried out? Using blockchain, of course.

Night-time photovoltaic maintenance

Special drone cameras enable us to identify damage to photovoltaic systems in the dark.



Finding faults in the dark

Wien Energie, together with its partners, has developed an innovative method for inspecting photovoltaic plants. Drones have been used in maintenance work for some time now, but they could only be used on sunny days. Our new system now turns night into day – at least to a certain extent. Electricity is used to make the panels give off a weak glow. In the darkness, and in any weather, this infrared light is then recorded by a special camera. Any damage to the systems, which would not normally be visible during standard assessments, can then be seen in the infrared images. The sooner this damage is spotted, the lower the plant's lost earnings will be. And the more the climate will be protected.

Research put into practice

Aspern Seestadt is one of Europe's largest urban development areas. A multi-phase development is seeing the creation of high-quality housing for more than 25,000 people and more than 20,000 work and training spaces. At the heart of the development, Aspern Smart City Research (ASCR) is researching how cities can function in environmentally friendly ways in the future.

ASCR was founded in 2013 by Wien Energie and Wiener Netze in collaboration with Siemens, the Vienna Business Agency and Wien 3420. The research being conducted will focus on three buildings: a residential building, student accommodation and a school campus. Here, the complex interrelationships of the energy system are all taken into account, including from the perspectives of buildings, the electricity grid, communication and information technologies and the behaviour of residents. The current phase of the ASCR 2023 project focuses not only on creating a smart network of buildings, energy grids and markets, but also on research into the use of heat exhaust and the smart charging of electric cars, including how to use these as energy storage. aspern Seestadt demonstrates that sustainability and quality of living go hand in hand.

Digital through and through

Visiting graves digitally

Vienna's cemeteries contain some 550,000 graves. But there are actually 1.1 million. This is because each physical grave has a digital grave that Friedhöfe Wien offers to the relatives of the deceased. Digital graves can be used, for example, to flexibly extend the length of time a grave may be used for, to have a candle lit at the grave or to have a more recent photo assigned to the grave.

Since 2020, we have given several thousand Friedhöfe Wien customers access to digital graves, allowing them to invite friends and family to a safe environment where they can remember the deceased with text, photographs and even videos. This service is the only one of its kind in all of Europe.

Digi.Lab shows the way

Digi.Lab is WienIT's internal research and development unit, which focuses on applying brand new technologies and making highly innovative ideas a reality. This ground-breaking work is always done in partnership with others, and together with colleagues from Wien Energie, the creative minds at Digi.Lab have developed a proof of concept in the form of an augmented-reality app. When GPS, mobile phones and Wi-Fi stop working in deep underground areas, this indoor navigation concept is called into action. It can, for example, help Wien Energie maintenance technicians to quickly find the heating system in a confusing basement with lots of paths branching out. In 2021, the Digi.Lab team also developed two virtual-reality simulations for the Wiener Lokalbahnen Group Traincademy training centre. Furthermore, Digi.Lab has also started working on its first projects in the research fields of quantum cryptography and the metaverse.



Virtual meets reality

Digi.Lab is making use of new technologies and tapping into fields of research such as quantum cryptography.



WienIT optimises new ways of working

The expertise of WienIT is also called upon for internal processes and modern collaboration. This was the approach taken in the “M265” project in 2021, which moved our desks onto the cloud and fitted the Group’s workspaces with state-of-the-art tools and made them fit for the future. Cloud-based tools make it possible for our colleagues to collaborate flexibly, whether they are working on-site or at home. What’s more, WienIT rolled out an upgrade to the new S/4HANA SAP software, which allows us to manage company resources and business processes in an even more efficient manner going forwards. This upgrade was the first stage of a large project that will continue into 2025.



Flexible working

A stable digital infrastructure lays the foundations for remote working – state-of-the-art tools are an absolute must.

Tracking infections digitally

Contact tracing. This term has become a part of everyday language since the pandemic began. Those who contract SARS-CoV-2 must be quickly entered into the system and anyone they have been in contact with must be promptly informed of the infection so that the spread of the virus can be contained. Upstream Mobility has developed a digital analysis tool that enables visual cluster analyses to be performed, which can then be used to track infection chains. In areas where this tool is used – as in Vienna – the detection rate is significantly higher than where it is not. In the meantime, the IT experts at Upstream Mobility have also incorporated wastewater and mutation analysis capabilities into the tool.

WienMobil – ticket shop coming soon

There is no stopping WienMobil, the mobility app from Wiener Linien. New features are always being added to enhance the app and to ensure that the mobility of tomorrow can be experienced today. And always with the objective of making public transport easier and more accessible to use and book. For instance, in 2021 the Upstream Mobility IT team expanded route information to include real-time data and optimised data management in relation to carbon footprints. A ticket shop has also been developed that allows users to purchase tickets for services offered by external partners, such as e-car sharing, bike sharing and taxis, from directly within the app.



One app, several uses

The WienMobil mobility app is more than just a digital ticket machine: it also gives customers access to services such as car-sharing.

Driving forwards works.

Every year, Wiener Stadtwerke receives outstanding feedback on its attractiveness as an employer. Why is this? Because we don't just provide secure jobs with a good work-life balance, but we also offer meaningful projects – we keep Vienna running. We are making climate reversal a reality. We are needed. We are pioneers. And we are working to ensure that everyone knows that this is the case.



Excellent
employer rating

Jobs with a future

As an employer, Wiener Stadtwerke offers secure, meaningful jobs – because it's our specialists who are making Vienna fit for the future.



Finding the jobs of tomorrow today

With more than EUR 3bn in revenue and some 15,000 employees, Wiener Stadtwerke is one of the largest businesses in Austria. When it comes to converting Vienna into a climate-neutral city, we, as the supplier for the city, are in the limelight. We are approaching this challenge with innovative ideas, enthusiasm and vigour and are making the most of the opportunities presented to us by digitalisation. Looking to the decisive years ahead of us, we need the greatest minds and most skilled hands in our teams. In other words, strong teams made up of pioneers who lead the way into a climate-neutral future.

Recruiting qualified young talent is a key area of focus at Wiener Stadtwerke. Over the next ten years, 5,000 employees – or one-third of our company's workforce – will be retiring. While our task is clear in this regard, so is the challenge it presents: for some time there have been too few skilled workers to fill open positions on the Austrian employment market. According to a survey of companies carried out by ibw Austria, 2021 saw the shortage of skilled workers reach an all-time high.



Generational change

Finding qualified young talent will be a major challenge in the years to come.



15,000 employees

make a difference at Wiener Stadtwerke every day. This makes us one of the largest companies in Austria.

