

# UN Global Compact Communication on Progress (CoP) and Sustainability Programme 2015



Boosting the Sustainable City

# TABLE OF CONTENTS

1

Foreword by  
CEO Martin Krajcsir

3

Sustainability Programme 2015

Climate and environment  
Services of general interest and customers  
Employees  
Social environment  
Organisation

23

UN Global Compact Communication on Progress

## IMPRINT

### **PUBLISHED BY**

Wiener Stadtwerke Holding AG  
Thomas-Klestil-Platz 14  
A-1030 Vienna

Isabella Kossina  
Group Sustainability Officer  
Telephone: +43 (0)1 531 23-74090  
[isabella.kossina@wienerstadtwerke.at](mailto:isabella.kossina@wienerstadtwerke.at)  
[nachhaltigkeit.wienerstadtwerke.at](http://nachhaltigkeit.wienerstadtwerke.at)  
[wienerstadtwerke.at](http://wienerstadtwerke.at)

### **TYPESETTING AND PRINTING**

Druckerei Lischkar, Vienna  
Printed on environmentally friendly office paper

### **DESIGN, LAYOUT AND CONCEPT**

CIDCOM Werbeagentur GmbH, Vienna

# FOREWORD



## BY CEO MARTIN KRAJCSIR

Dear Reader

Wiener Stadtwerke is THE company for municipal sustainability and therefore a guarantee for a high quality of life in Vienna. Wiener Stadtwerke is wholly owned by the City of Vienna. We are one of the largest employers in Austria and a comprehensive provider of essential public services to the population of Vienna and our customers in the surrounding area.

Meeting our corporate social responsibility and achieving commercial success for the company are our top priorities. For this reason, our core corporate strategy and operational management practices take into account commercial, environmental, social and ethical concerns as well as human rights and consumer issues. We have committed ourselves to the path of sustainability. This is why we joined the UN Global Compact already in 2008 given that we share the principles of the United Nations in respect of human rights, working standards, environmental protection and anti-corruption. Through our membership of the UN Global Compact, we help to promote compliance with these fundamental economic, environmental and social principles around the world. In our Communication on Progress for 2014, we document that we take this self-imposed obligation very seriously.

Sustainability has been an integral element of our Group strategy for many years now. As part of our approach to managing the company, we use our sustainability programme, among other aspects, which is adopted by the highest body of our sustainability management, the Sustainability Directorate. This programme comprises a comprehensive

presentation of our targets and measures relating to climate and environmental protection, essential public services, the interests of our employees and other important sustainability issues. In the course of the annual update and review of the sustainability programme, we provide information about the status of the respective projects and objectives as well as about new sustainability initiatives at our company. It is our aim to document this with a high degree of transparency and clarity, which is why we always publish the programme.

Complying with the ten principles of the UN Global Compact constitutes an important and fixed component of our sustainability programme (see [page 19](#)). Our Communication on Progress for 2014 follows on from the updated sustainability programme and makes reference to the corresponding targets and measures.

I would like to take this opportunity to express my gratitude to all the sustainability officers in the Wiener Stadtwerke Group and the numerous experts on the various subject areas. It is only through their dedicated cooperation that we are able to provide a comprehensive overview of the performance of our publicly owned "sustainability" group. The successful implementation of our targets and measures is a major part of the reason why the city of Vienna has been named 'the most liveable city in the world' for the past six years running.

**Martin Krajcsir**

CEO of Wiener Stadtwerke Holding AG

”

When I leave in the morning, I protect the environment with every kilometre and every tonne of cargo.

06:03

Markus Sch.  
Train driver, Wiener Lokalbahnen Cargo



# SUSTAINABILITY PROGRAMME 2015

## KEY

The status of targets and measures is indicated using the following symbols:

- ↗ On schedule
- Slightly delayed and postponed or slightly at risk
- ↘ Seriously delayed and postponed or significantly at risk
- ✓ Target achieved / measure implemented
- ✗ Target or measure abandoned

