

Sustainability activities 2024



# Our city. Your future.

WIENER STADTWERKE GRUPPE

WIENER LINIEN | WIEN ENERGIE | WIENER NETZE | WIENER LOKALBAHNEN | WIPARK | WIEN IT | BESTATTUNG WIEN | FRIEDHÖFE WIEN | IMMOH! | GWSG



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## Dear stakeholders,

**A**t Wiener Stadtwerke, we play a central role in shaping the energy and mobility revolution in our city. Our goal is clear – to make Vienna climate-neutral by 2040. This monumental task is one we are ready to tackle. But we can only achieve this by working together. We are working with you – our customers, partners, and the 18,000 dedicated employees across our Group – to leave the fossil fuel era behind us.

As one of Austria's largest municipal enterprises, we fully embrace our responsibility to our customers, our employees and the people of Vienna. Tackling climate change and pursuing sustainability undoubtedly involve some challenges. We are focusing on the opportunities: opportunities for innovation, for growth, and for securing a liveable future for generations to come.

Achieving climate neutrality requires fundamental transformation – from how we generate energy and expand our energy grids, to how we design public transport systems and build the city of tomorrow. Our climate protection roadmap sets out a clear path for reducing emissions, expanding renewable energy and developing infrastructure that is fit for the future. We are also facing new regulatory requirements, along with increasingly demanding transparency and sustainability obligations.

We have launched a multi-year ESG programme to help us meet these challenges. It ensures that sustainability is embedded into our business processes from both a strategic

and an operational perspective. We are developing clear governance frameworks and internal processes for the new reporting requirements, setting ambitious targets and establishing comprehensive monitoring systems.

This interim sustainability report<sup>1</sup> offers insight into our current initiatives, the challenges we face, and our progress in 2024. It shows how we are integrating climate action, the circular economy and social responsibility into our daily operations and reflects our unwavering commitment to transparency and accountability.

The next few years will have a decisive impact on the future of our Group. We are working in collaboration with our customers, partners and employees to shape the transformation – and to ensure that Vienna is a climate-neutral and liveable city.

Kind regards,



Peter Weinelt,  
Chief Executive Officer



Monika Unterholzner,  
Deputy Chief Executive Officer



Roman Fuchs,  
Deputy Chief Executive Officer



**The Management Board:** Peter Weinelt, Monika Unterholzner and Roman Fuchs (from left to right)

<sup>1</sup> This transition report for the 2024 financial year is a voluntary report which forms part of Wiener Stadtwerke GmbH's sustainability reporting. It summarises key sustainability initiatives for 2024 and is based in part on previous reporting under the Global Reporting Initiative (GRI). As part of the gradual transition to the European Sustainability Reporting Standards (ESRS), future reports will feature elements of these new requirements. The application of ESRS in accordance with the Corporate Sustainability Reporting Directive (CSRD) will be mandatory for Wiener Stadtwerke GmbH from the 2027 financial year onwards.



# Wiener Stadtwerke at a glance

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# The Wiener Stadtwerke Group – get to know us

As of January 2024, Wiener Stadtwerke has a newly appointed senior management team, led by Chief Executive Officer Peter Weinelt. He is supported by two experienced executives, Monika Unterholzner and Roman Fuchs, serving as Deputy Chief Executive Officers. The new leadership trio has been confirmed by the General Assembly of WIENER STADTWERKE GmbH.

**Peter Weinelt**, CEO, is at the helm of Wiener Stadtwerke and is responsible for the areas of energy, energy grids, human resources, European affairs, corporate communications and Aspern Smart City Research (ASCR). Weinelt has over 30 years of experience in the energy sector.

**Monika Unterholzner**, Deputy CEO of Wiener Stadtwerke, is responsible for mobility, funeral services, cemeteries, IT, and innovation. She is a highly skilled manager with a background in mobility and logistics and a successful track record of leading several group companies.

**Roman Fuchs**, Deputy CEO of Wiener Stadtwerke, oversees finance, real estate, and legal affairs. He is a seasoned finance expert with an extensive career in the financial sector.

The mandate we have received from our owners is clear: Vienna should be ready to meet the environmental needs of the future by 2040. At the same time, we want to make Vienna the best and most liveable city possible for its residents. To achieve this, we will continue to put the needs of our customers, citizens and service users at the heart of everything we do.

## We are flipping the switch. For the city and for climate change

Vienna wants to be climate neutral by 2040. The path to achieving this goal is laid out in the Climate Roadmap of the City of Vienna. It sets out concrete instruments and measures to counteract the effects of climate change and proactively prepare for changing conditions.

### Vision 2040:

We want the Wiener Stadtwerke Group to be an international role model for climate neutrality by the year 2040.

### Mission 2040:

We provide Vienna's metropolitan region with innovative, affordable and secure solutions for the sustainable mobility and energy revolution. We are committed to delivering the highest possible quality of life for the city's residents and establishing Vienna as an attractive location for business.

Our goal is to ensure Vienna remains one of the most liveable cities in the world, which is why Vienna's climate policy focuses on the well-being and health of all people in the city.

Our plan for 2040 lays out the course we are collectively following in order to establish a climate-neutral and liveable future for the Vienna metropolitan region. From decarbonising the energy supply to developing sustainable mobility solutions and advancing our digital infrastructure, our ambitions are high – and everyone has an important role to play.

## We are driving sustainability forward. Both outside and inside the Wiener Stadtwerke Group.

The Wiener Stadtwerke Group has made some changes to its internal organisational structure to achieve both its climate protection aims and its mission to make Vienna climate neutral by 2040. Responsibility for climate-related issues now falls under the remit of the Chief Climate Officer. The team develops the Group-wide strategy and oversees change management and sustainability matters, including all ESG topics.

This restructuring confirmed our focus on climate change mitigation. We also conducted a climate risk assessment with the goal of deriving measures for climate change mitigation. We have laid the foundations for a clear strategic focus in the area of the circular economy that will take us towards our 2040 goals.

The Wiener Stadtwerke Group works in close coordination with the climate department and other divisions of the City of Vienna. The company is committed to the Smart Climate City framework strategy and is working to establish transparent and effective internal and external processes at an early stage.



The City of Vienna is also deploying some major initiatives across the “three Cs” – climate change mitigation, climate change adaptation, and the circular economy – as part of the new Vienna Climate Act.

## A four-year ESG programme starting in 2024

The Group has launched a comprehensive ESG programme in response to evolving EU regulatory requirements, including the Corporate Sustainability Reporting Directive (CSRD).<sup>2</sup>

The programme includes projects like defining a Group-wide circular economy strategy and developing a climate transition plan to help us meet our climate targets. The programme also covers the EU Taxonomy<sup>3</sup> and risk-related topics.



**Working together** to improve Vienna's infrastructure.

In 2024, we launched a project to establish structures and processes across all Group companies in light of our future ESG reporting obligations.

## We are always there for people. Today and tomorrow

With around 18,000 employees, the Wiener Stadtwerke Group – wholly owned by the City of Vienna – plays a vital role in safeguarding public services. We are well aware that this is no ordinary task – it is one of great societal importance. We are committed to providing reliable public access to existentially necessary goods and services for all. We ensure each and every day that the people of Vienna and its economy have round-the-clock access to future-proof services in the areas of energy, mobility, and funeral services and cemeteries.

WIENER STADTWERKE GmbH comprises eleven strong brands and is headquartered in Vienna. We also hold investments and operate sites in Burgenland, Lower Austria, Hungary, Slovakia and Romania.

As Austria's largest municipal infrastructure provider, the Wiener Stadtwerke Group is also one of the country's biggest employers. We continuously invest in climate protection, innovation and digitalisation. Our services are significant for the economy while also improving the quality of life of current and future generations.

Using the latest technology and renewable energy sources, expanding climate-friendly public transport and efficiently networking information and communication pathways are all ways we are making Vienna fit for the future.

# With around 18,000

employees, the Wiener Stadtwerke Group – wholly owned by the City of Vienna – plays a vital role in safeguarding public services.

Our aim is to provide innovative infrastructure and high supply security in the metropolitan area to make life easier for the citizens of Vienna as well as commuters and energy customers in the greater Vienna area. In addition to having a positive impact on large corporations, SMEs and federal organisations based in Vienna, this approach also benefits the many visitors to our city.

<sup>2</sup> The Corporate Sustainability Reporting Directive (CSRD) is the next step of the Non-Financial Reporting Directive (NFRD) pertaining to the reporting of non-financial and sustainability-specific data and information. It pursues the aim of putting sustainability reporting at the same level as financial reporting and to allow comparability between the sustainability effects of different companies.

<sup>3</sup> The EU Taxonomy describes a framework for classifying ecologically sustainable economic activities in a generalised manner. It is associated with in-depth reporting obligations.



## Group companies – pooling our expertise to benefit Vienna

The Wiener Stadtwerke Group is a diversified infrastructure service provider and plays the largest role in terms of climate protection in Vienna and the surrounding area. It is one of Austria's biggest conglomerates and employers, of major significance for the Austrian economy. Its business operations cover the divisions of Energy, Energy Grids, Transport, Housing, Funeral Services and Cemeteries, and Car Parks.

The Energy and Energy Grids divisions are made up of Generation, Distribution and Grid Operation departments which ensure reliable electricity, gas and district heating and cooling supplies.

Wiener Stadtwerke services also include public transport (Wiener Linien and Wiener Lokalbahnen), funeral and cemetery management, car park services (Wipark) and real estate services (immOH! and GWSG). These reliable services help to maintain the high quality of life offered in Vienna and this has been confirmed in various studies.

### Energy

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

Wien Energie is also active in the telecommunications and electromobility sector, and provides other energy and infrastructure-related services. At Wiener Stadtwerke, we actively contribute to shaping the sustainable future of energy through innovation and research.

### Energy Grids

**Wiener Netze** is Austria's largest combined system operator. Its grids connect over two million people in Vienna, parts of Lower Austria and Burgenland and supply them with heat, light and energy.

Wiener Netze is responsible for grid strategy and grid planning. The company builds, expands and operates Vienna's energy grids. It is also responsible for figures and data, takes care of integrated security management and is organising the transition to smart metering. As a company, Wiener Netze offers a wide range of grid-specific services, including switchgear and transformer maintenance and conducting safety inspections of gas systems. In the event that the electricity, gas or district heating systems do experience disruption, round-the-clock teams are deployed immediately.



**As Austria's largest grid operator,** Wiener Netze ensures security of supply and provides over two million customers in Vienna and the surrounding area with energy.



## Transport

**Wiener Linien** is Vienna's leading transport operator, and reports directly to the City of Vienna on public transport matters. Besides operating underground, tram and bus lines, it carries out a wide range of traffic management functions including service and interval scheduling, route and stop planning for all transport modes, sales and marketing, and operational control. In addition, it is responsible for providing the infrastructure and vehicle fleets required for services, and for maintaining all systems.