The competition between companies for the best talent is enormous. And nowadays these up-and-coming specialists place different demands on their jobs than they did a few years ago. Sustainability, credibility and a good work-life balance are key criteria when STEM (science, technology, engineering and mathematics) graduates come to select an employer, as was shown in a study on the future conducted by Wien Energie and Deloitte Austria. 40% of the study's respondents said they would not work for a "polluter", while 25% want to make an active **contribution to climate protection** in their day-to-day work, and so look for green jobs where they can do this. We have good news: we have these kinds of jobs available. Without the Wiener Stadtwerke team, the transformation of our city into a climate-neutral metropolis would not be possible. Pioneers of climate protection fit into our team perfectly. Over the next few years, we will be creating thousands of new green jobs and will also be giving applicants the opportunity to make their employment contracts with us into climate agreements. We have set up a special 18-month trainee programme where trainees select a specialist training stream, choosing between the alternative energies, smart infrastructure, green building, environmentally friendly mobility and digital transformation streams. This variety allows new talent to work with us in creating the climate-neutral city of the future.

We are aware that we cannot rely solely on our **meaningful green jobs strategy**. Nor can we rely on the fact that we offer strong values, secure jobs, benefits such as work-

ing from home, a wide range of training opportunities, and a good working environment that nurtures and encourages personal development. On the contrary: we know that we always have to be better and to find the best solutions, to always be more creative and more proactive. Even today, our strategic staffing plans look years into the future and focus on developing an interdisciplinary team – what jobs will be needed in years to come that don't even exist yet? What expertise, technologies and skillsets will be needed? We want to know the answers to these questions as soon as we can. For this reason, we are collaborating more and more closely with a whole host of education establishments. Doing so gives us access to the graduate market of the future today – driving forwards works.

Our experts come up with innovative ideas and develop specific programmes that are designed to make young people enthusiastic about Wiener Stadtwerke, to train the specialists of the future and, as an attractive employer, to make our employees want to stay with us for the long term. In addition, we position Wiener Stadtwerke as a strong employer brand: all of Vienna's residents should know what we are achieving and what we have to offer. **We keep Vienna running.** We are setting the wheels of climate reversal in motion. We offer meaningful green jobs and allow people to pursue careers that transcend the limits of corporate structures. Those who join us can apply all of their talents to help us make our mission a success. Those who join us are pioneers.

Climate pioneers

What makes Wiener Stadtwerke such an attractive employer? Quite simply, having several strong brands. Vienna's large mobility and energy companies, Wiener Linien, Wien Energie and Wiener Netze, are part of our Group, as are smaller companies, such as the innovative digitalisation driver WienIT, and successful start-ups like Upstream Mobility. Together they form Wiener Stadtwerke. They bring with them great diversity – a variety that we consider to be advantageous, especially for our employees.

Our goal is to transform our organisation in such a way that it functions as a unit. In doing this, we will connect our employees with each other beyond the regular confines of corporate structures. We enable our employees to develop, to move around and to forge careers within our large Group. We encourage and support them every step of the way and at every stage of their careers. If one of our employees wants to hit the ground running, wants more time for their family or is looking for a new challenge with us – we are there for them with flexible working time models, flexitime or core working hours models and the option to work remotely, to name just a few solutions.





Wiener Stadtwerke starts building relationships with potential employees long before the employment contract is signed. We get out there and get in touch with the creative young minds at the Vienna University of Technology, the Vienna University of Applied Sciences and the Vienna University of Economics and Business. These connections give us in-depth insights into new training pathways and future-oriented developments. The world of work and careers is changing at lightning speed and it is not clear what skills will be in demand in a few years' time. This is exactly why we want to be prepared, no matter whether the focus will be on digitalisation or green skills, for example. Our experts recently started a collaboration focusing on young talent with the Vienna University of Natural Resources and Life Sciences, which is considered one of the best life sciences universities in Europe and whose research contributes to the preservation, development and protection of the biosphere and quality of life. The university develops young talent who, as climate pioneers, are exactly what we are looking for.

When it comes to recruitment, we are aiming for a diverse workforce. For example, the proportion of female employees currently sits at just under 20%. We want to improve on this figure. We have set ourselves the objective of encouraging young girls and women to pursue careers in technology.

Strong image

The new campaign will position Wiener Stadtwerke as an attractive employer – particularly for young people.

For instance, we organise taster days for girls to let them try out their technical skills and we promote programming workshops for schoolgirls. We were involved in developing the Women in Technology (FiT – Frauen in der Technik) programme, which is intended to support women searching for a job or looking to change career. Through this programme, women can start an electrical engineering apprenticeship at Wiener Stadtwerke.

Man or woman, young or old – all of our employees work at a company that aims to be, in every aspect, as varied and diverse as the city we call home. Most importantly, however, our employees know that their jobs are making a difference. Those who are part of our team are keeping Vienna running. Day in, day out, our teams exercise enthusiasm and creativity and apply their expertise to ensure that climate reversal becomes a reality. We are installing solar panels high on the city's rooftops and are drilling piles deep into the ground. We are building petrol stations where there is electricity and hydrogen instead of petrol, and we have plants that grow on walls. We are constantly changing perspectives. That's what it is to be a pioneer.

A wide range of initiatives

Job ambassadors recruit talent

Who knows best what it's like to work at Wiener Stadtwerke? And who can give the most reliable insights? The answer is simple: the people who work at our company. For some time now, Wiener Stadtwerke has not only relied on classic job descriptions when searching for talent – we use a wide range of channels and methods. One particular communication channel comes in the form of our job ambassadors, who primarily use digital means to let prospective employees know about their work, their teams, their exciting projects and their successes. When employees personally recommend their employer, this sends a positive message, and it is frequently the case that those seeing these recommendations are more engaged.

Wiener Linien projects

Increasing the proportion of women at Wiener Linien

When Wiener Linien talks about encouraging women to join the technology sector, this isn't an empty promise. In 2021, the proportion of female employees working at Wiener Linien rose to 14.7%, up from 13.8% at the start of 2020. When we look at management alone, the proportion is 21.4%, so it has risen from a proportion of 19.5% in 2014. The proportion of female managers in construction has seen particularly positive developments. As of 2021, the number of men and women managing teams is the same, with these teams handling projects for the construction of new underground lines and renovation of public transport buildings to name a few. Ms Reinagl explains: "The values of diversity and respect have long been a matter of course within the team in Vienna. Our goal for 2022 is to keep improving. For this reason, we have now established a dedicated Diversity Management department and in the autumn we will hold our third set of intensive training courses especially for women in electrical engineering." From the end of 2022, the future of Wiener Linien will be put on track by a trio of female leaders.