## CLIMATE AND ENVIRONMENT

### MOBILITY

Targets and measures:	Dead-line	Status	Explanations
<p><b>Group: Developing new forms of mobility</b></p> <ul style="list-style-type: none"> <li>• Developing a multi-modal mobility platform to intelligently connect public transport, new e-mobility and supplementary mobility offers (SMILE research project). Deadline: 2015, Status: ↗</li> <li>• Testing the SMILE app with test users from Vienna. The app enables intermodal routing, integrated booking and payment by smartphone. Deadline: from 2014, Status: ✓</li> <li>• Designing and implementing an IT system for a key or identification card ('mobility card') for different mobility products. This card enables users to get a more convenient access to the mobility products of different providers. Deadline: 2014, Status: ✓</li> <li>• Introduction of the new mobility card. The new mobility card comprises the annual season ticket for Wiener Linien, including lower rates for using WIPARK car parks, charging stations for e-bikes and e-cars, as well as for the bike-hire system, Citybike. Deadline: 2015, Status: ↗</li> </ul>	ongoing	↗	<p>The aim of the two projects SMILE and WienMobil card is to address the needs of users to have uncomplicated access to all publicly available mobility services from a single source. Public transport represents the backbone of a modern urban mobility infrastructure. The launch of the WienMobil card and the successful pilot run of SMILE are key milestones of this project.</p> <p>The WienMobil card has been available since March 2015. It costs EUR 377 (or EUR 236 for senior citizens) per year (if debited once a year). Available via <a href="http://www.wienerlinien.at">www.wienerlinien.at</a>.</p>
<p><b>Group: Development of the Vienna model region for e-mobility on demand, together with a consortium of partners</b></p> <ul style="list-style-type: none"> <li>• Wien Energie: Setting up at least 440 charging stations. Deadline: 2015, Status: ↗</li> <li>• Group: Ensuring that, within the e-mobility on demand consortium, 175 e-cars are introduced in the model region. Deadline: 2015, Status: ↗</li> </ul>	2015	↗	<p>350 charging points have been installed in the model region and 146 e-vehicles commissioned by the end of 2014.</p>
<p><b>Group: Promoting e-mobility with a connection to local public transport for commuters ('e-commuters in Lower Austria' project)</b></p> <ul style="list-style-type: none"> <li>• Construction of 161 (new, previously: up to 240) charging points by Wien Energie and EVN. Deadline: 2015, Status: ↘</li> <li>• Construction of additional PV facilities with a total output of 370 kWp by Wien Energie and EVN. Deadline: 2015, Status: ↗</li> </ul>	2015	↗	<p>The aim of the 'e-commuter in Lower Austria' research project is to find out how commuter traffic between Vienna and Lower Austria can be made more energy-efficient and environmentally friendly.</p> <p><a href="http://www.ecoplus.at/de/ecoplus/cluster-niederoesterreich/e-mobil/modellregion-e-pendler-niederoesterreich">http://www.ecoplus.at/de/ecoplus/cluster-niederoesterreich/e-mobil/modellregion-e-pendler-niederoesterreich</a></p>

Targets and measures:	Dead-line	Status	Explanations
<p><b>WIPARK: Promotion of soft mobility</b></p> <ul style="list-style-type: none"> <li>• WIPARK is a mobility partner of the new WienMobil card. This card can also be used to conveniently pay the charges levied by the WIPARK car parks. Deadline: 2015, Status: new</li> <li>• Construction of three additional car parks as part of the mobility concept of Seestadt Aspern. Deadline: 2016. Status: new</li> </ul>	2015	↗	<p>The new mobility concept of Seestadt Aspern comprises an optimum connection to the local public transport network together with a significant reduction in publicly available parking spaces to improve quality of life (green spaces, freedom from barriers, less noise). The four WIPARK underground car parks are designed in a simplified collective garage system. Car sharing is available, together with a bike depot, a delivery service and many other elements to ensure soft mobility. <a href="http://www.aspern-seestadt.at/leben-arbeiten/mobilitaet">www.aspern-seestadt.at/leben-arbeiten/mobilitaet</a></p>

## RENEWABLE ENERGY SOURCES

Targets and measures:	Dead-line	Status	Explanations
<p><b>Wien Energie: Increase the share of total electricity produced by Wien Energie from renewable energies to at least 30 percent and to 50 percent if this is financially feasible.</b></p> <p>It is necessary to install around 50 MW<sub>el</sub> of production capacity every year to achieve the minimum target of 30 percent.</p> <ul style="list-style-type: none"> <li>• Construction of a wind farm in Austria with an output of 200 MW<sub>el</sub> if financially feasible. Deadline: 2020, Status: ↗</li> <li>• Construction of PV projects with an output of 100 MW<sub>el</sub> if financially feasible. Deadline: 2022, Status: ↗</li> <li>• Construction of regulating capacity for renewable energies. Deadline: 2017, Status: ↗</li> <li>• Implementation of three new energy supply models for decentralised use of renewable energies. Deadline: 2015, Status: ↗</li> <li>• Development of a hydropower project portfolio in Austria. Deadline: 2017, Status: new</li> <li>• Development of renewable energy projects that improve the energy efficiency of the energy supply system. Deadline: 2017, Status: new</li> </ul>	2030	↗	<p>In 2014, production facilities with a capacity of 29.3 MW<sub>el</sub> were taken into service.</p> <p>The following products were developed and launched in the market in 2014 for decentralised use of renewable energies:</p> <ul style="list-style-type: none"> <li>• <i>Einfach nutzen</i> (PV),</li> <li>• <i>Erdwärme</i> (PV &amp; heat pumps)</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>• <i>Sonnenwärme</i> (gas-fired boilers &amp; solar thermal power)</li> </ul>
<p><b>Wien Energie: Increase the share of total heating produced by Wien Energie from renewable energies to 50 percent.</b></p> <p>Heating from renewable energies includes production from biomass, geothermal energy, heat pumps, waste incineration (just biogenic fraction) and process heat from industry and businesses.</p> <ul style="list-style-type: none"> <li>• Investigation of the possibility to produce heat from solar thermal energy and feed this into the district heating network. Deadline: 2015, Status: ↗</li> <li>• Definition of a verifiable interim target to increase the production of heat from renewable energies. Deadline: 2014, Status: ✘</li> <li>• Examination of the potential of geothermal energy in the Vienna basin to increase the share of heating produced from renewable energies. Deadline: 2015, Status: new</li> <li>• Examination of the potential of large heat pumps to feed renewable heat into the district heating network. Deadline: 2015, Status: new</li> </ul>	2030	↗	<p>Wien Energie will publish a study on the potential of using solar thermal energy for district heating by the end of 2015. The underlying conditions required for economic viability will also be reviewed.</p>