This remit enables the company to provide an integrated public transport network in Vienna, focusing in particular on ensuring the best possible levels of efficiency and leveraging of optimisation potential.

In order to develop contemporary, urban mobility for customers as simply as possible, Wiener Linien continues to provide information and coordination services in a wide range of areas and is responsible for planning and continuously expanding the public transport network.



**Wiener Lokalbahnen** transports approximately 14.7 million passengers on an annual basis.

**"The Group companies of Wiener Stadtwerke work together as a strong community towards our shared vision."**

Peter Weinelt, Chief Executive Officer

Major focus areas for the coming years are the U2×U5 public transport expansion, the introduction of fully automated underground trains, expanding the tram network and decarbonising the bus fleet.

**WIENER LOKALBAHNEN GmbH** (WLB) operates the Badner Bahn regional train system between Vienna's State Opera House and Josefsplatz in Baden. This is an important connection for commuters in the southern environs of Vienna.

The Wiener Lokalbahnen division also provides transport and private travel services for people with restricted mobility through the subsidiary Wiener Lokalbahnen Verkehrsdienste GmbH (WLV). In addition to school days out and regular trips run by the public sector, these services also cover recreational trips commissioned by customers themselves.

Furthermore, WLV operates the on-call bus service Rufbus, as well as other bus routes, on behalf of Wiener Linien and is constantly improving its range of services. In order to continuously expand its business areas and maximise potential, WLV also offers delivery and courier services with its minibuses and special fully electric delivery vehicles.

**Wiener Lokalbahnen Cargo GmbH** (WLC), also a subsidiary of Wiener Lokalbahnen, organises and moves intermodal block train shipments across Europe. It is active as a shunting service provider and operates its own training facility for railway professions at Hafen Wien in partnership with WIENER LOKALBAHNEN GmbH (WLB).

## Funeral Services and Cemeteries

**BESTATTUNG WIEN GmbH** is Austria's largest funeral home and is one of the largest in Europe. A traditional company, it has organised more than two million funerals and international repatriations since it was established, with funeral services ranging from intimate services among close family through to large state funerals.

Bestattung Wien operates 21 funeral homes in Vienna. The company's specially trained staff provide thorough advice, and arrange customised funeral services in accordance with the wishes of the bereaved. The range of services offered by Bestattung Wien extends from the collection of the deceased, the comprehensive organisation of the funeral and holding the funeral service through to advice on funeral provision. It also offers special services including natural burials, memorial diamonds, traditional horse-drawn hearses, death masks, the lying in state of the deceased in a church and burials at sea.



With around 80 sites and more than 22,000 parking spaces, WIPARK provides a secure, easily accessible, and clean space for vehicles.

**FRIEDHÖFE WIEN GmbH**'s business activities are split into the four areas of cemeteries, cemetery gardening, the stonemasonry workshop at Vienna's Central Cemetery and the crematorium at the Feuerhalle Simmering cemetery. In the cemeteries division, grave usage rights are offered for various types of burial plots (coffin and urn plots).

To enable us to keep in step with the trend of urn burial and natural burial, various common graves are also offered (tree plots, lawn plots, shrub plots, urn garden plots, forest burial, family and friendship trees, rainwater urns, and Vienna natural graves), as well as urn plots for joint human–animal burials.

Our cemetery gardening services include grave maintenance, grave decoration and floristry products (flowers for funerals and special occasions).

The stonemasonry workshop carries out extensive activities in connection with the construction and maintenance of grave plots.

The crematorium performs cremations on behalf of funeral homes and hospitals, and as part of body donation programmes.

### Car Parks

**WIPARK** Garagen GmbH is tasked with operating and managing multi-storey and open-air car parks of all kinds, as well as planning and running projects related to parking space management and the construction of multi-storey car parks.

### Real Estate

**immOH!** is a full-service provider for real estate services. Customers are provided with a one-stop shop for the maintenance and management of existing buildings, and the design and construction of new buildings and facilities. The range of services is constantly being expanded to reflect the general shift towards a more climate-friendly way of life. The focus here is on increasing the sustainability of buildings of every size with particularly resource-efficient plants and installations.

The core purpose of Gemeinnützige Wohnungs- und Siedlungsgesellschaft der Wiener Stadtwerke Gesellschaft m.b.H. (GWSG) is to create, preserve, maintain and manage residential housing. In response to changing societal and housing policy demands, GWSG is now involved in a range of areas:

from the comprehensive refurbishment of existing housing and the construction of new homes – both subsidised and privately financed – to the management of buildings owned by the Wiener Stadtwerke Group.



**immOH!** is a subsidiary of Wiener Stadtwerke and one of the largest service providers for real estate management in Austria.



# Sustainability – with expertise and foresight

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# Sustainability management – connecting responsibility

Sustainability is a clearly defined priority for Wiener Stadtwerke and is firmly embedded in both our vision and our mission. We identify the points that are key for us and position ourselves to best meet the challenges. A main focus is always on the satisfaction of our customers.



## The dashboard provides an overview

The Sustainable Development Goals (SDGs) of the United Nations have been anchored in the corporate and sustainability strategy of Wien Energie as guiding principles. But what do these targets look like specifically, and what is their current status? A dashboard provides information on this and other developments at:

➞ [wienenergie.at/nachhaltigkeitsziele](https://wienenergie.at/nachhaltigkeitsziele).

The most important goal is to reduce the carbon emissions of Wien Energie by one third by 2030 (compared to the base year of 2019) and to net zero by 2040.

Infrastructure development, climate change mitigation and innovation – we are putting our considerable scope to full use in these areas. After all, we want to use innovative solutions to support the City of Vienna and its citizens and to guide them towards an ever more sustainable future. To do this, we follow the global Sustainable Development Goals (SDGs) and the UN Agenda 2030 for Sustainable Development.

As a member of the UN Global Compact, the world's largest and most important initiative for sustainable and responsible corporate leadership, we report annually on our progress in implementing the ten principles of the Global Compact and our contributions to sustainable development. The SDGs and the principles of the UN Global Compact are sources of inspiration for our ideas, research and innovation so we can ensure a liveable future for the people of Vienna and future generations.



## Our tailored management systems

We manage our corporate goals and measures in relation to the environment, waste and safety systematically. To this end, some of the companies of the Wiener Stadtwerke Group have implemented dedicated environmental management systems. They regulate clearly defined processes for environmental protection, quality assurance and quality management, and occupational health and safety.

Most of the Group companies are certified in accordance with the established environmental management systems ISO 14001 or the Eco-Management and Audit Scheme (EMAS).



## Sustainability organisation – efficient and targeted

Climate protection and sustainability are at the heart of our company. We can only make our vision a reality if we are consistent in pushing these issues forward. We want to make Vienna carbon neutral by 2040. We are taking another key step in terms of sustainability management.

Wiener Stadtwerke has a sustainability management system that is functionally and organisationally rooted within the Group. This has been the case since 2004. As we make optimal use of synergies, we closely integrate ESG management into our strategy work.

Sustainability managers, sustainability controllers and sustainability reporting experts have been appointed within each of the individual companies to oversee this and work closely with the Group management.

**"Our clear roles and strategic involvement allow us to actively shape the city's future – in ecological, social and economic terms."**

Roman Fuchs, Deputy Chief Executive Officer



**We want to encourage as many people as possible to switch to taking trains and buses.**  
Using public transport means protecting the environment, conserving resources and saving energy.

We are committed to making continuous improvements to our existing structure. Sustainability is not just a task for individuals, but a fixed component of all our activities. This is because the topic touches on numerous areas, from procurement to employer branding, from supplier management to investments, from greenhouse gas footprints to training measures.

Sustainability is playing an increasingly important role in our decision-making, in how we see ourselves, and in how we present ourselves as a company. In line with the European reporting requirements, we will create clear governance structures so that responsible corporate governance is also structurally anchored in the company.

One of our goals is to respond in the best possible way to the changing interests of our stakeholders and the constantly

evolving regulatory environment. In a Group-wide project, the foundation was laid early on for governance that is optimised for the new directive and ready for the Taxonomy Regulation. The Taxonomy Regulation will serve as the central building block of the EU for transforming the economy to one that is sustainable.

We have also called on the expertise of an auditing and consulting company that played an advisory role at the political level in the development of the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS).

Using a double materiality analysis, we identified all the topics of our activities that have a material impact on people and the environment. At the same time, we uncovered the risks and opportunities that result from this for the success of

Wiener Stadtwerke. We also updated our climate risk assessment in 2024 and made improvements to the methodology we use.

### The right set-up for optimum implementation

The Group company Wien Energie is exemplary for how our divisions deploy staff internally to achieve their ambitious climate goals. It is particularly important to optimise decision-making and implementation processes in terms of sustainability. Wien Energie does this with an operational and a strategic committee. The strategy committee "Board for Sustainability & Innovation" comprises department heads who make strategic decisions in these areas and give recommendations to the management.

The Sustainability Task Force comprises experts from operational areas. They prioritise sustainability topics and provide recommendations for the sustainability team and the Board for Sustainability & Innovation. Implementing the measures that result from this is also part of their remit.



In addition, Wien Energie has an internal sustainability and innovation network, the Sustainnovation Community. This is open to all employees of Wien Energie and meets each quarter.

The sustainability team of Wien Energie prepares the content for these various formats. The team is the central point of contact for all topics related to sustainability. It provides information to the Group on current topics, allowing all employees to take part in the cultural shift and drive it forward.

### Training and education: all employees can be climate pioneers

Wiener Stadtwerke plays a responsible role in shaping the future of Vienna. This future will be climate neutral. This is the goal; this is our task. We can only fulfil this if we have skilled, knowledgeable and dedicated employees on our side. These top talents are highly sought-after, and we must compete for them.

What sets the Wiener Stadtwerke Group apart is that we have a lot to offer, particularly when it comes to offering jobs with a purpose. At Wiener Stadtwerke, all employees can be climate pioneers and lead the way on our path towards a lifelong and climate-neutral future.

We need all hands on deck when it comes to the sustainability revolution – we support all employees with acquiring the right knowledge. They are encouraged to take part in discussions on sustainable business development, to contribute their own ideas, to acquire specific methodological skills and to successfully position the issue of sustainability within the organisation.



**Together, we work to drive the Group forward** by fulfilling our economic, environmental, social and ethical obligations.

In 2023, the first Group-wide online communities were set up with the Climate Community and the Future Pioneers. These were continued in 2024. Using the digital communication platform Viva Engage, employees throughout the Group can share ideas, learn from each other, network and thus play an active role in shaping the transformation of Wiener Stadtwerke to becoming a climate change mitigation group.

Essential knowledge is taught in the Introduction to the World of Sustainability course. The next course, Applied Sustainability, provides participants with more in-depth information on developing strategies and implementing them.



Deep Dives are one or two hour digital sessions that include the following content:

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

Senior executives are role models. We consider sustainable, value-oriented leadership to be the foundation for anchoring our core corporate values in our structures and processes in the long term. That is why we offer a range of training opportunities for our senior managers, making them key multipliers for a successful climate revolution. ESG aspects have been added increasingly to the programme developed specially for them.