A fresh look for Wiener Linien: public transport employees don a new uniform

The uniforms of public transport employees shape the Viennese cityscape – and with a new casual look! Our new uniform started to be rolled out in summer 2021. The colour was changed from grey to a smart blue and red, in true Wiener Linien style. For the first time, our employees' uniforms now feature jeans, piqué shirts, quilted jackets, blousons, dresses, belts and rucksacks. Great importance has been placed on the use of high-quality materials. All in all, the uniforms are made of 70% natural fibres. Since our 8,700 employees are just as diverse as Vienna itself, their uniforms are designed for a range of different figures. The jeans alone are available in 45 sizes. Wiener Linien will be collecting the old uniforms and will recycle them in various ways. Some of the garments, such as warm winter jackets, will be donated to charitable organisations such as Caritas and Volkshilfe Wien, which will distribute them to new owners.

Driving trains in the underground part-time

Wiener Linien's part-time jobs model allows new target groups to be reached. Students in particular can drive trains in the underground part-time during their studies. And parents with young children can benefit from the model as it lets them balance their work and family lives more easily.



Eva Christina Schwarzl,

Head of Customer Service, ICT and Grid Planning, believes that work and family life can be optimally balanced at Wiener Netze.

The part-time underground train drivers pilot project was launched in 2019. Working as an underground train driver is very popular, especially amongst students at technical universities. Last year, half of our part-time drivers were students. Part-time drivers have to drive at least 12 hours per week and shifts can be arranged on an individual basis. In addition to career opportunities, a wide range of health services and opportunities for further training, Wiener Linien employees also receive a free annual pass.

Breaking ground on our new Wiener Linien training workshop in Simmering

Wiener Linien is establishing a new training workshop within the main workshop in Simmering. The new workshop will open in autumn 2023 and will allow us to train twice as many apprentices as we currently can. The new training workshop will be built using sustainable materials and with energy-efficient construction methods. At Simmering, around 200 up-and-coming specialists are currently being trained in promising fields ranging from commercial vehicle technology and electrical engineering through to mechatronics and track construction. More and more women are also opting to go down the technical career path. In recent years, the proportion of women in technical training has steadily increased to approximately 20%, with the trend indicating that further increases are to come. Once the new training workshop is opened in autumn 2023, the total number of training places will more than double to approximately 480 places.

Wiener Linien gets women on track for a technical career with shortened apprenticeships

Our public transport network is growing, so we are increasingly looking for people to join us. In particular, we are looking for specialists for the workshops that keep our environmentally friendly fleet in good shape. The focus in our search is nurturing talent that is as diverse as possible.

Since 2019, Wiener Linien and the Austrian Public Employment Service (AMS) have been training women in a new career in applied electronics as part of the Women in Trade and Technology programme (FiT – Frauen in Handwerk und Technik). What's more, we are specifically supporting women who aspire to leadership roles so that we can also increase the proportion of women in management positions. The programme is aimed at women between 20 and 50 years of age.

Following a very successful first course, a further 12 women are currently in training. In autumn 2022, another 12 women will be given the opportunity to pursue technical careers. A job is guaranteed upon completion of the training. Those who have completed the programme work in a wide variety of areas, from tram maintenance in the main workshop and underground train maintenance in Heiligenstadt to providing training to new FiT apprentices.

Wiener Linien provides grants to support female technical students

To support female technical students on their way to becoming experts in their fields, Wiener Linien offers five grants and, in doing so, further encourages women to take up careers in technical fields. The grants are aimed at female students who specialise in the fields of electrical engineering and information technology, computer science, mechanical engineering, civil engineering, environmental engineering, cultural technology, water management or other similar subject areas. Students who are awarded the grants will each receive EUR 5,000 and will benefit from mentoring sessions and workshops over the course of one year, as well as opportunities to network with experts.



“The values of diversity and respect have long been a matter of course within the team in Vienna.”

Alexandra Reinagl,
Managing Director –
Sales & Operations



The Traincademy

Train drivers and other specialists are trained at the state-of-the-art Traincademy training centre, with digital learning methods becoming increasingly popular.

Trainee programme for higher technical college graduates

Wiener Linien's trainee programme for graduates of higher technical colleges (HTLs) was first set up in 2020 to give these graduates the best possible start to their professional careers. The trainees are based in either the Construction and Plant Management or the Automotive Engineering department and rotate through the company over the course of 18 months, becoming familiar with various divisions, building a network and working independently on projects. The pilot project will be rolled out to all other technical divisions in autumn 2022, when 13 HTL trainees will be welcomed to the IT, Automotive Engineering, Construction and Plant Management, and Operations Management departments.

Wiener Lokalbahnen establishes Traincademy

Trains allow people and goods to move around in an environmentally friendly and safe manner. For this reason, expanding rail transport is central to enabling us to achieve our climate protection goals. The result will be that, in the next few years, several thousand employees will be sought across Austria in the passenger and freight rail sectors.

Train drivers and other skilled workers are extremely in demand. If this demand is to be met, more investment must be made in training young talent. Wiener Lokalbahnen and its freight subsidiary WLC, which operates across Europe, came together for a joint project and in 2021 a modern training centre for railway professionals – the Traincademy – was opened at Hafen Wien.

The Traincademy provides facilities for excellent training and focuses strongly on digitalisation. Two state-of-the-art track simulators allow train drivers to take part in realistic training on, for example, how to correctly deal with a technical malfunction, a defective overhead line, a blocked line or damage to infrastructure. High-tech virtual reality technology is also used at the Traincademy, which is the first centre of its kind in Austria to use this technology in railway training. Using VR goggles and the latest technology, trainees can familiarise themselves with engineering aspects and learn about occupational safety issues and driving scenarios in an extremely realistic way. The Traincademy is also the perfect location for internal training. In addition to training for train drivers, training sessions are planned for other positions in the railway sector, including for train dispatchers and train planners. External railway companies may also use the Traincademy.

The best of both worlds

Wiener Stadtwerke offers something special for versatile apprentices: those who are equally interested in both transport and energy will be right at home with the dual apprenticeship in electrical engineering and mechatronics. This four-year combined programme focuses on energy technology, electronics, mechanics and programming. The apprenticeship provides in-depth knowledge of everything relating to electrical energy, including how it is generated, distributed and used. At the same time, the apprentices also become familiar with the inner workings of mechatronic systems and write their own programs for putting machine and system parts into operation. Along the way, the apprentices will also stop off at Wiener Linien, Wiener Lokalbahnen, Wien Energie, Wiener Netze and Facilitycomfort. That's the advantage of an apprenticeship at Wiener Stadtwerke – there are so many strong brands under one roof. Once they complete the apprenticeship, exciting tasks await the newly qualified team members, and nothing stands in the way of them forging their careers at Wiener Stadtwerke.