## ENERGY EFFICIENCY

Targets and measures:	Dead-line	Status	Explanations
<b>Group: Improving energy efficiency throughout the Group</b> <ul style="list-style-type: none"> <li>Establishment of an energy efficiency competence centre. Deadline: 2015, Status: new</li> </ul>	2020	↗	Setting up and integrating the organisation of the competence centre serve to comply with the obligations arising out of the Energy Efficiency Act ( <i>EEffG</i> )
<b>Wien Energie: Improving technical efficiency</b> <ul style="list-style-type: none"> <li>Optimisation of energy efficiency at the Spittelau waste incineration plant. Deadline: 2015, Status: ↗</li> <li>Construction of a new heating plant at Arsenal. Commissioning: 2014, Status: ✓</li> <li>Repowering of the heating plant at Kagran. Commissioning: 2015, Status: ✕</li> </ul>	2015	→	<p>The incineration lines 1 and 2 of the Spittelau waste incineration plant have been modernised and back in service since March 2015 and summer 2014 respectively.</p> <p>The new heating plant at Arsenal was taken into service in January 2015. The repowering of the Kagran heating plant has been put on hold until further notice due to changing underlying economic conditions.</p>
<b>Wien Energie: Improvement of customer energy efficiency</b> <ul style="list-style-type: none"> <li>Introduction of LED technology for street lighting in Mödling. Deadline: 2015, Status: ✓</li> <li>REWE energy monitoring at its logistics site in Wiener Neudorf. Deadline: 2015, Status: ✓</li> </ul> <p>Additional measures to improve customer energy efficiency are described under the expansion of the supply of cooling and energy poverty in the area of services of general interest and customers.</p>	2017	↗	In just six months, the town of Mödling installed energy-saving LED technology in almost 1,600 lighting fixtures. This action has enabled the town to cut its electricity consumption by five percent, saving around EUR 100,000 a year. It also means a reduction in CO <sub>2</sub> emissions of around 160 tonnes. Following its successful implementation, energy monitoring at REWE was incorporated into ongoing operations.
<b>Wien Energie: Expansion of the supply of district heating and alternative ways of supplying efficient heating: achieving a 50 percent share of Vienna's low-temperature indoor heating market</b> <ul style="list-style-type: none"> <li>Assessment of alternative technologies in the heating segment. Deadline: 2016, Status: ↗</li> <li>Creation of a concept for the future of producing heating. Deadline: 2016, Status: ↗</li> </ul>	2030	↗	
<b>Wiener Linien: Improvement of the energy efficiency of rail-bound vehicles:</b> <b>Underground: Entire fleet of vehicles capable of energy recuperation by 2017</b> <b>Trams: Entire fleet of vehicles capable of energy recuperation by 2017</b> <ul style="list-style-type: none"> <li>U1–U4 underground lines: Procurement of 21 Type V underground trains (capable of energy recuperation). Deadline: 2017, Status: ↗</li> <li>Procurement of an additional 150 ULF trams (capable of energy recuperation). Deadline: 2015, Status: ↗</li> <li>Development of energy-efficient thermal vehicle components in the EcoTram II research project. Deadline: 2014, Status: ✓</li> <li>Testing of the recuperation of brake energy in the underground's medium-voltage network with a pilot facility (Brake Energy Research Project). Deadline: 2017, Status: new</li> </ul>	2017	↗	The findings of the EcoTram I and II research projects have been taken into account in the current round of procurement of new trams. The new carriages will be equipped with CO <sub>2</sub> sensors (air conditioning or heating depending on the degree of occupation), variable frequency compressors (optimised control of heating / air-conditioning system), heat protection films on the side windows and energy consumption displays for the drivers. Brake energy: All of the electricity recovered during braking could also be used if fed into the medium-voltage network. Up to now, this electricity could only be used to accelerate a vehicle on the same section of tracks.

Targets and measures:	Dead-line	Status	Explanations
<p><b>Wiener Linien: Reduction of energy consumption in company buildings</b></p> <ul style="list-style-type: none"> <li>• Construction of underground stations in the fourth phase of expansion in an energy-efficient way making full use of the available waste heat. Deadline: approx. 2019, Status: ↗</li> <li>• Construction of three company buildings in an energy-efficient way (Simmering railway station ticket validator workshops, the so-called Großstrecke West building in Rudolfsheim and the main workshops in Simmering). Deadline: 2014, Status: ✓</li> <li>• Replacement of fluorescent tubes used for platform lighting with LED lighting along the entire U4 line. New deadline: 2015 (previously: 2014), Status: ↘</li> </ul>	ongoing	↗	Due to an objection raised during the tender, the remaining platform edge lighting on the U4 will only be upgraded in 2015. In the course of retrofitting the stations and tracks of the U4, the other lighting in and around the station and track area will be largely upgraded to LED lights.
<p><b>WIPARK: Improving energy efficiency</b></p> <ul style="list-style-type: none"> <li>• Gradual optimisation of the lighting and ventilation in the car parks. Deadline: 2015, Status: ↗</li> <li>• Construction of a PV system integrated into the façade of the Westbahnhof railway station multi-storey car park. Deadline: 2014, Status: ✗</li> <li>• Modernisation of the electrical fittings of the Stiftgasse car park. Deadline: 2015, Status: new</li> </ul>	2015	➔	The photovoltaic installation on the Westbahnhof railway station multi-storey car park was not implemented because the public subsidy for systems integrated into façades was abolished.
<p><b>WienIT: Green IT – Boosting energy efficiency</b></p> <ul style="list-style-type: none"> <li>• Closure of the old data processing centre on Pelikangasse and the opening of the modern, energy-efficient data centre in Floridsdorf. Deadline: 2014, Status: ✓</li> <li>• Introduction of an energy management system at the data processing centre in Simmering using software to record energy flows. Deadline: 2015, Status: new</li> </ul>	2016 (previously 2014)	↗	From 2015, the energy flows at the data processing centre in Simmering will be recorded and analysed. The aim is to use the subsequent findings to take targeted action to save energy. Energy savings of up to 30 percent are anticipated. Consequently, the objective to boost energy efficiency has been extended to 2016.