In addition, our executive events, such as the Group topic days, are regularly focussed on climate change and the question of how we can achieve long-term, positive effects as an infrastructure service provider.

### Shaping the climate revolution: climate protection trainees

At the Wiener Stadtwerke Group, we know what it means to keep the city running while rising to the challenge of making Vienna ready to meet the environmental needs of the future. Our Climate Protection Trainee Programme offers motivated early-career professionals the opportunity to play an active role in implementing climate protection measures in Vienna. With its strong focus on hands-on experience and cross-company learning, the programme is distinctly different



A strong spirit of innovation and commitment is driving the **climate protection trainees at Wiener Stadtwerke** to work towards a sustainable future in Vienna.

from conventional trainee formats. The programme is the first of its kind.

The second round of the programme was launched in 2024. The seven new climate protection trainees planted young trees at Vienna's Central Cemetery as part of a ceremony to mark the occasion. Over the next 18 months, these trainees will rotate through three different departments within the Group. The programme puts a deliberate emphasis on variety in terms of both the size and focus of the companies where the trainees spend time. The final placement lasts at least five months and can be extended by up to three additional months on an individual basis.

The Climate Protection Trainee Programme combines expertise with purpose and practice with vision, giving young talent a real opportunity to help drive the climate revolution forward.

## Stakeholder management – understanding needs, building trust

The Wiener Stadtwerke Group is a company that is wholly owned by the City of Vienna. The bottom line is that our company is fully beholden to the people of this city.

In addition to our customers, we have defined a series of additional stakeholder groups: employees, authorities and administration, banks and insurance companies, suppliers and service providers, media, the press, NGOs, activists and lobbyists, the City of Vienna and politics, science and research as well as our business, cooperation and sales partners. They all have different expectations of us and different objectives. Our top priority is to understand the needs of all our stakeholders and to align our activities with these needs.

# 100%

The Wiener Stadtwerke Group is fully committed to the people of Vienna.  
The company is wholly owned by the City of Vienna.

### Satisfied customers are our top priority

Our customers are at the heart of what we do. How satisfied are they with our services? We regularly carry out customer surveys across all Group company areas to find areas of potential improvement. Based on this, we want to improve the quality of our service and our communication with customers.

One of our goals is to systematically reduce the number of complaints received by the complaint management teams in our Group companies. With these teams, we have established a culture of reporting and providing feedback and have thus successfully set a continual improvement process in motion.

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

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

### From employee surveys to stakeholder dialogue

We are only as good as our employees. Those aren't just empty words – we wholeheartedly believe this. The Wiener Stadtwerke Group views its employees as key stakeholders and, in times of skilled labour shortages, is working hard to find qualified and motivated applicants and to attract them to our companies.

**"Only by listening can we understand what Vienna needs tomorrow. Real change only comes about through dialogue."**

Peter Weinelt, Chief Executive Officer

But that is not all. We work hard to ensure that employees want to stay – in particular through leadership that focuses on employee satisfaction with their work and their employer.

We regularly survey our workforce across the Group to gain important insight into their current interests. We gain valuable insight from which we can initiate impactful measures and positive change.

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

We involve all stakeholders in our communications, and encourage them to engage in active dialogue through various channels such as mail, newsletters and social media. Beyond this, Wiener Stadtwerke is involved in numerous external organisations, interest groups and associations.



**At Wiener Stadtwerke, employee dialogue** is a key component of open communication and strengthening cooperation within the company.



# Environment – for a clean Vienna

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# Climate revolution – taking care of tomorrow, today

The Wiener Stadtwerke Group cares about the future of our city. That includes protecting its environment. Our products, services and processes are consistently oriented towards the goal of climate neutrality by 2040.



**Our combined heat and power plant in Donaustadt** is one of the most efficient CHP plants in the world. It uses 150 million cubic metres less natural gas per year than comparable plants.

## Calculating, assessing and reducing greenhouse gas emissions

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

On the path towards decarbonisation, it is imperative for Wiener Stadtwerke to calculate all emissions precisely and transparently. To achieve this, we have developed a Group-wide guideline: the Carbon Rule Book. It is akin to the Greenhouse Gas Protocol, the globally recognised standard for measuring greenhouse gas emissions. Among other things, it defines the accounting approaches and limits to be used.

Knowing the Group-wide Scope 1–3 emissions is an important starting point for us on the path to reducing emissions. The European Sustainability Reporting Standards make disclosure of our emissions footprint mandatory from 2028, when we will report on the 2027 financial year. The Wiener Stadtwerke Group publishes its key emissions figures once they have been audited by an external certified accountant.

The direct greenhouse gas emissions of Wiener Stadtwerke (Scope 1 emissions) primarily result from fossil emissions. The majority of these stem from the combined generation of power and district heating in the combined heat and power plants that are operated using natural gas.

### Wien Energie will stop using Russian natural gas in 2025

Wien Energie will stop using Russian natural gas from 2025. This applies to the gas used to supply both private and commercial customers, as well as to power plant operations and district heating. Wien Energie has already made efforts in the past to diversify its gas supply. From 2025 onwards, all of its gas requirements will be met from alternative sources, primarily from the North Sea. The source of the gas is verified through direct supply contracts and EU-compliant certification. This will cost Wien Energie a mid-single-digit million euro amount. Wien Energie will cover these additional costs from its own funds. They will not be passed on to customers.

In addition, emissions result from fossil-fuel-burning heating plants at the three energy-from-waste plants owned by Wien Energie. But the Transport division also uses fossil fuels such as diesel and thus contributes to the Group's direct CO<sub>2</sub> emissions.

As the largest emitter in the Wiener Stadtwerke Group, Wien Energie updated its climate protection roadmap in 2024 and outlined its path to climate neutrality by 2040. The roadmap contains specific measures that were laid out in collaboration with the departments, for example plans to move away from gas, and sustainable procurement.



## Expanding use of renewable energies

The Wiener Stadtwerke Group is an important player when it comes to implementing the Vienna Smart Climate City strategy in practice. We ensure solutions for energy supply and mobility that conserve the climate and protect the environment. Wien Energie is taking action to decarbonise its own electricity production by 2040. It is dedicated to expanding renewable energy and reducing its reliance on fossil fuels.

With increased use of combined heat and power to produce electricity and heat simultaneously, the company is additionally driving energy supply that saves resources. A large proportion of the waste heat can be fed into a heating network and used for heating and hot water. By capturing waste heat from electricity generation, CHP plants can transfer up to 90% of the input energy. The fuels used in these systems are roughly twice as efficient as those in conventional plants. Wien Energie plans to convert its CHP plants to green sources by 2040. The source of the electricity is proved through guarantees of origin, which ensure that Wien Energie does not purchase or distribute any nuclear power.



**To make Vienna climate neutral** and independent of fossil fuels, we need to transition to sustainable energy sources such as deep geothermal energy.

The expansion of renewable energies remains important. But so is saving energy. Wien Energie supports customers here with a variety of services, ranging from ammeter rental to energy audits.

### Vienna's first deep geothermal plant

To free Vienna from its dependence on fossil fuels, we need to transition to sustainable energy sources such as deep geothermal energy. Tapping into the naturally occurring hot water beneath Vienna is a key milestone on the path to decarbonised district heating. Wien Energie is taking the first step with a pilot plant in Aspern, Vienna, which was developed by the joint venture "deelep" with OMV.

## Strengthening the grids of the future

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



**We are continuing to expand and modernise our grids** for a sustainable future.

approx. EUR **1.4** bn

will be invested in our electricity grids from 2024 to 2028.

Between 2024 and 2028, we will invest approximately EUR 1.4bn in our electricity grids to comply with the Renewable Expansion Act (EAG). The majority of this will be invested in grid expansion.

In addition to this, the integration of customer-owned and decentralised production plants such as photovoltaics is gaining importance. The expansion of the energy grids in urban development areas or where load centres are shifted will also be driven forward.

### Green hydrogen for Vienna: first production plant in operation

Wien Energie and Wiener Netze have launched Vienna's first green hydrogen production plant in Simmering. With a capacity of 3 MW, it produces 1,300 kg of hydrogen daily from green electricity. The hydrogen is used for mobility, industry and storage. The project includes a hydrogen filling station and the conversion of bus route 39A. The EUR 10m plant marks a major milestone in Vienna's hydrogen future.



The H<sub>2</sub> production plant is the first of its kind and size to produce green hydrogen directly in Vienna using green electricity.

## Flexible and sustainable transport options

Wiener Linien is an important partner for Vienna's mobility revolution. Anyone who switches from using a car to taking public transport is playing their part in reducing emissions. Wiener Linien's trams, underground trains and e-buses are all electric. And this electricity comes entirely from renewable energy sources. 80% of all public transport passengers are thus travelling using electric power, with this share on the rise.

We also help all our drivers to drive more energy-efficiently by providing special training. In addition, the speed of underground trains is automatically optimised. Using brake energy systems in some underground stations, the energy that is recovered when a vehicle brakes is fed back into the grid and can be used to power station elements such as escalators, lighting and lifts.

We make it easier to transition from driving to taking public transportation by continually making our transportation more attractive. The U2xU5 public transport expansion is the largest climate protection and infrastructure project in Vienna. Twelve new stations over eleven kilometres in the final phase of construction will provide faster connections and space for more passengers.

The sixth-largest tram network in the world will continue to grow and is continually being maintained. Construction on lines 12 and 27 began in summer 2024 and the expansion of line 18 will follow in mid-2025.

In the ongoing modernisation of the diesel bus fleet, we pay close attention to energy efficiency, the lowest possible

emissions, staying significantly below the Euro 6 standard, economic viability, and a high level of passenger comfort. In terms of procuring new vehicles, environmentally friendly drive systems have been our focus for a long time. Wiener Linien is purchasing 60 electric buses and ten hydrogen buses, building the charging and filling infrastructure required for these, and will convert eleven lines to emission-free drive by 2025 – in addition to the two existing lines.

In February 2024, a competence centre for electromobility opened in the south of Vienna, where electric buses will be charged, maintained and repaired. A photovoltaic system supplies electricity, waste heat from chargers is used for heating, and green roofs and façades provide cooling. Surplus electricity is fed into the Wiener Linien grid. The energy-efficient building has been awarded klimaaktiv Gold status.

Wiener Linien makes mobility flexible and sustainable throughout Vienna with 240 WienMobil stations, from car sharing and bike sharing to bicycle service stations. The bike sharing service WienMobil Rad offers 3,000 bicycles at 240 locations across Vienna's 23 districts. The bikes

**"For us, the mobility revolution is about so much more than technical transformation – it is a social mission for the City of Vienna."**

Monika Unterholzner, Deputy Chief Executive Officer



are available for short-term rental at events and some are equipped with child seats. In 2024, the bikes were borrowed 980,000 times. At WienMobil Auto, more than 61,000 bookings were made and just under 2.9 million kilometres were driven in 2024.