Obtaining a school leavers' certificate alongside an apprenticeship

In 2021, Wiener Stadtwerke recruited 150 apprentices, and in 2022 we will hire 160. Since September 2021, we have offered our apprentices the opportunity to obtain their school leavers' certificate internally through Wiener Stadtwerke. Up to 50% of school leavers' certificates obtained through us are obtained while working at the company and apprentices can work towards their certificates at several locations within the Wiener Stadtwerke Group. It is possible to combine an apprenticeship with the school leavers' certificate across all 15 of our programmes. Wien Energie even gives its apprentices holiday days specifically for studying. For apprentices with a school leavers' certificate, the world is their oyster. It qualifies them to attend colleges, academies, universities of applied sciences and other universities, and as highly qualified employees they are also well placed to climb the career ladder at Wiener Stadtwerke.



160
apprentices
will be hired and trained by
Wiener Stadtwerke in 2022.

Social responsibility

EUR 15,000 for Volkshilfe Wien

Volkshilfe Wien is a low-threshold counselling network that offers counselling to those seeking help. Job loss, poverty, family and mental health problems – counselling can help to find personalised solutions for all of these issues. The situation of the person seeking help is discussed in an introductory session. Experts with specialist knowledge then develop personalised solutions in collaboration with the City of Vienna. Peter Hanke, City Councillor for Finance and Wiener Stadtwerke, believes that it is important to stand by people, especially in times of crisis: “In Vienna, we help each other and we don’t leave anyone behind.” For this reason, Wiener Stadtwerke has donated EUR 15,000 to Volkshilfe Wien, to help support the network’s work.



“In Vienna, we help each other and we don't leave anyone behind.”

Peter Hanke,
City Councillor for
Finance and Wiener Stadtwerke



L-R: President of Volkshilfe Wien, Michael Häupl; Deputy Chief Executive Officer of Wiener Stadtwerke, Peter Weinelt; Managing Director of Volkshilfe Wien, Tanja Wehsely; Councillor Peter Hanke

Wiener Netze sponsors Ingenious Women

The Technisches Museum Wien (Vienna Museum of Science and Technology) attracts large numbers of young visitors every year. As a partner of the Technisches Museum Wien, Wiener Netze has for many years used the museum as a stage for modern, youth-oriented cultural sponsorship. Over the last three years, almost one million visitors have come to see the interactive permanent exhibition "ON/OFF", which looks at what the Austrian electricity grid is like now and how it will look in the future. This exhibition has been so successful that our partnership with the Technisches Museum Wien has been extended.

Wiener Netze also supports the museum with its tailor-made offering aimed at encouraging girls and young women in particular to step into the worlds of technology and the natural sciences. Specifically, we sponsor the "Ingenious Women" guided tours, which are held frequently and are free of charge. These tours focus on the contributions of women such as Marie Curie, Ada Lovelace and Margarete Schütte-Lihotzky to the history of technology. The museum also organises online workshops specifically for girls. In these workshops, the participants can work on their very own projects with open-source graphics programs and later on they can, for example, use innovative manufacturing technologies in the techLAB to create the pieces they produced using a laser cutter.

Family seal of approval for Wiener Netze

Wiener Netze is a family-friendly employer. This was first confirmed by way of national certification granted by the Austrian Federal Ministry for Employment and Family Affairs in 2018. Wiener Netze was recertified as a family-friendly employer in 2021. As part of an auditing process, Wiener Netze and its employees provided proof that the company has drawn up, evaluated and planned individual family-friendly measures and, in doing so, has laid the foundations for these measures to be implemented. Wiener Netze aims to embody its status as a certified family-friendly company in its everyday business and to allow parents in the company to strike the perfect balance between work and family life. Key elements of this are our flexible working time and remote working models.

Sonja Dietl leading the way

Sonja Dietl has been a member of the team of undertakers at Bestattung Wien since the summer of 2021.



Bestattung Wien customer service – proportion of women greater than 50%

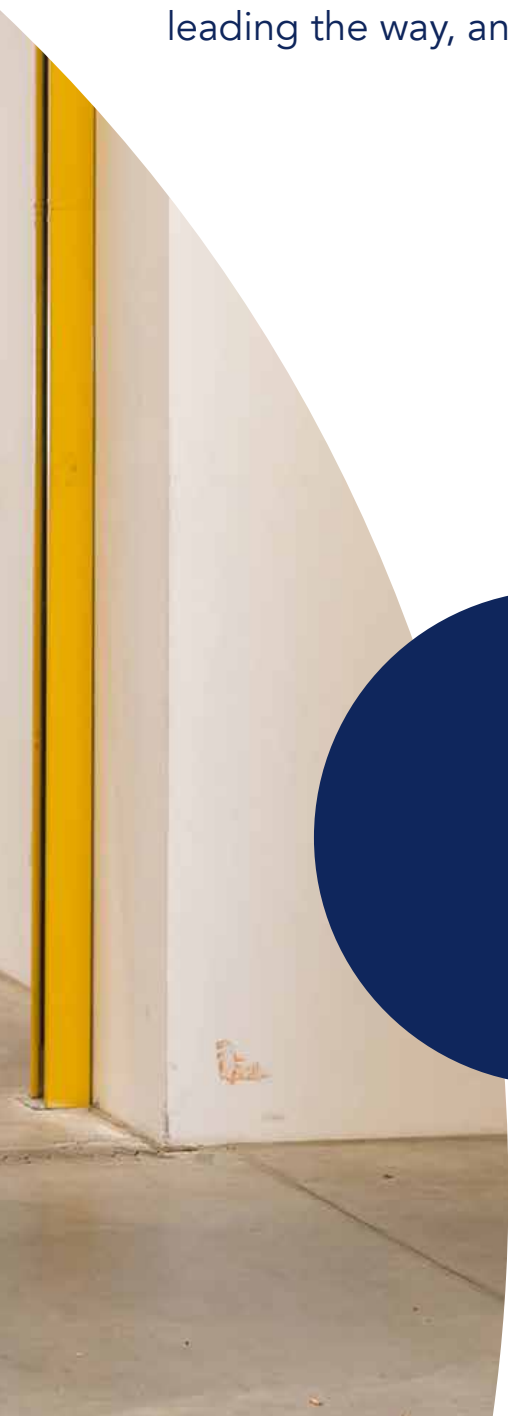
Bestattung Wien is Austria's largest funeral home and is also one of the largest in Europe. Supporting women within the industry is a main priority for Bestattung Wien. In 2021, the undertaker examination was completed by one of our female employees for the first time. The knowledge and skills required for her new profession were mainly taught in-house. Sonja Dietl works in a customer-facing role at Bestattung Wien. In recent years, the proportion of women in customer-facing roles at Bestattung Wien has risen to over 50%.