## BIODIVERSITY

Targets and measures:	Dead-line	Status	Explanations
<p><b>Bestattung und Friedhöfe Wien: Protecting and promoting biodiversity</b></p> <ul style="list-style-type: none"> <li>• Implementation of a pilot project to promote biodiversity at the Simmering cemetery. Deadline: 2017, Status: new</li> <li>• Increasing the attractiveness of the biotope in the natural garden at the Vienna Central Cemetery together with the municipal department for the environment, MA 22. Deadline: 2017, Status: new</li> <li>• Creation of a biotope at the Südwest Cemetery together with the municipal department for the environment, MA 22. Deadline: 2017, Status: new</li> <li>• Conversion of paved pathways to grassy pathways at several cemeteries. Deadline: 2017, Status: new</li> </ul>	2017	new	Functional ecosystems with a wide range of different species are just as important for the protection and promotion of biodiversity as the links between different living spaces. Cemeteries can play an important role here as part of green infrastructure. The pilot project serves to develop and test a method to record and realise optimisation potential at cemeteries managed by Friedhöfe Wien GmbH.



## FURTHER MEASURES TO PROTECT THE ENVIRONMENT

Targets and measures:	Dead-line	Status	Explanations
<p><b>Wiener Netze: Environmental and climate protection in area of the administration</b></p> <ul style="list-style-type: none"> <li>Switching around 50 percent of the lighting at the Simmering site to LED. Deadline: 2017, Status: ↗</li> <li>Installation of movement sensors to control the energy efficiency of lighting at the Simmering site (50 percent of corridors and toilets). Deadline: 2015, Status: ↗</li> <li>Implementation of energy audits throughout Wiener Netze. Deadline 2015, Status: new</li> </ul>	2017	↗	In 2014, the lighting at the large car park on Erdbergstrasse was switched to LED, among other measures.
<p><b>Wiener Netze: Expansion of environmental protection measures on building sites</b></p> <ul style="list-style-type: none"> <li>Gas division: Evaluation of the usability of recycled material and processed demolition material on pipeline building sites. To this end, a test building site has been set up at the Simmering site. New deadline: 2015 (previously: 2014), Status: ↘</li> <li>Gas division: Introduction of the use of processed demolition material to fill trenches and excavations on building sites. Deadline: 2014, Status: ✓</li> </ul>	2015	→	<p>Initial trials with recycled material did not yield the desired result on the test building site. Consequently, the composition of the processed materials was changed and a second trial started. Early interim results have demonstrated a much better degree of usability.</p> <p>The use of demolition material in trenches and excavations is on track and has not encountered any problems.</p>
<p><b>Wiener Netze: Reduction in the amount of waste produced by 10 percent</b></p> <ul style="list-style-type: none"> <li>Raising the awareness of employees on building sites and in the area of waste management through special training on the subject of waste separation. Deadline 2015, Status: new</li> <li>Merging the areas of company waste management and waste discharge at the Erdbergstrasse site. Deadline 2015, Status: new</li> </ul>	2016	new	Raising the awareness of employees means that the materials can be sorted and handed over to waste disposal services. Diligently sorting material from network operations is expected to reduce the amount of waste produced by around 20 tonnes a year. Given the fact that this involves high-quality material e.g. copper, aluminium, steel and packing materials (e.g. polystyrene, cardboard, wood, films, etc.), proper sorting may increase the proceeds from recycling.
<p><b>Wiener Lokalbahnen: Continuous improvement in the area of climate and environmental protection</b></p> <ul style="list-style-type: none"> <li>Switching the lighting fixtures at the Inzersdorf garage from mercury vapour lamps to LED luminaires. Deadline: 2014, Status: ✓</li> </ul>	ongoing	↗	No new climate or environmental protection projects are currently planned. In the course of redesigning stations to provide barrier-free access, existing lighting fixtures are being replaced by LED ones, among other actions.
<p><b>Wiener Linien: Reducing water consumption</b></p> <ul style="list-style-type: none"> <li>Installation of water-saving taps (approx. 5,000) and waterless urinals (approx. 700) in the toilets and washrooms of all company buildings and underground stations. Deadline: 2014, Status: ✓</li> </ul>	2014	✓	
<p><b>Wiener Netze, gas division: Reducing water consumption</b></p>	ongoing	x	Over the past few years, water-saving technology has been introduced in several areas, which means that all commercially viable measures have since been implemented.