The on-demand service provides flexibility. After successful test operations in the 23<sup>rd</sup> district, the WienMobil Hüpferridepooling service has also been running in the 22<sup>nd</sup> district since 2024. Passengers can use the app to book a wheelchair-accessible mini-bus from numerous stations to take them to their destinations. Requests with similar routes are automatically bundled by the system.

In the area of operational mobility, Wiener Lokalbahnen is also continually carrying out measures that contribute to climate protection, such as the acquisition of electric pool vehicles.

For electromobility to be a success in Vienna, it is essential that public charging stations are widely available. To this end, Wipark is continually expanding its network of charging

### Customer mail is delivered by electric vehicles

WienIT produces roughly 45 million printed pages annually for customers of the Group companies in its own printing press. These are delivered by post in the greater Vienna area. After an initial successful test run in 2020, WienIT rolled out deliveries with its own electric vehicles in the greater Vienna area to the entire Wiener Stadtwerke Group. This means that the company can deliver around 2.5 million mailings itself, free of emissions, every year – thus saving roughly 35 tonnes of CO<sub>2</sub>.

stations and has already installed 500 charging points in car parks in Vienna. Additional charging stations will be added at the Wipark locations in the coming years. Wien Energie currently has more than 2,000 public charging points.

### Individual efforts to save energy

All Group companies continually assess where they can further reduce their energy needs and take action in different focus areas. This can include:

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

Wiener Netze has expanded the photovoltaic modules at the Simmering location, the temperature remains two degrees Celsius lower in undergrounds and trams, and Wiener Linien is continuing to upgrade stations and vehicles to LED lighting. Timers on info screens have also had a positive effect here.

980,000

bike rentals were recorded by WienMobil Rad in 2024.

In 2023, Wiener Stadtwerke trialled 22 electric commercial vehicles to test their suitability for operational use. Since then, the share of electric commercial vehicles has grown to 12%, or 166 vehicles.

This accelerated transition to electric drives is based on a framework agreement for the procurement of 1,245 vehicles, developed jointly with Municipal Department 48 (waste management, street cleaning and vehicle fleet) and the Wiener Stadtwerke Group. Working in tandem with the department responsible for the Group's fleet, we are harnessing synergies and cost advantages to convert our fleet of service and operational vehicles to alternative drives over the coming years.

With over 2,200 publicly accessible charging stations in Vienna, drivers of electric cars are well catered for in our city.



# Clean environment – keeping Vienna liveable

Many cities struggle with poor air quality, polluted with harmful substances such as particulate matter and nitrogen oxide. We know that the people of Vienna live off their love for the city – and off the air they breathe in Vienna.

Polluted air has a negative impact on people, animals and plants alike, and disrupts the entire ecosystem. In Vienna, the Wiener Stadtwerke Group is working each day to improve the quality of the air in the city and to reduce pollutants.

## Optimising plant operations

When Wien Energie builds new plants, renovates existing plants or modernises older plants, the guiding principle is to optimise operations over its entire life cycle. This includes keeping air pollutant emissions to a minimum. This goal is pursued from the strategic planning stage through to construction monitoring. Compared to plants that burn fuels, our combined heat and power plants, for example, achieve a higher level of efficiency with reduced emissions.

All of our plants are so effective at reducing particulate matter through exhaust gas cleaning that the amount of particulate matter in their exhaust gases is far less than that emitted by road traffic. Critical pollutants in the exhaust gases from our thermal waste treatment plants and power stations are constantly monitored. Emissions are consistently lower than the legal limits for waste incineration plants.

The pollutant concentrations of the three Wien Energie energy-from-waste plants are documented online in near-real time. The plants are also validated in accordance with EMAS. We disclose our annual harmful emissions transparently in the [Wien Energie Environmental Declaration \(Umwelt-erklärung-2025.pdf\)](#).

In Vienna, as in most major cities, road traffic is by far the largest source of particulate matter and nitrogen oxide. This would be significantly higher if so many people did not travel by foot, bicycle or public transportation. With the continual expansion and ongoing modernisation of Vienna's public transport system and innovative mobility offers, Wiener Linien is making a considerable contribution to protecting the environment and preventing particulate matter and nitrogen oxide from entering the atmosphere.

## Ensuring clean air with more green spaces

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



The urn is grown from local mushroom species and upcycled hemp fibres in just seven days in **Loop Biotech's growing facility**.

### A final journey in harmony with nature

Bestattung Wien has expanded its offering with the Loop EarthRise™, a biodegradable urn. Made from mycelium (fungal root structure), it is carbon neutral and biodegrades fully within 45 days. It complements the previously introduced Loop Living Cocoon™ coffin, which is now available in a new design.

A new product line called "Back to Nature" has been created to coincide with the launch of the mycelium urn. The product line includes eco-friendly funeral products such as metal-free coffins, beeswax candles and sustainable floral arrangements. The aim is to provide a sustainable option for that final journey.

The cemeteries of FRIEDHÖFE WIEN GmbH are also an important factor for the climate of the city in the age of climate change. The 46 cemeteries comprise roughly 1.2% of the total city area. With 500 hectares of space, roughly 30,000 trees and 137,000 square metres of natural meadows, they are a valuable local area for rest and relaxation. 438 trees were planted in 2024 on the grounds of Vienna's cemeteries. We consider the flora and fauna to be a key part of our cemeteries. This also includes the natural approach to maintaining these spaces.



## Conserving resources – circular thinking

The circular economy is a core part of the Wiener Stadtwerke Group's sustainability strategy. Using resources sparingly and extending their lifespan is the only way we can play our part in building a sustainable economy and protecting the environment. Recyclable raw materials will play a vital role in the circular economy.

As the largest regional energy supplier and waste processor in Vienna, Wien Energie has set itself the goal of pioneering the circular economy and supporting the transformation of Austria and the metropolitan region of Vienna towards a sustainable economy. Carbon capture technologies are currently being evaluated, including the integration of carbon capture systems in waste incineration plants to capture, store, or reuse CO<sub>2</sub> as a feedstock for chemical processes.

In 2023, Wien Energie developed a strategic framework for its circular economy initiatives as part of the "Closing the Loop" project. This involved selecting key focus areas, defining goals and KPIs, and creating implementation roadmaps. In 2024, the outcomes of the "Closing the Loop" project were incorporated into Wien Energie's overall corporate strategy and an initial progress review was performed.

This includes a large-scale phosphorus recycling plant, which Wien Energie began planning in 2023. Phosphorus is considered a critical raw material in the EU due to its limited global availability and the extent to which the EU is reliant on imports. For this reason, phosphorous recovery plays a central role in securing raw material supplies. In accordance with the Waste Incineration Ordinance, municipal wastewater treatment plants in Austria serving populations of 20,000 PE or larger will be legally required to recover phosphorus from sewage sludge from 1 January 2033.

Wien Energie already owns incineration plants that process sludge from Vienna's sewage plant. The next step will be the implementation of a circular economy system to recover at least 80% of phosphorus from sludge by 2033. The feasibility of establishing a phosphorus recovery system capable of processing the volumes generated by the City of Vienna is currently being assessed at the Wien Energie site.

The Waste2Value-LevelUp! project focuses on converting biomass residues and waste into synthesis gas using a dual fluidised bed (DFB). This technology offers a sustainable alternative to combustion by transforming solid residues into a nitrogen-free, gaseous intermediate that can be used as an energy source.

A demonstration facility was planned, constructed, commissioned and put through some initial tests as part of the preceding Waste2Value project. The purpose of the Waste2Value-LevelUp! project is to broaden the scope of this technology – for example, by processing sewage sludge (with phosphorus recovery) or solid municipal waste such as residual waste, packaging and bulk rubbish.



**The Waste2Value** project utilises waste materials to create environmentally friendly, carbon neutral fuels.

In 2024, Wien Energie developed a new method for measuring material consumption and tracking key indicators – including recycling rate, reuse rate, and resource intensity – so that we can make more efficient use of the resources available to us. A pilot material flow analysis was performed on the basis of the 2022 financial year. This analysis introduced concrete measures to improve data quality and support the ongoing automation and standardisation of future assessments.

"Re-X" is a project for developing innovative solutions for the end of life of photovoltaic and wind power facilities. The project explored some initial solutions for the potential reuse/recycling of photovoltaic and wind power systems that have reached the end of their service life. The project focused on opportunities for recycling, repurposing, and reusing these systems. As part of this initiative, early-stage concepts for reusing wind turbine rotor blades were developed in the Circularity Lab as part of a programme involving multiple players from industry and the research sector.

## Innovative solutions for conserving resources and preventing waste

Targeted measures have been developed and implemented to extend the service life of our existing system portfolio and make more efficient use of our resources. The internal Innovation Challenge developed practical cross-departmental solutions for prolonging the service life of photovoltaic systems.

Last year, Wiener Linien trialled the use of recycled construction materials during track works on Wiedner Hauptstraße. Recycled material from the existing track slabs was reused to stabilise the subsoil, saving around 500 lorry trips. This helped to reduce both the construction project's environmental impact and noise pollution in the area.

The circular economy is also a high priority for Friedhöfe Wien. More than half a million people visit the 46 cemeteries each year. One of the tasks of Friedhöfe Wien is keeping the precious green spaces at the cemeteries clean and conserving the water.

The company's "Gemeinsam.Sorgsam." ("Taking Care. Together.") campaign raises awareness among other things of the proper way to dispose of water and emphasises the importance of always diligently turning off the water of thousands of taps.

The online search platform "Freie Grabstellen" makes it possible to search for, find and – in keeping with sustainability – re-use existing available grave plots, including borders and headstones.

Wiener Netze is reducing the volume of excavations by 90% compared to usual levels through the use of innovative pipe installation methods, thereby preventing the generation of waste. In addition, lower transport volumes mean fewer lorry journeys and therefore fewer harmful emissions.

## Sustainable water management

Leading experts agree that water is likely to become increasingly scarce in Europe in the future. Companies have a particularly important part to play: They can reduce their water consumption and keep their wastewater clean through targeted measures. This helps protect the environment and reduce operating costs. We encourage sustainable, sparing water use through specific measures. Friedhöfe Wien, for example, has installed intelligent water meters that help to detect water main breaks early and prevent water wastage. Where it is geologically possible, wastewater systems have been installed.

Climate change is making heavy rainfall and flooding increasingly common. In 2024, flooding in Vienna had a serious impact on transport. Around 700 employees were deployed for flood relief. Nearly one million litres of water had to be pumped out and the city's underground tracks had to be cleaned. Thanks to the flood emergency plan, all maintenance and repair measures were successfully carried out.