Sonja Dietl appreciates the support she received from her employer for her personal and professional development and hopes that her example will encourage other women in the company to take the plunge and gain new experiences with Wiener Stadtwerke.



Data & facts for 2021

We continue to be successful. Our rising revenue and employee headcount motivate us to pursue a greater number of ambitious goals. We are moving forwards with and for Vienna, are skilfully leading the way, and are always innovating.



Business performance

In 2021, Wiener Stadtwerke demonstrated that it is stable, even in difficult times. Our Group pushed ahead with its projects well and recorded another successful financial year.

Maintaining and expanding the high quality of life in our city

Wiener Stadtwerke is a cornerstone of the Viennese economy, and an attractive employer for a workforce of over 15,000 employees. Our company makes a significant contribution towards the economic development of Vienna and helps to secure the city's high quality of life. Taking this role as a starting point, we have developed and defined our goals for the coming years as detailed below.

We support and make great contributions to the City of Vienna's Smart City framework strategy, which describes the development of a city that closely links the issues of energy, mobility, buildings and infrastructure. Essential topics include resource conservation, advancement of innovation and digitalisation as well as preservation and expansion of an excellent quality of life that is socially equitable. The implementation of the strategy is intended to comprehensively secure the city's future viability and our company is a key player in successfully implementing it.

EUR 140m

is being invested in new substations.

Reliability on all fronts

Even under difficult conditions, we want to participate effectively in accomplishing the the city's goals and remain a reliable and high-performance partner for our customers in the areas of energy, energy grids, transport, funeral services and cemeteries, and car parks. To this end, we are constantly working on optimising our processes and improving our economic efficiency. This will strengthen our financial stability and allow us greater room to further develop our services in line with the demands of our customers.

Providing a supply that is virtually 100% secure, Wiener Netze offers one of Europe's most secure and stable electricity networks. To ensure that this remains the case in the future, we are currently investing EUR 140m in new transformer stations. The larger share of EUR 110m is going into the Simmering substation and connecting this with Simmering-Südost. We are investing another EUR 30m in a transformer station at Alberner Hafen.

As a modern company owned by the City of Vienna, we combine entrepreneurial and social standards in such a way that we can fulfil both our social and economic aims in the long term. We use the new and multi-faceted opportunities presented to us by digital technology exclusively with people in mind. This means that we only implement those solutions that will bring additional benefits to the citizens of our city. When implementing these solutions, we place great importance on protecting the data that the Viennese citizens have trusted us with.

2021 – making good progress in a challenging environment

In the second year of the Covid-19 pandemic, we once again strived to make everyday life as normal as possible for our customers. Particularly in mobility, many safety measures had to be implemented again to allow citizens to continue travelling safely on public transport. The experiences and the tried-and-test solutions from the previous year were of great help here.

We also pushed ahead successfully with the projects that we had planned in the divisions for the year. For our project of the century – the U2xU5 intersection – we commenced comprehensive civil engineering work along the five new **U2 stations** and the new **Frankhplatz station on the U5 line**. Our solar and geothermal projects got underway; these include the continued renovation of our electricity supply. Our pioneering hydrogen bus fleet project saw the first hydrogen fuelling station enter into operation in Leopoldau, and from 2024 only hydrogen-powered buses will be operated on the 39A bus route. With logwien we rolled out a digital master key that enables our customers

to conveniently access many of the services that our Group has to offer. We expanded our services further with the introduction of WienBox – a comprehensive system of boxes for collecting and dropping off parcels. By launching this project and others, we have consistently pursued our climate roadmap and have improved convenience for our customers.

We also drove forwards a number of projects internally. Amongst our achievements here is the completion of a further stage of our ongoing IT infrastructure project “SAPS/4HANA”, which is due to last until 2025, and the modernisation of our workplace structures with a view to establishing mobile working models. Our work also focused on strengthening our corporate and employer brand and pushing ahead with our ongoing research and development projects.



U2xU5 implementation

We are continuously planning, building and improving our public transport connections – for a Vienna with climate-friendly mobility services.

U5 – Arne-Karlsson-Park

With the completion of the second construction phase, the U5 project is moving on to its next stage. We will be extending the stretch of track towards the northwest of the city, adding the new stations Arne-Karlsson-Park, Michelbeuern-AKH and Eterleinplatz.



Employees – our Group is growing

Wiener Stadtwerke was once again a reliable partner for employees over the past year. In 2021, our workforce grew by 1.6% to an average of 15,378 workers within the Group, including apprentices – even in spite of the pandemic. This demonstrates that with the growing city and the increasing number of responsibilities, our Group is also making long-term adjustments to its capacities with regard to its workforce. Wiener Stadtwerke is one of Austria's 30 largest employers and one of the largest in Vienna.

Over the past year, the number of apprentices rose on average by 5.3% to 396. At the end of the year, some 460 apprentices were in training. This means that we are one of the largest providers of apprenticeship training in Vienna. We provide training in 12 careers paths, including track construction technology, laboratory technology and the dual apprenticeship in electrical engineering and mechatronics. Those who start with us can be sure that they will be respected and supported in a trusting and secure environment. Today, Wiener Stadtwerke is a top employer that offers traditional benefits such as the option of working from home, a diverse range of training opportunities, and a good working environment that nurtures and encourages personal development. What is more, we are working to permanently improve our working-time model within the company in order to make it easier to strike the balance between work and family life. We also have a "same job same pay" policy and a wide range of career opportunities across all of the Group's divisions.

We place great value on promoting the role of women in manual and technical trades. To this end, we launch targeted projects and measures that spark the interest of young women and girls for professions that have previously been dominated by men. For example, in collaboration with Wien Energie, Wiener Linien and Wiener Netze, we are implementing the Women in Technology programme (FiT – Frauen in die Technik). This offers women the opportunity to complete a two-year apprenticeship to train as an electrician or energy technician.

+1.6%

increase in the number
of employees in 2021.



Climate pioneers

From electricity to mobility, climate protection is always on our mind, we ensure good connections and we cleverly network Vienna in a sustainable manner.