Targets and measures:	Deadline	Status	Explanations
<p><b>Bestattung und Friedhöfe Wien: Further modernisation of the infrastructure of Bestattung und Friedhöfe Wien</b></p> <ul style="list-style-type: none"> <li>• Construction of a shared company building for funeral services and the logistics centre for coffins with integrated metal coffin production. The building is equipped with a heat recovery system. Deadline: 2014, Status: ✓</li> <li>• Modernisation of the gardener's heating facilities at the Vienna Central Cemetery. Replacing old oil heating with efficient gas-fired heating. Deadline: 2015, Status: new</li> </ul>	2015	↗	<p>Around 80 percent of the lighting fixtures in the new company building are equipped with LED. In other parts of the building, such as the cellar, it makes no sense to install LED lighting because they are seldom turned on. The new company building includes a new car wash, which is equipped with a water treatment system (water recycling).</p>
<p><b>Bestattung und Friedhöfe Wien: Continuous improvement in the area of environmental protection</b></p> <ul style="list-style-type: none"> <li>• Switch to LED technology for lighting in all mortuaries. Deadline: 2017, Status: ↗</li> <li>• Thermal rehabilitation of the administrative building and mortuary at the Südwest cemetery, as well as installation of a new heating system including solar thermal energy. Deadline: 2014, Status: ✓</li> <li>• Fitting all watering heads of the company's nurseries with ball valves. Deadline: 2014, Status: ✓</li> <li>• Motivating the cemetery nurseries not owned by the company to fit ball valves as well. Deadline: 2015, Status: ↗</li> <li>• Installation of a photovoltaic system on the roof of the service building at the Vienna Central Cemetery. Deadline: 2017, Status: new</li> <li>• Druckerei Lischkar: Reducing the quantity of isopropyl alcohol mixed with the water for cleaning the offset printer by ten percent. Deadline: 2014, Status: ✓</li> <li>• Druckerei Lischkar: Switching all lighting fixtures at the printing house to LED. Deadline: 2015. Status: ↗</li> </ul>	ongoing	↗	<p>Mortuary lighting at the following cemeteries was switched to LED technology in 2014: Vienna Central Cemetery, Simmering Crematorium, Stammersdorf Central.</p> <p>At the end of 2014, around 60 percent of lighting at Druckerei Lischkar had been switched to LED.</p>
<p><b>WienIT: Continuous improvement in the area of environment protection</b></p> <ul style="list-style-type: none"> <li>• Certification according to Austrian Ecolabel guidelines (<i>Umweltzeichenrichtlinie</i>) for print products. New deadline: 2015 (previously: 2014), Status: ↘</li> <li>• Implementation of a waste management concept and appointment of a waste management officer for WienIT. Deadline: 2015, Status: new</li> <li>• Evaluation of the suitability of e-vehicles for the fleet of WienIT. Deadline: 2015, Status: new</li> </ul>	2015 (previously 2014)	➔	<p>The creation of a waste management concept for the printing house sector was delayed due to a change in responsibilities. This concept is required, however, to acquire certification for print products.</p>
<p><b>Group: Rehabilitation of all areas affected by contamination</b></p> <ul style="list-style-type: none"> <li>• Wiener Netze: Conclusion of Simmering site remediation. Deadline: 2014, Status: ✓</li> </ul>	2014	✓	<p>The row of safety wells with the wastewater treatment plant has been in service since 2014, bringing to an end the remediation work in Simmering.</p>

”

I decide how I get about.  
I have the most options  
in Vienna.