### immOH! talk: Building with the future in mind

On 3 October 2024, Wiener Stadtwerke hosted the first immOH! talk – a new professional forum dedicated to sustainability in the construction sector. The theme of the event was "Environmentally sustainable buildings – what defines them, where we stand, and where we are headed". The event featured expert insights and a panel discussion with participants involved in planning, development and the public sector. The immOH! talk will be held annually going forward to foster cross-disciplinary dialogue on how we can build in ways that are climate-conscious and resource-efficient.

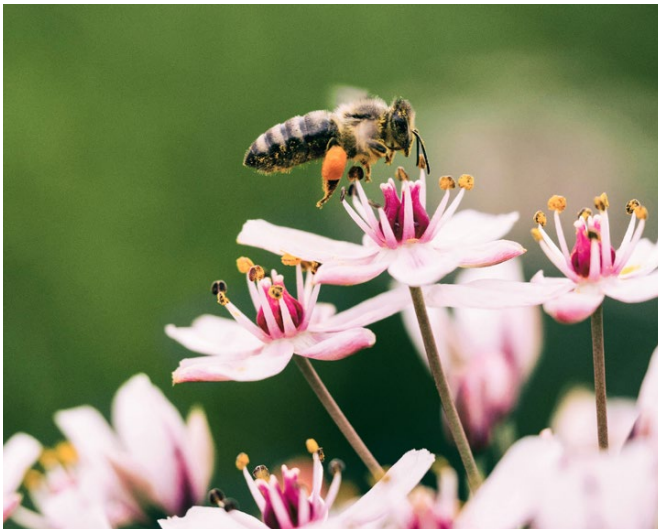


**Industry experts got together** for an exciting discussion about how real estate can be managed in a more sustainable way.



## Keeping nature intact – protecting what connects us

Humans encroaching on nature are responsible for reducing biodiversity and the disappearance of more and more species of flora and fauna. An intact ecosystem is of utmost importance for humanity – and also for a successful economy.



Wiener Stadtwerke is strongly committed to biodiversity in Vienna, both within the company and in cooperation with the city.

### Preserving biodiversity

The costs of using and exploiting the environment may not be easy to measure, but they are undeniable. Wiener Stadtwerke has leverage in numerous areas to preserve the ecological balance.

# 137,000

square metres of meadowland managed by FRIEDHÖFE WIEN GmbH provide a habitat and source of food for a wide range of wildlife.

#### Biodiversity in cemeteries

Friedhöfe Wien GmbH is enhancing its sustainable landscaping practices with new measures to protect biodiversity at 46 cemeteries covering a total of 520 hectares. The “Biodiversity in cemeteries” research project was launched in 2021 by Thomas Filek (then at the University of Vienna, now at the University of Natural Resources and Life Sciences, BOKU), in cooperation with FRIEDHÖFE WIEN GmbH. The project explores the role of cemeteries as vital urban ecosystems for flora and fauna and aims to establish protective measures for endangered species. It combines a modern citizen science approach with traditional scientific fieldwork. Residents of Vienna are invited to contribute to biodiversity research by reporting sightings of animal and plant life across all of the city’s cemeteries.

The data collected will help us to perform biodiversity assessments at the city’s cemeteries and will provide a foundation for future actions and small-scale projects to enhance habitats and support biodiversity.

Special attention is being given to protected and threatened species, including all reptiles and amphibians. More than 600 insect species, 85 bird species, 16 mammal species, 6 reptile species, 5 amphibian species, 25 snail species, 78 fungi and 550 plant species were documented at Vienna’s cemeteries between April 2021 and June 2025. In 2024, the project launched a website to make it easy for residents to submit sightings of animals and plants.

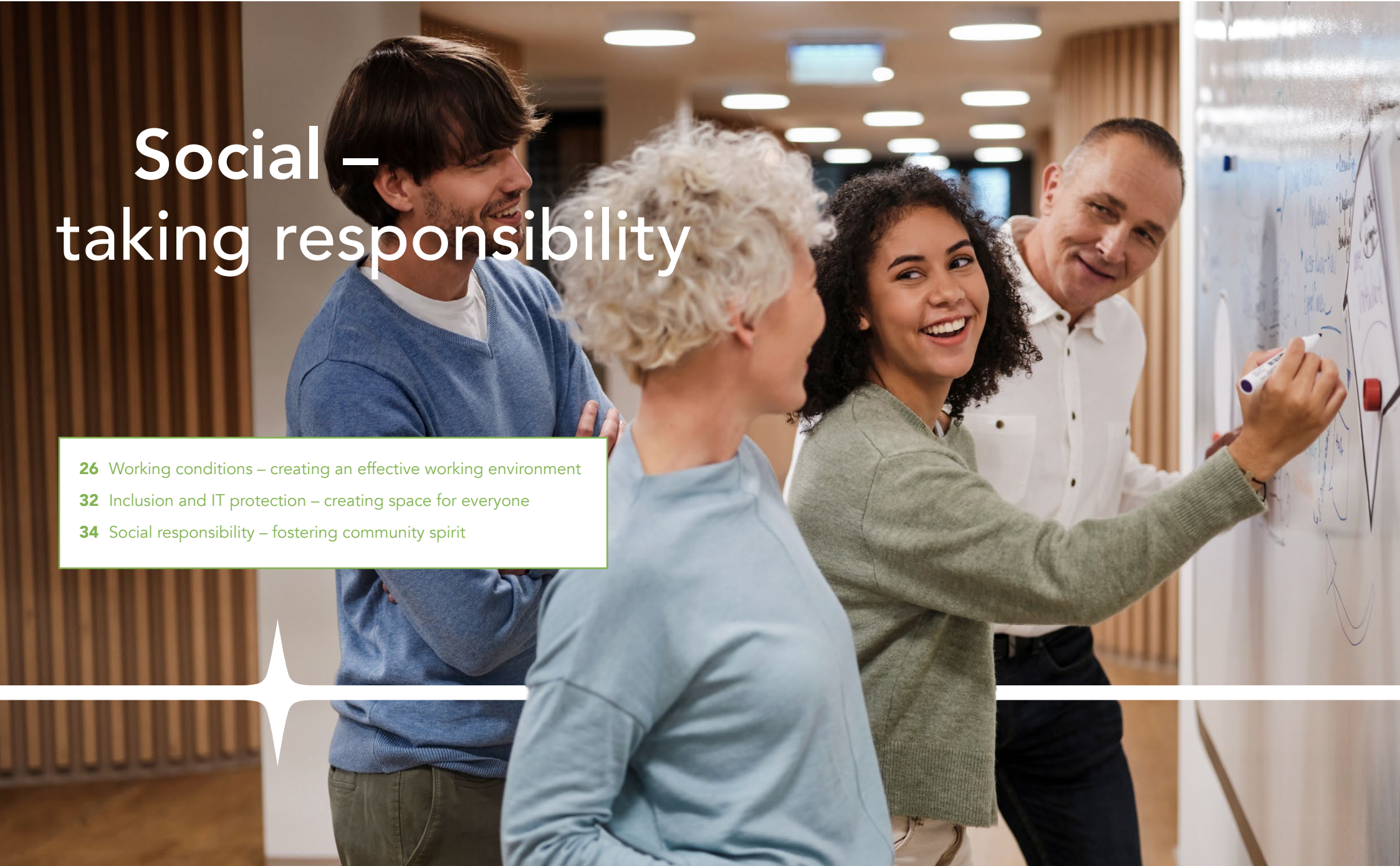
FRIEDHÖFE WIEN GmbH has already designated 137,000 square metres of meadowland as no-mow areas, providing a habitat and source of food for a wide range of wildlife. Through initiatives like this, the Wiener Stadtwerke Group is making a meaningful contribution to biodiversity in the urban environment.

More information under: [BaF – Biodiversity in cemeteries](#)

A Group-wide biodiversity and environmental protection strategy will be developed in 2025 as part of the Group’s ESG Programme introduced in 2024. It will identify the most effective actions and set clear targets to maximise the Group’s long-term positive impact on biodiversity.

# Social – taking responsibility

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## Working conditions – creating an effective working environment

Our team of 17,887 employees works hard for the future of Vienna. We work on the climate revolution every day, keep Vienna running and offer jobs with a purpose and sustainable added value. We are fair and reliable, appreciative and diverse, hard-working and networking, innovative and forward-thinking. As a team, we are shaping the future.

**Those who want to work for Wiener Stadtwerke** need to be talented, passionate and open to new ideas. In turn, we offer stability, flexibility and respectful treatment.



### Diverse jobs, networked collaboration, room for development

#### A Group-wide HR strategy with a vision

It is through overcoming challenges that we grow. To attract the best talent, we present ourselves as an employer of choice in Vienna, offering a diverse range of jobs and development opportunities. We all share the conviction that working for Wiener Stadtwerke is a rewarding experience. Our HR strategy defines key areas of action that are particularly important across the Wiener Stadtwerke Group. Each Group company implements these areas of action in line with their specific needs and challenges. This keeps us pulling together across the Group – with measures tailored to the specific circumstances on the ground. Close cooperation and strong links between the companies are the foundation of our collective success.

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

#### Efficient and transparent application process

The employer branding strategy of the Wiener Stadtwerke Group couples the topic of public services for the metropolitan region of Vienna with an eye toward the future in terms of climate protection and sustainability. Our personnel needs are highest in IT and tech. We address these target groups specifically with creative activities and measures.

We expand our strategic cooperation management continually, for example by financing IT degrees at the FH Campus Wien University of Applied Sciences.

We are continuously expanding our portfolio of HR marketing activities and creating opportunities for peer-to-peer dialogue between talents and internal experts.

The steadily growing community of internal HR marketing representatives fosters collaboration, supports the team-building process and contributes to long-term talent relationship management.

The continual optimisation and modernisation of the application process also has a high priority for us. For this reason, Wiener Stadtwerke has introduced a quality management system focused on candidate experience and is committed to addressing this topic in its recruitment working group.

What is the candidate impression of our application process? What kind of experiences are candidates having in the process? We want to better understand the target groups and processes along the candidate journey. Our goal is to show evidence-based and data-based optimisation potential and initiate systematic improvements. The ongoing monitoring of recruitment KPIs helps us make strategic decisions in a well-informed way.

We want our recruitment practices to be sustainable. That's why we prioritise resource-efficient processes, actively managing relationships on an equal footing and using tools to build candidate communities.

This allows specialist recruiting teams to get to know their target groups better and tailor the application process accordingly.

We advise applicants on job opportunities in their speciality areas throughout the entire Wiener Stadtwerke Group.

## Our ongoing development is founded on values and principles

It's essential that our organisation adapts to new circumstances, particularly in times of fundamental change and external pressure. Our commitment to the Group's vision and mission, along with our principles of collaboration, provide the framework for the sustainable development of our corporate culture. This allows us to stay resilient and adaptable as we face challenges going forward.

We are shaping change by using tools and methods that make it possible to gain an outside perspective of our companies, to reflect, and to engage in dialogue. Initiatives like the Group-wide employee survey that is carried out every three years – next time in 2025 – help us assess where we are and what action we need to take. The results from the last survey show a high level of employee commitment and a very positive assessment of the Wiener Stadtwerke Group as an employer.