A strong brand and a meaningful purpose

We are dedicating a lot of time and effort to personnel, not only because of the growing list of tasks before us, but also because of demographic change. We will need many new skilled workers over the coming years. In order to market the attractiveness and benefits of working with us to those outside the Group, we have developed an Employer Branding Strategy and strengthened our corporate brand, and, since the start of October, our Group has had a refreshed and more modern set of logos. This new image will make all of our Group companies more visible and strengthen their identities.

The Wiener Stadtwerke Group presents itself as an employer for everyone who campaigns for the environmental future of the city with their heart and soul. This claim comes from the Group's meaningful motto: **"Together we will make climate reversal a reality"**. The Wiener Stadtwerke Group is a driving force behind climate reversal. Our employees are paving the way for a metropolitan region that is worth living in for the coming decades and beyond, and they do so in an optimistic, future-oriented and resolute manner.

Another commercially successful year

The Covid-19 crisis and the turbulence on the energy markets have kept our Group in suspense over the past year. Yet, we have recorded another commercially successful year, with **revenue** rising by 37% to EUR 4.3bn. This growth is predominantly due to the sharp rises in prices and costs on the energy markets. **EBITDA adjusted** for special effects, which is how we measure our regular operating success, fell slightly on the previous year by 4% to EUR 593m.

Our **Energy** division had an excellent year in 2021, with a 56% increase in revenue. This was driven by price fluctuations on the international energy markets and revenue increased considerably compared with the previous year, primarily in electricity and gas sales. As such, heating revenue also increased – especially amongst large customers. Services-related revenue also rose significantly.

Electricity generation fell by 8% due to economic developments, however the amount of electricity generated from wind developed very positively (+11%). Several photovoltaic systems were put into operation, which meant that the amount of electricity generated from solar power rose by 149%. Heat generation rose by 8%, with greater proportions of this coming from combined heat and power, energy from waste, boilers and decentralised plants, and biomass. Sales of electricity and of natural gas and heating rose by 6% and 7% respectively.

The **Energy Grids** division's revenue rose by 5% due to a higher regulatory recognition of costs. The transmission of electricity across all grid levels was just above that of the previous year, as was the amount of natural gas conveyed to third parties.

After a considerable decline in the previous year, the **Transport** division saw a return to positive trends, reporting a 5% increase in revenue. For Wiener Linien, the introduction of the KlimaTicket Ö and the VOR KlimaTicket Metropolregion cards and sales from tickets bought in advance had a particularly positive effect on revenue. The number of passengers rose by 4% to 596 million. Wiener Lokalbahnen (WLB) saw passenger numbers increase by more than 11% to 10.3 million passengers. Bus services and routes in Vienna were significantly expanded here and this was the first full year of the new transport services agreement. Although mobility trends were still far below pre-pandemic levels, there was some recovery in 2021.

The **Funeral Services and Cemeteries** division reported a 3% rise in revenue. The number of burials at Friedhöfe Wien GmbH cemeteries rose slightly on the whole. Bestattung Wien GmbH and Friedhöfe Wien GmbH saw their sales increase in comparison with 2020.

The **Car Parks** division reported a 10% increase in sales. Revenue from short-stay parking was low until May. This was due to the pandemic and the measures implemented by the government in order to control it. Retail closures, the loss of tourism and closed restaurants and cafés all contributed to the weak sales growth, as did the fact that more people are working from home. Turnover from long-stay parking developed positively. This is partly due to the car parks in Neu Leopoldau, which went into operation in 2019 and 2020.

37%

rise in revenue in
the past year.

Profit for the year consistent with the previous year

Driven by the turbulent developments on the global energy markets, increased structuring demands in the Wien Energie portfolios led to greater volumes of electricity, gas and CO₂ being traded. The increased prices on all three core markets also led to considerably higher purchase prices and thus to a significant increase in the cost of materials (+79%). Personnel expenses developed (+23%) in line with pay increases, adjustments in line with collective wage agreements, expenses resulting from employee benefit provisions, and an increase in the number of employees. The values for the previous year owing to special effects were comparatively low for both the cost of materials and personnel expenses.

In the year under review, the financial result of EUR 15m includes a dividend distributed for the first time from the EVN AG shares acquired in the previous year. After tax deductions, the Group achieved an adjusted profit for the year of EUR 283m, which is on the same level as in the previous year.

Investments in the future remain at a high level

Our Group invested a total of EUR 1bn in 2021. With investments in property, plant and equipment and intangible assets amounting to EUR 817m (previous year: EUR 648m), we again used a very high proportion of our funds last year to strengthen our sustainability and performance. The central themes remained digitalisation, innovation and climate protection. Due to the significantly increased revenue and the low level of investment in long-term financial assets (shares were acquired in EVN in 2020), the investment ratio (CAPEX ratio) fell by 1.6 percentage points to 19%. We spent 88.4% of our investments in fixed assets on climate-friendly projects.

Capital assets remain strong

Our Group's total assets rose by around 47% in 2021 to EUR 20.4bn. In addition to financial assets, property, plant and equipment is the largest asset item for an infrastructure service provider. As of the balance sheet date, it amounted to EUR 10.7bn and was around 1.3% higher than in the previous year. After offsetting investment grants of EUR 6.2bn, property, plant and equipment accounts for 22% of the balance sheet total.

Non-current financial assets rose by 40% to EUR 8.0bn as a result of an increase in the valuation of the stakes in EVN and Verbund. Total non-current assets increased by 27% to EUR 15.6bn. This equates to 76.7% of total assets.

Other current financial assets and current financial liabilities rose significantly to EUR 3.3bn and to EUR 3.6bn respectively. This was caused by electricity and gas hedging transactions (derivative transactions) that we executed at an early stage in order to secure the purchase and sale of energy under certain conditions for the purposes of risk minimisation. Such transactions had an increasing effect on the balance sheet total, primarily due to the sharp rise in energy prices.

The capital and reserves of our Group, which is wholly owned by the City of Vienna, climbed by +52% to EUR 7.6bn on a successive reporting date comparison. The main reason for this is the valuation of the interest in Verbund, the positive change of which is included in other comprehensive income (OCI). The equity ratio thus improved by 1.3 percentage points to 37.5%.

Employee benefit provisions constitute a significant proportion of our debt capital. At EUR 5.1bn, they account for almost the same level as in the previous year. For the most part, employee benefit provisions are made up of provisions for pension obligations. Under the Wiener Stadtwerke Zuweisungsgesetz (Vienna Public Enterprises Secondment Act), we must reimburse Vienna City Council for the pension expenses incurred for employees assigned by it to Wiener Stadtwerke, with the exception of Wiener Linien staff. This gives rise to an indirect pension obligation on the part of our Group.