10:04

Alina J.  
Customer of the Wipark bicycle garage at Kennedybrücke



# SERVICES OF GENERAL INTEREST AND CUSTOMERS

Targets and measures:	Dead-line	Status	Explanations
<p><b>Wiener Linien: Increasing the share of local public transport in Vienna's modal split to 40 percent.</b></p> <p>The following objectives and measures to increase the degree of accessibility and customer satisfaction contribute to this overriding objective.</p>	2020	↗	Following a significant leap from 37 percent in 2011 to 39 percent in 2012, the share of public transport in the modal split remained constant in 2014 – despite an increase in passenger numbers – at 39 percent.
<p><b>Wiener Linien: Maintaining the degree of accessibility and availability (based on 2006 levels)</b></p> <p>Degree of accessibility in 2006: Schools 98.9%, inhabitants 96.1%, jobs 96.1%, living space 90.4%, developed land 88.2%, total area 57.9%</p> <ul style="list-style-type: none"> <li>• Extension of the U1 underground to Oberlaa in the south. Deadline: 2017, Status: ↗</li> <li>• Extension of the U2 from the Rathaus station to the Matzleinsdorfer Platz station. Deadline: 2023, Status: new</li> <li>• Development of the line for the new U5 from Rathaus to Frankhplatz. Deadline: 2023, Status: new</li> <li>• Extending the operating times and shortening the intervals of bus lines 44A (Hernals), 45A, 46A and 46B (Ottakring), 53A, 54A, 54B, 55A (Hietzing), 80A (Landstrasse) and 84A (Donaustadt). Deadline: 2015, Status: new</li> <li>• Extension of bus line 80A from its previous final stop at Schlachthausgasse (U3) to the Neu Marx urban development area. Deadline: 2015, Status: new</li> <li>• Capacity increase on line 13A by using large articulated buses in place of the regular buses used up to now. Deadline: 2015, Status: new</li> <li>• Extending tram line D to the new urban development area around the main railway station (<i>Hauptbahnhof</i>). Deadline: 2019, Status: new</li> <li>• Extension of tram line O to the Nordbahnhof urban development area. Deadline: 2018, Status: new</li> </ul>	ongoing	↗	<p>The next study to determine the degree of accessibility and availability is planned for 2017.</p> <p>The operating times and the intervals of the stated bus lines have been changed accordingly since 1 January 2015. This also applies to the extension of bus line 80A.</p> <p>It is possible to reduce the number of spare vehicles by increasing capacity (increasing the intervals and using large, articulated buses), thereby making even more efficient use of the available fleet.</p>
<p><b>Wiener Linien: Maintaining the high level of customer satisfaction of at least 90 percent for Wiener Linien</b></p> <p><b>Measures to improve quality / convenience</b></p> <ul style="list-style-type: none"> <li>• Ultra-low-floor tram offensive: Continued replacement of conventional tramcars with ULF units so that 60 percent of trams will be low floor. Deadline: 2015, Status: ↗</li> <li>• Traffic light priority for local public transport: Implementing new traffic light priority measures. Deadline: 2014, Status: ✓</li> <li>• Replacement of Wiener Linien's annual season tickets with convenient, credit-card-format plastic cards. Deadline: from 2015, Status: ✓</li> <li>• Introduction of free WiFi at 10 information and ticketing points (Südtiroler Platz-Hauptbahnhof, Karlsplatz, Praterstern, Schottentor, Westbahnhof, Stephansplatz, Landstraße, Meidlinger Hauptstraße, Floridsdorf and Erdberg). Deadline: 2015, Status: new</li> <li>• Complete renovation of the Stadtpark station (U4). Deadline: 2015, Status: new</li> <li>• Complete renovation of the Alser Strasse station (U6). Deadline: 2016, Status: new</li> <li>• Complete renovation of the Währinger Strasse and Nussdorfer Strasse stations (both U6). Deadline 2020, Status: new</li> <li>• Complete renovation of the U4 underground line (signal boxes, track systems, CCTV). Deadline: 2024, Status: new</li> </ul>	ongoing	↗	<p>The traffic light priority measures planned by 2014 (e.g. for the lines 1, 2, 6, 62, O and 14A) have been implemented. Work will continue on traffic light priority measures in the coming years.</p> <p>The new annual season ticket has been available since 1 January 2015. The credit-card-format plastic card is modern, convenient and more difficult to counterfeit.</p> <p>In the course of the work to renovate the U4 underground line, additional connections between tracks will be installed to be able to redirect trains more easily (by changing track) in case of disruption.</p>

Targets and measures:	Dead-line	Status	Explanations
<ul style="list-style-type: none"> <li>• Creation of a public transport planning manual with the involvement of Vienna's municipal administration. Deadline: 2015, Status: new</li> <li>• Redesigning tram and bus stops with an integrated real-time display in the station stop sign (revision of the winning design project). Deadline: 2015, Status: new</li> </ul>			<p>The optimisation of stops determined in the project 'Stops of the future' are taken into account when planning by means of the new manual.</p>
<p><b>Information measures</b></p> <ul style="list-style-type: none"> <li>• Time displays: Fitting 32 stations with monitors that provide passengers with information about the upcoming departure times of trams, underground trains and buses in the vicinity of the station. New deadline: 2015 (previously: 2014), Status: 📅</li> <li>• Real-time displays: Increase in the number of electronic displays at tram and bus stops to around 1,100 (new, previously: 1,000 displays). New deadline: 2020 (previously: 2018), Status: 🚧</li> <li>• Introduction of new control centre software that enables information about disruptions to be distributed more quickly, accurately and therefore much more effectively. Deadline: 2015, Status: new</li> <li>• New design of surrounding area maps at the stations, route information in the vehicles and disruption information for monitors. Deadline: 2015, Status: new</li> <li>• Introduction of a schematic total route network map. Deadline: 2015, Status: new</li> </ul>			<p>Due to the rise in passenger numbers, around 1,100 real-time displays are now required to equip all stops with more than 1,000 departing passengers every day. Work to install time displays was pushed back in order to progress here more quickly.</p>
<p><b>Safety and security measures</b></p> <ul style="list-style-type: none"> <li>• Fitting electronic door sensors and a light to signal that doors are closing for passengers with hearing impairments in Type V, T1, T, U11 and U2 underground vehicles. Deadline: 2019, Status: 🚧</li> <li>• Retrofitting type ULF B1 with video surveillance. Deadline: 2015, Status: new</li> <li>• Conversion of the E2 driver's cab to improve safety for drivers. Deadline: 2015, Status: new</li> </ul>			<p>Since 2014, all new buses have been equipped with passenger information monitors, video surveillance and LED interior lighting.</p>
<p><b>Further measures to promote customer satisfaction</b></p> <ul style="list-style-type: none"> <li>• Acquisition of five standard hybrid buses, 23 standard buses (EURO VI) and 56 articulated buses (EURO VI). Deadline: 2014, Status: ✓</li> <li>• Acquisition of 20 standard diesel-powered buses (EURO VI) and 55 articulated diesel-powered buses (EURO VI). Deadline: 2015, Status: new</li> <li>• Acquisition of 20 additional Type T1 traction units to reduce intervals on the U6 underground line. Deadline: Six units by 2013 and 14 units by 2014, Status: ✓</li> <li>• Acquisition of 156 ultra-low-floor trams. Receipt of first units: 2018, Status: new</li> <li>• Pilot project to create a service team with a standardised appearance at Wiener Linien's stations. This involves developing the tasks and activities of station caretakers and line service employees with a focus on greater visibility, improved passenger information and better customer service. Deadline: 2015, Status: new</li> </ul>			<p>The line service has a proactive and monitoring role. On the one hand, it is there to provide passengers with advice and support, e.g. at the ticketing machine. On the other, it pays attention to safety, cleanliness and convenience for everyone e.g. by addressing passengers who ignore the ban on eating and drinking in the vehicles or taking action when passengers are noisy or behave obtrusively.</p>