## Supporting change processes

In 2024, organisational change processes were actively supported by the Change Management and Corporate Culture department. Managers and decision-makers were guided through Group-wide projects in sparring sessions, workshops and other dialogue-based formats. Strategic initiatives were assessed using standardised change impact evaluation methodology to ensure alignment with the vision and mission of the Wiener Stadtwerke Group.

**The Group's diversity** is reflected in the variety of career opportunities it provides.



To improve collaboration across the Group, we have introduced new meeting and decision-making formats, while also supporting the development of cross-functional structures. A network of change experts from different parts of the Group was formed. Decision-making bodies were embedded into the organisational structure and a support pool was set up for smaller business units to build cohesion across the Group. Large-scale formats were also coordinated to foster dialogue across the Group.

Training was provided for senior executives and staff throughout the Group to improve our expertise in change processes. We also continued to expand our community to bring together alumni of change-focused training formats.



## Training with an eye to the future

The Wiener Stadtwerke Group is committed to providing ongoing training and education to enhance the expertise of its employees and executives. A varied Group-wide learning programme supports individual growth and provides tailored development opportunities for specific target groups.

Flexible digital learning tools like e-learning and virtual training allow staff to complete training courses at their own pace. In-person training sessions and inspirational talks provide fresh perspectives and help strengthen cooperation between Group companies.

A variety of dialogue formats are used to promote joined-up thinking and knowledge-sharing, with the aim of fostering a culture of diversity, collaboration and openness to feedback.

Executives benefit from a tailored training programme that both supports their personal development goals and builds up their leadership capabilities. Networking events and inspiration forums provide a space to engage with current leadership topics. They contribute to making Wiener Stadtwerke's vision a reality and shaping Vienna's future. One of the key components is the InnovativeExcellence programme for senior leaders from the Wiener Stadtwerke Group and companies of the City of Vienna.

## Flexible models for every stage of life

Only those who offer structures adapted to an increasingly dynamic working environment, such as flexible working, and address the needs of the current and future workforce will be successful in gaining the best talents. The companies in the Wiener Stadtwerke Group provide part-time and remote working models so that employees can choose when and where they work. Two additional flexible working time models are used as well. The flexitime model lets employees set their own working hours within a defined framework. The building block model is based on an annual calculation of working hours. Especially in tech, this makes it possible to tailor working hours to meet both the needs of the employee and the company's operational requirements.

### Summer childcare 2024: help for parents, fun for children

As in previous years, our Group provided professional, free summer childcare for children aged between six and twelve at multiple sites across Vienna in 2024. This helps our employees achieve a better balance between work and family life.

Care is provided by a professional external agency in partnership with a Group company. We provide a varied programme of outings and age-appropriate activities. Because the programme is available at multiple sites across Vienna, we are able to manage capacity and make sure that children are looked after.

**"A good working atmosphere has a positive impact on people's private lives too. We have established structures that enable our employees to thrive in both their professional and personal lives."**

Peter Weinelt, Chief Executive Officer



Employees who are starting a family are supported in various ways, such as the optional “baby month” and needs-based parental leave and part-time options. Employees who are caring for a relative also benefit from flexible solutions: they have the option to take a leave of absence or reduce working hours. Some companies in the Group offer sabbaticals and allow employees to take a leave of absence or work part-time to continue their education.

Partial retirement makes the transition to retirement easier. Wiener Netze and Wiener Linien have been certified with the state-issued seal “Beruf und Familie” (“Career and Family”) for their personnel policies that take families and phases of life into consideration.

### Strong interest groups

The different contractual relationships of our employees make it necessary for the Group management and the Group companies to have a Staff Council (for permanent civil servants and contract staff) and a Works Council. Around three quarters of employees are represented by the Works

Council and are under a collective agreement. The core task of the Works Council is to represent the interests of employees vis-à-vis management and ensure compliance with all relevant provisions under employment law. The collective agreements, corporate agreements and transparent remuneration models all ensure appropriate pay.

Around a quarter of employees are permanent civil servants and contract staff. Their interests with the employer are upheld by the HR representative, who also informs them of key structural developments or changes in employment, remuneration and retirement law. Wiener Stadtwerke largely provides permanent contracts. The exceptions are internships and those replacing workers who are on temporary leave.

### Embracing and safeguarding diversity

Vienna is multifaceted. With almost 18,000 employees and millions of customers in the Greater Vienna area, Wiener Stadtwerke reflects the diversity of this vibrant city. We are committed to corporate structures, processes and a clear stance that combats discrimination and fosters diversity, equality and inclusion.

We refined our structures in 2024 as part of the umbrella campaign “Respekt für Grenzen” (“Respecting Boundaries”). The Wiener Stadtwerke Group’s zero-tolerance stance towards sexual harassment, bullying and other forms of discrimination was communicated emphatically and a unified, integrated process for handling cases was implemented across the Group.

With the newly created position of Group-wide representative, Wiener Stadtwerke has created a low-threshold support service for people in difficult situations.

# Zero-tolerance stance

towards sexual harassment, bullying and other forms of discrimination within the Wiener Stadtwerke Group.

The diversity strategy of the Wiener Stadtwerke Group has a clear guiding principle and long-term strategic targets. It lays out the conditions for professional and sustainable diversity management in the Group.

We have defined clear responsibilities and introduced a continuous monitoring process to ensure that these structures, processes and support services are maintained and continue to improve. This ensures that our measures are effective, scalable and firmly embedded in the organisation.

Since 2022, the Diversity Committee has been ensuring the issue is structurally anchored in the Group, steering the direction of the strategic objectives and monitoring the achievement of these objectives. Its members include representatives from the Group companies and relevant departments throughout the Group. Three diversity aspects are particularly important:

### Building on the strengths of every generation

It is highly relevant at Wiener Stadtwerke to consider different generations, not only because of the shift in employee demographics. We value our older employees, who have valuable organisational knowledge, as well as younger generations, who increasingly bring the latest developments and





trends to the Group. We therefore encourage older employees to remain in the company for longer and also create an attractive working environment for younger and future employees.

We achieve this through a variety of measures for obtaining further qualifications, promoting health, working models and continuous learning, as well as through cooperation with external institutions. Mutually agreed reduction of regular working hours to partial retirement gives our employees the option to make their transition into retirement smoother. This helps to ensure that knowledge remains in the company in the long term.

### Employing people with disabilities

We place particular emphasis on facilitating the inclusion of people with disabilities. In addition to providing recruitment training, we are creating the conditions for an inclusive workplace. We set targets in this area that help us continually improve.

### We promote gender equality

Wiener Stadtwerke is here for everyone – our language and our systems treat everyone equally, regardless of gender. The Sternenklar\*Genderstar linguistic guideline regulates the use of gender-fair language across the Wiener Stadtwerke Group. "Diverse" was introduced as a third gender option in our internal systems on 1 January 2024. We are also gradually updating our external communications and customer-facing systems to reflect this.

A Group-wide equality guideline has been in place since 2017 to set out clear conditions and targets and to ensure that regular monitoring takes place. We have an action plan to achieve the gender balance we are aiming for in our



workforce. In hiring and promotion decisions, preference is given to the under-represented gender when candidates are equally qualified.

We also foster equality through measures in apprenticeship management, employer branding and various collaborations. Our women's networks provide opportunities to connect and share experiences. The success of these efforts is shown in the continually growing proportion of women in the Wiener Stadtwerke Group over the past few years.

### Wiener Stadtwerke: Diversity Leader 2024

The Wiener Stadtwerke Group was awarded the MINERVA Award for companies with over 500 employees at the 2024 WEconomy Diversity Leaders Challenge. The jury praised our strategic DEI management and the way our commitment to diversity is put into practice across the Group. Since 2022, a Diversity Committee led by Gerhard Wagner has overseen the implementation of the strategy. This award affirms our shared commitment to diversity, equal opportunity and inclusion.

## Safe and healthy at work

Health is an important commodity. Occupational health and safety is therefore of high priority for Wiener Stadtwerke. In the long term, our goal is to prevent any harm to people and to ensure a sustained culture of safety within our company.

We have established a Group-wide occupational safety working group with representatives from all Group companies. It meets at least once a year, or more frequently if required. The working group provides a platform for discussing relevant issues and working together with the aim of strengthening our safety culture. The aim is to continuously improve the protection of employees, partly by identifying and utilising synergies.

Actions have included holding joint fire-fighting drills, coordinating training for prevention specialists and standardising recurring instructions. Employee health and safety measures are organised on a decentralised basis.

All Group companies fulfil the legal requirements for occupational health and safety. In addition, the Group companies that primarily carry out mechanical activities use a modern occupational health and safety management system in accordance with ISO 45001, which is also the subject of continual internal and external audits.

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

### The three pillars of health management

The health of its employees is of paramount importance to Wiener Stadtwerke. Our vision is therefore to continue the development of a healthy and resilient organisation at all times and anchor health as a matter of management and culture within our group of companies.

To this end, we have established a comprehensive occupational health management system to maintain, promote and restore the health of employees and senior executives. The occupational health management working group includes representatives from the Group companies and relevant departments throughout the Group. It ensures that this topic is structurally anchored in the Group.

#### Health Consult: support where it matters most

Sometimes life throws challenges at us that we cannot overcome on our own – both in our personal and our professional lives. In such cases, rapid and uncomplicated support can be a lifesaver. Wiener Stadtwerke offers all employees and their families psychological support through an external counselling service provided by Health Consult.

Employees can make use of this support at any time when facing issues in their personal or professional lives. The service is anonymous and free of charge and is open to anyone facing a stressful situation and struggling to find a way forward.

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

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

Corporate health promotion (CHP) provides services to promote a healthy working environment and health awareness among employees. These include preventative check-ups and measures relating to nutrition, exercise and stress. Because the requirements are very diverse in the Wiener Stadtwerke Group, we develop individual, tailored health management solutions for each organisation. Each Group company has a contact who is in charge of their development and implementation. Occupational reintegration management is a support system for anyone who is no longer able to carry out their tasks to their full extent due to health concerns. It aims to slowly reintegrate these employees into the work process, taking their individual needs into account. Participation is voluntary and confidential. A Group-wide process was developed by internal and external experts. Each Group company has one or more people who are familiar with the integration process.

Information on occupational health and safety that is relevant throughout the Group is approved with the individual companies of our Group and sent to employees by the corporate communication department. Up-to-date information is shared among the Group companies via the intranet.