Outlook – continued investment in a sustainable future

In 2022, we will continue to focus on climate protection and we are planning a total investment volume of EUR 5.6bn in property, plant and equipment and in the areas of mobility and energy up to 2025. Two-thirds of this investment will go into climate-friendly projects.

The restructuring of Vienna's energy system is at the forefront of these plans. Our stated aim is to make the city climate-neutral by 2040, and to emphasise this strategic direction, over the next few years **Wien Energie** will strengthen its position as Austria's largest operator of solar power plants. The division will accelerate its initiatives relating to wind power, hydropower, geothermal heat, large-scale heat pumps, and the use of green gas. We also hope to have completed the district cooling ring around the city centre by 2025.

In the coming years, **Wiener Netze** will modernise its pipeline networks, also making them fit for the future. A number of electricity grid projects are currently going ahead at full steam, including upgrades to medium- and high-voltage systems, the modernisation of substations based on older safety standards, and the implementation of adaptation and optimisation measures. Similar projects are also underway for gas and heating.

In the **mobility sector** in 2022, we continue to be busy with the construction of the U2xU5 interchange. EUR 1.2bn will be invested in this project by 2025, meaning that in the future even more people will be able to reach their destination in a climate-friendly way.

An area of investment of which we have great expectations is hydrogen. Our infrastructure allows us to cover production to delivery, charging and use of hydrogen from a single source. We also have every opportunity to set the standard in the electricity sector too. In 2022, we will finalise a call for tenders for 62 electric buses and 10 hydrogen buses, and will place orders with the successful tenderers.

Our Group has a secure commercial foundation. This gives us every opportunity for the current financial year to successfully continue on our path in servicing the citizens of our city. Both the pandemic and difficult energy conditions will challenge us in 2022. We are continuing to counter this by improving our efficiency and intensifying our innovative activities.



Alte Donau

From summer 2022, a solar power station will generate climate-friendly electricity for the entire Alte Donau station on the U1 line.



Climate neutrality by 2040

Climate protection, conservation of resources, sustainability. In 2021 we continued to run many projects that made considerable contributions to the City of Vienna's ambitious climate goals, which have been outlined in the new Smart Climate City strategy. The goal is clear: to achieve climate neutrality by 2040.

Our main goals – stability and sustainability

As part of its Group strategy, Wiener Stadtwerke has drawn up two goals. The first is to ensure a stable financial basis for our company. This is the prerequisite for sustainable business, comprehensive investment, and highly valued jobs. Our second main goal is to pave the way for the City of Vienna to become a Smart Climate City. This goal references and sheds light on the environment and climate protection as key features of a good quality of life. This new framework strategy is the cornerstone of all of the city's institutions, including us.

We are conscious of our responsibilities as we move towards climate neutrality and we know how much of an impact our work has. This is because Wiener Stadtwerke puts into action everything that is set out as a goal in municipal strategies and programmes. We are proud of our contributions towards a more sustainable way of life and a climate-neutral Vienna. We are the city's key partner, particularly when it comes to developing infrastructure, protecting the climate and promoting innovation.

In recent years, we have consistently geared our own corporate strategy towards sustainable business and fulfilling our economic, ecological, social and ethical responsibilities. All of our entities work together to achieve our sustainability goals as one Group. We encourage new ideas and are open to change.

Modern and green at the same time

The Smart Climate City strategy will take Vienna and us into a future worth living in.



On the same page as our stakeholders

Our circle of stakeholders is large and diverse. It is made up of the people and companies from our region, our customers and our business partners, our employees and their families, the City of Vienna as our owner, and those from the political sphere, associations, the public, and a wide range of research facilities. Conflicting goals can arise in these relationships and as part of our collaboration, however the main concern is always to find a joint solution. For this reason, we encourage and maintain a dialogue with our stakeholders. It is only when we know what is important to our stakeholders that we can work towards a compromise and move forwards together. We see dialogue with our stakeholders as fundamental to fulfilling our strategy. In each case, we select the most suitable form of dialogue, whether this is in everyday life, at events, as part of memberships or by cultivating an advisory board culture. After all, providing information that is relevant to the target group, maintaining a continual dialogue, and providing feedback, praise, suggestions for improvement, and new ideas all help us to find solutions that work for everyone.

We also conduct materiality surveys at regular intervals, which specifically ask our stakeholders what topics concern them and how important those topics are for them. The 2018 survey shows that there are many areas in which our responsible actions are in demand, whether socially,

ecologically, economically, or morally and ethically. We are addressing these issues on a daily basis. Our next survey, which is planned for 2022, will focus on climate protection. The year ahead will also see the materiality matrix revised and, for instance, brought in line with current EU requirements.

Climate protection breakfast

In fewer than 20 years, Vienna will be climate neutral. There is a lot to do, to discuss and to decide. For this reason, once a year we organise a sustainability breakfast with the relevant stakeholders. The breakfast is a forum for having direct dialogue and exchanging information, and offers all participants an excellent platform for networking. In November 2021, we were able to hold the breakfast in person once again. One of the main insights that the stakeholders gained from the forum was into the ways that Wiener Stadtwerke positions itself as a climate protection partner when it comes to hydrogen technology. Hydrogen is a major global talking point in relation to reaching climate neutrality, and it has a key role to play in our plans, particularly in the energy and mobility sectors. The participants also debated and discussed key topics surrounding our setting of sustainability goals. After all, Wiener Stadtwerke has a leading role to play in combating climate change and in advancing the energy revolution, both now and into the future.



Discussion for breakfast

We talk to our stakeholders at our sustainability breakfast.

Achieving success through cooperation

Developing new solutions for new challenges, especially when time is of the essence, is best done together. This is also the case – and perhaps more so – for climate protection. Therefore, the Wiener Stadtwerke Group companies are working together more closely to concentrate skills, share expertise, and optimally link tasks with each other in order to ultimately exploit commercial advantages. The focus here is on the benefits that this brings our customers.

We are also promoting external collaboration in a targeted manner. We consider collaborations with external experts to be fundamental to overcoming the challenges presented by the future and doing so using holistic, interdisciplinary and creative approaches. We want to make the most of diversity, concentrate strengths and knowledge, work through the issues of the future together and bring innovative products and services to the market.

Before we can launch these products and services, we need a vibrant environment that encourages innovation. Wiener Stadtwerke has therefore established the frameworks required for this environment, including the rollout of a Group-wide innovation process, a joint innovation strategy and the relevant organisational structures. Since different and new perspectives are a key part of innovation, we also collaborate with universities and research facilities from various sectors and disciplines. Together, we can find holistic and future-oriented solutions. Our “Science” booklet, which was published in 2021, lets those within the Group see the service portfolio of all relevant universities in the greater Vienna area, including universities of applied sciences, for the first time.