Targets and measures:	Dead-line	Status	Explanations
<p><b>Wiener Lokalbahnen: Barrier-free access to all stations of Wiener Lokalbahnen</b></p> <ul style="list-style-type: none"> <li>Barrier-free renovation of the Möllersdorf und Baden Josefsplatz stations. Deadline: 2014, Status: ✓</li> <li>Constriction of a new, barrier-free station at Baden Landeskrankenhaus. Deadline: 2015, Status: ✓</li> <li>Barrier-free renovation of the Neu Guntramsdorf and Pfaffstätten Rennplatz stations (previously: and Traiskirchen Lokalbahn). Deadline: 2016, Status: ↘</li> <li>Barrier-free renovation of the Traiskirchen Lokalbahn station. Deadline: 2019, Status: new</li> </ul>	2019	↗	The new 'Baden Landeskrankenhaus' stop was officially opened on 15 December 2014. The 36th Badner Bahn stop will in future provide an optimum connection for the new Landeskrankenhaus (provincial clinic) to the public transport network. It is equipped with wheelchair access and a guidance system for blind people.
<p><b>Wiener Lokalbahnen: Increasing customer satisfaction</b></p> <ul style="list-style-type: none"> <li>New ticketing machines: Completion of the rollout by equipping the Oper and Baden Josefsplatz stations with the new machines. Deadline: 2014, Status: ✓</li> </ul>	ongoing	↗	The new machines are more convenient to use and also enable cashless payment.
<p><b>WIPARK: Increasing customer satisfaction</b></p> <ul style="list-style-type: none"> <li>Setting up of a control centre with 24-hour support for all customer-related matters. Deadline: 2014, Status: ✓</li> <li>Further development of the ticketing system. Deadline: 2015, Status: new</li> </ul>	2015 (previously: 2014)	↗	The length of time to achieve this objective has been extended as another measure to improve customer satisfaction has been taken with the further development of the ticketing system.
<p><b>Wien Energie: Expanding the supply of cooling to achieve an installed cooling output of 200 MW</b></p> <ul style="list-style-type: none"> <li>Equipping the Vienna North Hospital (<i>Krankenhaus Nord</i>) with district cooling (10 MW). Deadline: 2014, Status: ✓</li> <li>Equipping the new main railway station (<i>Hauptbahnhof</i>) with district cooling (20 MW). Deadline: 2014, Status: ✓</li> <li>Upgrading the Spittelau refrigeration centre (3 MW). Deadline: 2016, Status: new</li> </ul>	2020	↗	The district cooling centre at the Vienna North Hospital was completed at the end of 2014. It is taken into service as soon as the customer requires cooling. The cooling project for the main railway station was taken into service in 2014.
<p><b>Wien Energie: Continued expansion of the Energy Centres sub-division</b></p> <ul style="list-style-type: none"> <li>Energiecomfort: Geographical market enlargement to central and western Austria through the construction of energy plants with an annual production capacity of 40,000 MWh. Deadline: 2015, Status: ✘</li> </ul>	2015	✘	In the course of restructuring at Energiecomfort, the focus of geographical market enlargement to central and western Austria is no longer significant.
<p><b>Wien Energie: Further expansion of services by Wien Energie to reduce cases of social hardship with regard to energy poverty</b></p> <ul style="list-style-type: none"> <li>Additional personnel for the ombudsman office for cases of social hardship. Deadline: 2014, Status: ✓</li> <li>Intensification of networking work to raise the profile of the ombudsman office among members of the professional public and within Wiener Stadtwerke. Deadline: 2015, Status: ↗</li> <li>Expansion of the cooperation with the City of Vienna as part of the programme to provide energy support (<i>Wiener Energieunterstützung</i>) in Vienna. Deadline: 2014, Status: ✓</li> <li>Development of a concept to design possible monthly consumption pattern for smart meters. New deadline: 2017 (previously 2015), Status: ↘</li> </ul>	2015	↗	The number of employees at the ombudsman office was increased from three to six in 2014. Awareness of the ombudsman office is rising due to participation at events such as the ECA conference on energy poverty and the ongoing networking meetings with social institutions and NGOs. The rollout of smart meters has been postponed and will start in 2017 at the earliest. The network operator is still working on the device specifications and how to handle smart meters. This work must be far enough along to be able to draw up the concept.