### Occupational physicians advise and help

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



**The Health Consult programme** plays a vital part in workplace health management.



## Inclusion and IT protection – creating space for everyone

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

### Goodbye barriers, hello inclusion!

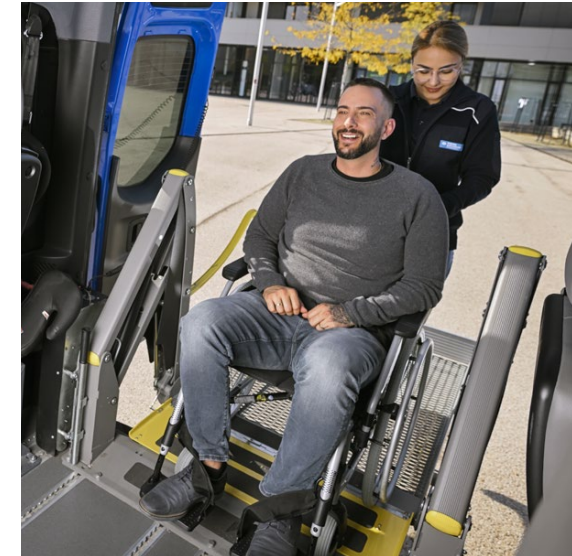
The Wiener Stadtwerke Group is the city's most important infrastructure service provider. Our products and services are used millions of times each day. We want to provide access to these for all our customers – with or without disabilities – without barriers and through all life stages. This is why we created the Accessibility Team, led by the Group Accessibility Officer of the Wiener Stadtwerke Group. The team serves

as the central communications hub and advises the leadership, (department) heads, project leads and other decision makers throughout the Group with its expert knowledge. The task of this team is to introduce and support measures throughout the Group so that all customers – with or without disabilities – are able to use all offerings in the same quality. Accessibility projects include:

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

#### We help in difficult life situations

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



**Inclusion and accessibility** have multiple facets: they are embedded in the design of our services, as well as in our communication and the language we use.

#### Access City Award 2025: Vienna sets standards for inclusion

In November 2024, Vienna received the "Access City Award 2025" for its inclusion efforts. The award is organised by the European Commission and the European Disability Forum and recognises cities for their efforts to become more accessible for people with disabilities. According to the European Commission, projects such as accessible swimming pools, the Wiener Linien emergency call points, the sign language avatar, intelligent traffic lights, and housing and employment integration initiatives have all significantly improved accessibility and inclusion in the city.

### We care about our products

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

**"We see inclusion as a natural part of a socially fair city. It arises where diversity is embraced and belonging is actively practised."**

Monika Unterholzner, Deputy Chief Executive Officer

### Helping without barriers: the new emergency call system

Wiener Linien is making its emergency call points accessible. By 2026, all of its 550 call points will be upgraded. The new devices will feature touchscreens, Braille, tactile symbols and tactile lettering. In a pioneering Europe-wide move, deaf passengers and people with speech or learning difficulties will also be able to use touchscreens to make emergency calls. The first of these systems is now in use at Friedensbrücke station.

### IT security meets international standards

Wiener Stadtwerke manages large amounts of data of various types and origins, containing invaluable information for our business. We specifically and consistently protect this data from loss, falsification, manipulation and undesired disclosure. We thereby rely on a stable IT infrastructure that works round the clock as well as capable and cost-effective IT support.

Binding regulations for information security in the realm of critical infrastructures are laid out in the Austrian Network and Information Systems Security Act (NISG). We ensure a high level of network and information system security through these. We have already begun with preparations for the implementation of NIS 2 – the new EU directive which introduces harmonised and stricter cybersecurity requirements – throughout the Group.

The foundation of our IT security organisation and IT security standards is the ISO 27001 standard, supplemented with special industry-specific requirements. All of the services provided by WienIT for the Wiener Stadtwerke Group fulfil this international standard.

### Certification for cloud services

We handle personal data responsibly in the cloud. WienIT has received ISO 27018 certification, which addresses the secure processing of personal data through cloud services, for the third time. WienIT meets the requirements for an IT service provider for companies with critical infrastructure and is therefore also well prepared for the EU directive NIS2, which will come into force in the near future.



**As a central IT & business partner**, WienIT operates behind the scenes to ensure the use of cutting-edge technologies and the smooth running of processes.



# Social responsibility – fostering community spirit

As Austria's largest municipal infrastructure provider, Wiener Stadtwerke plays a key role in the everyday life of Vienna's citizens. But our responsibility goes beyond simply providing reliable infrastructure – we see ourselves as an active part of society.

**For Wiener Stadtwerke**, it is a matter of course to always have an eye on the effects of our activities on local communities.

## Goal: green procurement

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

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

In line with our Group-wide guidelines for sustainable procurement, each Group company is responsible for identifying relevant sustainability requirements for different product cat-

egories so that we can improve our procurement processes. The priority here is achieving green procurement.

The green procurement criteria of the City of Vienna are to be used primarily. The Group companies are also free to bring in additional sustainability requirements, such as those of the Austrian action plan for sustainable procurement (naBe), or to orient themselves along their own sustainability requirements.

Group companies are also encouraged to test the market in terms of sustainability and innovation and to continue to develop the existing criteria relating to sustainability and the circular economy together with their suppliers and contractors.

## Focus on the local community

The Wiener Stadtwerke Group always considers the interdependency of its activities and decisions with the environment and our society. It is a matter of course for us to always have an eye on the effects of our activities on local communities, for example.

Wien Energie regularly evaluates and observes the direct and indirect effects of its activities as part of its environmental management in accordance with ISO 14001 and in line with the Eco-Management and Audit Scheme (EMAS).

In the largest infrastructure and climate protection project in Vienna, the U2xU5 public transport expansion, Wiener Linien is carrying out an inner-city construction project that is unusual in its size and scope. Our U2xU5 ombudsman's office works first and foremost to ensure that this project can be carried out with as much goodwill as possible from those



living nearby and other stakeholders. A team of communicators and technicians is available by phone, email and in person at the construction site. This is important to us, as we know conflicts can be avoided most effectively through personal information.

Wiener Netze is also planning the necessary construction work in such a way as to minimise disruption to everyday life.

We also keep an eye on events that we do not have control over. The ombudsman's office of Wiener Netze handles the specific assistance for customers experiencing financial hardship. If medical or life-supporting devices are installed in a household, we exclude certain systems from planned downtimes. 54 customers dependent on such equipment in their homes were supplied with energy in 2024.

As a company with deep roots in Vienna and its communities, we are committed to acting on our local responsibilities in tangible ways. In 2024, Wiener Linien launched a pilot corporate social volunteering project called Social Days. In partnership with Caritas, employees from different departments came together in diverse teams to take part in socially engaged initiatives. The project will continue in 2025, and we are currently reviewing the possibility of extending it to the entirety of the Group.

## Support for culture, sports and social matters

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

Vienna's sights and places of interest include the countless graves of honour, and honorary and historic graves in Vienna's cemeteries. We see ourselves as custodians and transmitters of these cultural treasures. FRIEDHÖFE WIEN GmbH also supports the local cultural scene and provides a space for this.

**"We are committed to a vibrant urban culture and want to create an environment in which all people are respected, heard and included equally."**

Peter Weinelt, Chief Executive Officer

The people of Vienna and visitors will find unexpected art and cultural experiences thanks to Wiener Linien. More than 100 stations of the underground network contain over 30 works of contemporary art and historic artefacts. Wiener Linien also regularly provides public spaces for art and has been working with the City of Vienna's Kunst im öffentlichen Raum GmbH (KÖR). The U-Bahn-Stars provide live music in select underground stations in Vienna.

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







# Governance – the foundation for our actions

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# Corporate governance – seeing transformation as an opportunity

How do our activities impact the environment? What is our sense of social and civic responsibility? The Wiener Stadtwerke Group is committed to long-term, sustainable values and has structured its governance and organisational structure to ensure that both opportunities and risks can be managed effectively.

## Structured sustainability management

The Sustainability Reporting Directive (CSRD) enacted by the EU parliament regulates the reporting requirements of companies in terms of sustainability in a detailed manner. The type and scope of the reporting are changing fundamentally and will present companies with new challenges – including the Wiener Stadtwerke Group. For example, our management report will contain not only financial indicators but also sustainability indicators from the 2027 financial year onwards. These are to be presented in a shared context. This compre-

hensive view enables forward-looking governance that also takes account of environmental and social objectives. The Wiener Stadtwerke Group, which is committed to its goal of climate neutrality by 2040, is encouraging sustainable governance through steps such as coupling ecological and social goals with management remuneration. Transparent structures play a vital role in the ability of the Group to meet the evolving requirements of the CSRD and act in line with ESG criteria – a matter of high strategic importance for Wiener Stadtwerke.

It is important here is that the definitions, indicators and targets are transparent and standardised throughout the Group. Progress on these must be reportable to Group management through standardised interfaces.



**Wiener Stadtwerke** recognises, evaluates and manages risks at an early stage – to ensure reliable supply and sustainable business development.

**"We are guided by integrity, fairness and transparency in all our decisions, both today and tomorrow – because good governance begins with clear principles."**

Peter Weinelt, Chief Executive Officer

### Identifying risks early

We are taking additional steps to ensure that our sustainability strategy prioritises the management of sustainability topics. The calculations are based on a climate risk tool, the scenarios of the International Energy Agency (IEA) and the key financial figures of the Group companies. We will carry out the climate risk assessment on a regular basis. The assessment has included ESG risks since 2024. The results are reported via Group-wide risk management.



We are also updating our current risk management guideline and our risk strategy. Unlike in the past, both will also comprise sustainability aspects.

**"Effective risk management is essential for us to embrace opportunities and identify challenges early on. This is how we ensure the company's stability and shape transformation in a sustainable and responsible way for the benefit of our customers and the City of Vienna."**

Roman Fuchs, Deputy Chief Executive Officer

To ensure comprehensive risk management, all risk stakeholders at the Group level from the internal control system (ICS), financial risk management, IT security and compliance departments converse once a month. Together with the risk stakeholders from the Group companies, they manage the risk management processes of Wiener Stadtwerke. Our owner, the supervisory bodies and the public have

insight into the economic activity of the Group through transparent corporate structures and processes. An internal control system ensures early detection of potential sources for risks and failures in business processes that could have negative economic, environmental and societal consequences.

Our internal Group auditing function conducts regular audits to ensure that the principles of profitability, purpose, security, correctness and conformity with rules and regulations are observed in all work processes. It provides independent and objective auditing and consulting services that are aimed at creating added value and improving business processes. It measures the effectiveness of the risk management, the ICS, the controls as well as management and supervisory processes in a systematic and targeted manner, and helps to improve these. The Group audit division plays a key role in helping our organisation achieve its goals.



**Compliance topics** are covered in regular training sessions.

In addition, Group audit also makes suggestions for protecting the assets of the Group companies. The audits are carried out based on the corresponding annual audit programme, which is approved beforehand by the heads of the Group management. Extraordinary audits and consultations can also be commissioned throughout the year.