Cooperation leads to innovation

Overcoming the challenges of tomorrow with joint solutions – this is Wiener Stadtwerke’s approach.





Using waste in a meaningful way

The thermal waste treatment plant in Simmeringer Haide aims to make the further processing of biogenic waste material a meaningful endeavour.

Green fuel from biogenic waste material

Can waste material be used to produce valuable synthesis gas and can this mixture of gases then be used, for instance, in industrial processes? In 2021, at our thermal waste treatment plant in Simmeringer Haide, we launched a pilot system that investigates this very question and demonstrates the possibilities from an industrial perspective. The system is part of the Waste2Value project that is supported by BEST – Bioenergy and Sustainable Technologies GmbH, Wien Energie, SMS group, Wiener Linien, Wiener Netze, Heinzl Paper and Austrian Federal Forests. Until now, only wood has been used to produce synthesis gas on an industrial scale, however this raw material makes the production process unprofitable. The aim of this system, which is the first of its kind in the world, is to use biogenic waste material such as wood chippings, sewage sludge, and residues from the paper industry. The Simmeringer Haide plant will make the entire process chain practical. The synthesis gas is recycled on-site, for example in the production of renewable and carbon-neutral diesel. In future, the research project will also look at the production of green natural gas or green hydrogen.

Global Sustainable Development Goals provide the framework

We want to use innovative solutions to support the City of Vienna and its citizens and to guide them towards a more sustainable future. The global Sustainable Development Goals (SDGs) are vital guiding principles here. The SDGs were developed by the United Nations and are made up of 17 goals for a sustainable future that take us through to 2030. We have assigned the initiatives of our sustainability programme and our internal research and development projects to specific SDGs. This enables us to manage our sustainability projects in an even more systematic manner and also means that we can provide better information about how our Group is fulfilling its obligations to society. Around one-third of all idea, research, innovation and sustainability projects at Wiener Stadtwerke are dedicated exclusively to sustainability and decarbonisation. This also includes the Wiener Stadtwerke Climate Fund, which supports initiatives geared towards environmental and climate protection. In 2021, 19 projects were approved across the Group and received funding of just less than EUR 830,000. This is a further way in which we are establishing ourselves as a driving force in the fight against climate change.





Solar power and 150 sheep

As natural lawnmowers, these Schwarzbraunes Bergschaf sheep ensure that the grass doesn't get too long between April and October; and the photovoltaic panels provide them with shelter when the weather takes a turn for the worse.

Energy – focusing on the sun

By 2030, 35% of the electricity generated by Wien Energie will come from renewable sources, and by 2040 the electricity generation process will be entirely decarbonised. By 2026 alone, Wien Energie will be investing approximately EUR 400m in the expansion of renewable energy sources and in corresponding investments. Major investment projects include the expansion of photovoltaic plants, investments in hydroelectric and wind turbines, new district cooling connections and centres, large-scale heat pumps in Spittelau and Simmeringer Haide, and the expansion of district heating and decentralised plants. In 2021, energy generation from renewable sources was at a record high.

600 MW

of photovoltaic output in Vienna by 2030.

Solar energy is essentially available everywhere and can be used wherever it is harvested. Therefore, it is the most suitable form of renewable energy for cities. For this reason, the City of Vienna plans to increase the city's photovoltaic capacity almost tenfold by 2030 and to operate solar power systems with a total of 600 MW. To this end, in 2021 Wien Energie constructed photovoltaic systems with a total capacity of 25.7 MW – an increase of almost 150%. A particular highlight in 2021 was the commissioning of the Schafflerhofstraße agricultural photovoltaic system with a capacity of 11.5 MW. This system is the largest photovoltaic project in Austria and can supply 4,900 households with green energy. The space underneath and next to the photovoltaic modules is the size of around 15 football pitches and provides shaded pastures for 150 Schwarzbraunes Bergschaf sheep and for agriculture. The project is therefore a prime example of how an environmentally friendly open-space plant can be implemented.

Wiener Stadtwerke is also relying more heavily on solar energy for its own operational energy needs. We have identified 20 rooftop spaces on underground train stations and our training workshop, and by 2025 these will be fitted with solar energy systems that will eventually produce up to 3,500 megawatt-hours of solar electricity per year. We then hope to use the generated solar electricity to power lighting, escalators and lifts at the stations. The photovoltaic system that was installed on the roof of the U1 line's Alte Donau station in 2021 will enter into operation in spring 2022 and will produce approximately 120,000 kilowatt-hours of solar electricity per year. In peak hours, the system will be able to power the entire station, as well as neighbouring stations, with climate-friendly solar electricity.

Mobility – building sustainable infrastructure

Up until 2022, Wiener Linien has invested EUR 2bn in maintaining and expanding Vienna's public transport infrastructure. Selected routes have been extended and flexible and attractive mobility services have been added to public transport services. We have now also begun Vienna's largest climate-protection and infrastructure project: the U2xU5 intersection and the new U5 line. Once the first and second construction phases are complete, 11 new underground stations will provide faster connections and more space for more passengers. As part of this project, construction work between the Rathaus and Frankhplatz stations was started in 2021. The NEU4 modernisation project – the largest of its kind in the history of the Vienna underground – made good progress in 2021 and will continue until 2024.

Since Vienna's trams and underground trains are electric, around 80% of all of the city's public transport passengers travel using electricity. Since 2020, the electricity for these trams and trains has been generated entirely from renewable energy sources. What else can we ask for? However, when it comes to buses, Wiener Stadtwerke knows that there is potential to do even more to protect the climate. In modernising our fleet, we are therefore conscious of energy efficiency, lowest-possible emissions, cost-effectiveness, and high levels of passenger comfort. Despite the expansion of the transport network and the resulting

increase in kilometres travelled, this has reduced the energy consumption of the entire bus fleet by more than one-third over recent years.

In terms of procuring new vehicles, environmentally friendly drive systems and their continued development have long been a focus. For this reason, a competence centre for electric buses – with its own electric bus garage – has been established in the south of Vienna. From 2023, 62 e-buses will be gradually rolled out. We have been preparing for a future with hydrogen, including at our bus garage at Leopoldau, where we will soon be able to fuel 10 hydrogen buses with our very own hydrogen. We are also looking towards the more distant future: we are ensuring that when our vehicles reach the end of their service life, which can extend to several decades, they can be recycled in a simple and environmentally friendly manner.



U5-Frankhplatz

Once the new U5 underground line opens, passengers will be able to board Vienna's first fully automated underground line at the new Frankhplatz station in the city's 9th district.



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