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

# Corporate responsibility – acting with foresight

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

## The code of conduct

The code of conduct of the Wiener Stadtwerke Group defines binding rules for all business activity and decisions in the Group. It is built on laws, which we naturally adhere to, as well as the overarching principles of fairness, responsibility and equal treatment. The basic rule here is: “We work actively against inequality and respect the dignity and individual personality of all people. We do not tolerate any form of discrimination based on nationality or ethnicity, gender, sexual orientation, religion, age or disability. People with equal qualifications and experience are treated equally.”

The code of conduct is a binding guideline for our behaviour. We ensure that all employees are familiar with this code and expect them to act in accordance with it. We view the core topics in the code of conduct of anti-corruption, financial losses due to illegal activities, losses from a failure to adhere to statutory provisions, antitrust law and handling of corporate data to be particularly relevant. These include data loss and data misuse. The code of conduct also includes topics such as procurement, asset management, equality, assessment of conflicts of interest and employment law/employee protection. We have established internal control systems to ensure that breaches are prevented before they occur.

**The code of conduct** of Wiener Stadtwerke serves as a guideline for all employees of the Group.



## The Compliance Management System (CMS)

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

Compliance officers have also been appointed across all Group companies. If a potential conflict of interest arises, our compliance officers are the point of contact. To avoid conflicts of interest from the start, we have passed binding regulations in our bylaws. This also includes the fact that the Chair of the Supervisory Board cannot be a member of the top management of Wiener Stadtwerke at the same time.



The positions and associations within Wiener Stadtwerke are made public in the company register and can be viewed at any time. This creates transparency, which goes hand in hand with compliance.

As part of the annual compliance risk analysis, we assess whether and which risks of a breach of regulations exist and determine measures to reduce these. We conduct questionnaire-based interviews with management, department heads and employees to standardise the survey.

### Our compliance regulations

Our compliance organisation is trained and attuned to recognise and investigate breaches. But we're not stopping there: compliance and transparency are essential for building trust with our stakeholders. We have therefore set up a Group-wide whistleblowing system that meets all of the legal requirements, which is used by employees, customers and suppliers.

People outside of the Wiener Stadtwerke organisation can make a report using the Group-wide whistleblower platform. Employees can also do this on the intranet. All reports, including anonymous ones, are reviewed for validity and handled by the compliance officers in a way that is uniform across the Group.

The management teams of our Group companies receive half-yearly reports, annual reports and ad hoc reports regularly from their compliance officers regarding critical matters such as appeals. A report on critical matters is made at least once per year in the Supervisory Board/Audit Committee.

### Dealings with business partners

Upholding human rights and working standards, environmental protection and the highest ethical and moral societal standards are an important concern for Wiener Stadtwerke and its Group companies. Our relationship with our business partners also plays a central role in this.

As a complex Group with a broad range, we have a large number of suppliers in the upstream and downstream supply chain. We want to work in partnership with them, effectively and efficiently – this is a key success factor for us.

Our upstream supply chain comprises all suppliers and processes that contribute to making our offers available. These include raw materials suppliers, construction companies, manufacturers of special components for power plants, and manufacturers of trams, buses and underground trains. Our downstream supply chain comprises all processes and players who are involved in the distribution and sale of our products and services. In order to ensure consistent customer focus, we focus on the best-possible and reliable availability of our services.

There certainly are challenges we face in dealing with suppliers. In the long term, we aim to build a transparent supplier management system that reflects the diversity and complexity of our suppliers. Group-wide governance, guidelines and processes will be established so that statements can be made for all suppliers on delivery reliability and sustainability aspects.



**The business partner code** sets out the ground rules for Wiener Stadtwerke's work with its suppliers.

We will drive forward the digitalisation of the supply chain to make our activities more efficient and transparent. We will also ensure that our suppliers adhere more firmly to ESG criteria. Our business partner code makes it clear that all our business partners – including their governing bodies, employees, representatives and sales partners – must adhere to all applicable national laws and other relevant legal guidelines. All actions that could cause Wiener Stadtwerke to violate applicable law or be connected to a violation of a law, even indirectly, are to be avoided.



The Wiener Stadtwerke Group expects its business partners to recognise the Universal Declaration of Human Rights of the United Nations and to ensure that they are not complicit or involved in human rights violations.

We also expect our business partners to heed the laws and regulations on environmental protection and to commit themselves to sustainability and environmental protection in the course of their business activity.

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

Additionally, all contracts with suppliers include compliance regulations. We are pleased that no reports of possible risks regarding human rights have been made in the Wiener Stadtwerke Group to date. We therefore classify the risk of a violation of these regulations as very low.

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

### Training and information

Our employees are extremely familiar with our organisation's compliance rules. We regularly communicate on compliance within the Group through various platforms – for example with an emphasis on regulations about accepting gifts in the pre-holiday season. External business partners are informed about Group-wide compliance principles in tender documents and on the websites of the individual Group companies.



### Lobbying activities and public policy

The office in Brussels represents the concerns of Wiener Stadtwerke to the EU institutions and other stakeholders at EU level, especially the European associations. It supports the adoption of EU regulations and measures that support Wiener Stadtwerke's ambitious path towards climate neutrality.



# Useful information about this report

Wiener Stadtwerke has been reporting transparently on its progress in sustainability for many years. Since 2004, this has included regularly publishing a sustainability report – annually since 2019.

The reporting for the 2024 fiscal year is to be viewed as an interim report. It is therefore a condensed version.



# Performance indicators of Wiener Stadtwerke





Performance indicators

Environment

Carbon emissions and climate change mitigation measures

	Unit	2022	2023	2024
<b>CO<sub>2</sub> emissions</b>				
Total carbon emissions (Scope 1)	GWh	2,859,037	2,338,586	2,008,545

Energy use and consumption

<b>Electricity generation</b>				
Hydroelectric plants	GWh	735	834	864
Wind power plants and photovoltaics	GWh	453	505	492
Wind power plants	GWh	361	398	367
Photovoltaics	GWh	92	107	125
<b>Total electricity generation<sup>1</sup></b>	<b>GWh</b>	<b>6,628</b>	<b>5,476</b>	<b>4,861</b>
<b>Modal split</b>				
Public transport	%	30	32	42
Bicycle and walking	%	44	42	18
Personal transport incl. carpooling	%	26	26	40

<sup>1</sup> Including thermal generation

## Social matters

### General conditions for optimal work

	Unit	2022	2023	2024
<b>Headcount</b>				
Active (excluding apprentices)	Avg. FTE	15,544	16,259	17,325
Apprentices	Avg. FTE	438.4	484.6	563
<b>Employees – total</b>	<b>Avg. FTE</b>	<b>15,982.7</b>	<b>16,744.5</b>	<b>17,887</b>
<b>Composition of the workforce</b>				
Turnover rate	%	10.0	9.8	8.9
Proportion of women	%	20.7	21.2	22.2
Proportion of women in new hirings	%	33.9	30.2	30.2
Employees in the 1st to 3rd management levels	Avg. headcount	324.0	328.1	324.5
Women in the 1st to 3rd management levels	Avg. headcount	85.1	98.71	101.2
Proportion of women in the 1st to 3rd management levels	%	26.3	30.1	31.1
Participating employees with disabilities	People	343	362	381
Participating employees with disabilities in % of avg. active headcount	%	2.1	2.1	2.08
Training days – total	Days	51,165	86,764	93,702
Training days per employee	Days per employee	3.1	5.1	5.1
Workplace accidents	Number	295	283	307
Accident seriousness (lost days per reportable accident)	Days	21.5	21.2	23.9
Accident frequency (reportable accidents per 1,000 employees)	Number/1,000 employees	18.1	16.1	16.4



## Governance

### Transport

	Unit	2022	2023	2024
<b>Passengers</b>				
Total passengers – Wiener Linien	Million people	747.4	792.0	873.0
Total passengers – Wiener Lokalbahnen	Million people	12.6	15.8	12.3
<b>Total passengers overall</b>	<b>Million people</b>	<b>760.0</b>	<b>807.9</b>	<b>885.3</b>
<b>Key figures – distance</b>				
Seat kilometres – Wiener Linien	Million km	20,696.5	20,553.5	20,869.2
Seat kilometres – Wiener Lokalbahnen	Million km	582.9	614.5	672.3
<b>Total seat kilometres</b>	<b>Million km</b>	<b>21,279.5</b>	<b>21,168.0</b>	<b>21,541.5</b>

### Energy

	Unit	2022	2023	2024
<b>Generation</b>				
Electricity, consolidated companies <sup>2</sup>	GWh	6,359.0	5,199.1	4,721.2
Heat, consolidated companies <sup>2</sup>	GWh	5,146.3	4,594.1	4,504.9
<b>Total generation, WSTW Group</b>	<b>GWh</b>	<b>11,505.3</b>	<b>9,793.2</b>	<b>9,226.1</b>
Electricity, non-consolidated companies	GWh	269.2	276.4	248.1
Heat, non-consolidated companies	GWh	111.7	117.4	121.8
<b>Total generation, WSTW Group</b>	<b>GWh</b>	<b>11,886.3</b>	<b>10,187.0</b>	<b>9,596.0</b>
<b>Sales</b>				
Heat, consolidated companies	GWh	5,791.8	5,427.4	5,498.2
<b>Total sales, WSTW Group</b>	<b>GWh</b>	<b>5,791.8</b>	<b>5,427.4</b>	<b>5,498.2</b>
Electricity, non-consolidated companies <sup>2</sup>	GWh	10,078.7	9,034.3	7,995.5
Natural gas, non-consolidated companies <sup>2</sup>	GWh	5,872.9	5,276.1	4,347.9
<b>Total sales, WSTW Group</b>	<b>GWh</b>	<b>21,743.5</b>	<b>19,737.8</b>	<b>17,841.6</b>

<sup>2</sup> Includes data from Wien Energie Vertrieb GmbH & Co KG and ENERGIEALLIANZ Austria GmbH.

## Energy Grids

	Unit	2022	2023	2024
<b>Regulated transmission</b>				
Electricity	GWh	10,647.3	10,224.2	10,556.0
Natural gas	GWh	20,918.4	17,459.3	16,161.2
<b>Total transmission</b>	<b>GWh</b>	<b>31,565.7</b>	<b>27,683.5</b>	<b>26,717.2</b>

## Funeral Services and Cemeteries

	Unit	2022	2023	2024
<b>Number of funeral services</b>				
Burials	GWh	4,222	3,672	3,370
Cremations	Number	3,441	3,322	3,230
Public health funerals	Number	1,002	1,099	1,044
Third-party services	Number	2,212	2,211	1,998
<b>Number of cemetery services</b>				
Coffin burials	Number	7,795	7,327	6,983
Urn burials	Number	4,803	4,721	4,689
Grave tenure renewals	Number	30,569	30,571	28,497
Cremations	Number	6,902	6,835	5,588

## Car Parks

	Unit	2022	2023	2024
Parking spaces owned and leased	Number	14,083	13,891	13,849
Average entries by short-stay parkers per month	Number	14,6834	156,626	172,777
Average long-stay parkers per month	Number	10,453	10,207	9,760

# Contact and imprint

## Imprint

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