Targets and measures:	Deadline	Status	Explanations
<b>Wiener Netze: Preparation for the introduction of smart metering for electricity</b> <ul style="list-style-type: none"> <li>Implementation of the smart metering pilot project. Deadline: 2014, Status: transferred</li> <li>Preparation of the smart metering rollout for electricity and gas. Deadline: 2015, Status: transferred</li> </ul>	2015	transferred	<p>In the course of restructuring Wiener Netze, the smart meter electricity and gas divisions were merged.</p> <p>The previous objectives and measures were combined under 'Introduction of smart metering for electricity and gas'.</p>
<b>Wiener Netze: Preparation for the introduction of smart metering for gas</b> <ul style="list-style-type: none"> <li>Implementation of the third field test for the smart metering of gas. Deadline: 2014, Status: transferred</li> <li>Setting up of a test IT infrastructure for gas smart metering. Deadline: 2014, Status: transferred</li> <li>Analysis of the third field test for the smart metering of gas. Deadline: 2015, Status: transferred</li> </ul>	2015	transferred	
<b>Wiener Netze: Introduction of smart metering for electricity and gas</b> <ul style="list-style-type: none"> <li>Preparation and implementation of the tendering process to purchase the entire smart metering system. Deadline: 2016, Status: new</li> <li>Implementation of preparatory work to start the rollout. Deadline: 2016, Status: new</li> <li>Implementation of pilot projects for electricity and gas smart metering. Deadline 2016, Status: new</li> <li>Start of rollout of electricity and gas smart metering. Deadline: 2017, Status: new</li> </ul>	2017	new	<p>The joint smart metering system will be prepared by 2017.</p> <p>The preparations to introduce smart metering for electricity and gas have been delayed due to legal uncertainties and the merging of the two divisions in Wiener Netze. The rollout for electricity will begin before the gas rollout due to the fact that no legal regulations are yet in place for gas.</p>
<b>Wiener Netze: Increasing pressure in the gas network wherever technically required</b> <ul style="list-style-type: none"> <li>Increasing pressure in the network segments of the 2nd, 21st and 22nd Districts, as well as in Gerasdorf. Deadline: 2014, Status: ✓</li> <li>Increasing pressure in parts of the 11th District / Schwechat, Langenzersdorf and Traiskirchen. Deadline: 2015, Status: new</li> </ul>	around 2024	↗	<p>In the 2014 business year, over 4,000 household pressure regulators and 6,600 gas meter regulators were installed to increase pressure. This was increased to 60 millibar (mbar) in Favoriten Süd.</p>
<b>Wiener Netze: Construction of the new head office for Wiener Netze and optimisation of support processes (Smart Campus)</b> <ul style="list-style-type: none"> <li>Installation of a PV system at the new head office Smart Campus (previously: by Wien Energie). Employee participation (similar to citizen solar power plants) is being assessed. Deadline: 2016, Status: ↗</li> </ul>	2016	↗	<p>The work to build the company's new head office is on schedule.</p> <p>It is not allowed to decide ahead of time on a construction partner (e.g. Wien Energie) for a building of this size. Whether employee participation is possible will be addressed once the construction company has been selected and options evaluated.</p>
<b>Friedhöfe Wien: Boosting customer satisfaction</b> <ul style="list-style-type: none"> <li>Conduct of a customer satisfaction survey. Deadline: 2017, Status: new</li> </ul>	2017	new	<p>In 2014, it was decided to continue operating the bus service at the Vienna Central Cemetery financed by Friedhöfe Wien, despite the increase in costs.</p>

Targets and measures:	Dead-line	Status	Explanations
<p><b>Group: Increasing research and development activities as measured by the total sum of own and raised funds</b></p>	2015	✓	<p>In recent years, research and development activities have become increasingly significant in contributing to corporate development.</p> <p>An increasing amount of funds and more experts are being used to pursue research and development activities as well as innovation processes established.</p> <p>These underpin activities such as the setting up of a Group-wide FTI coordination office (from 2011) and an FTI innovation fund (from 2012), the implementation of interdisciplinary projects such as the URBEM doctoral programme together with the Vienna University of Technology and the Aspern Smart City Research (ASCR) project.</p>
<p><b>Group: Helping Vienna to develop into a smart city through research, technological development and innovation (German: FTI)</b></p> <ul style="list-style-type: none"> <li>• Involvement in the development of the Smart City Vienna strategy. Deadline: 2014, Status: ✓</li> <li>• E-taxis for Vienna: Research project to investigate open legal, organisational, technical and economic issues for taxi companies and charging point operators. Deadline: 2014, Status: ✓</li> <li>• Fleet management research project and mobility management: Development of an integrated vehicle fleet management system in which fleet vehicles are integrated and billed together with taxi, car sharing and public transport offers to optimise the existing fleet. Deadline 2015, Status: new</li> <li>• Research of smart city technologies at Seestadt Aspern (ASCR). Deadline: 2017, Status: ↗</li> <li>• Transform+ project: Development and testing of smart urban development processes and specific local pilot applications for smart city technologies. Deadline: 2016, Status: ↗</li> <li>• Urban energy and mobility system (URBEM) doctoral programme: Promoting and supporting ten research students with regard to individual strategic issues in this subject area. Deadline: 2016, Status: ↗</li> <li>• Evaluation of Wiener Stadtwerke's FTI activities. Deadline: 2015, Status: new</li> <li>• Increasing the information available about Wiener Stadtwerke's research and development activities on the Group's website. Deadline 2015, Status: new</li> </ul> <p>The FTI projects for e-mobility and new mobility forms also constitute a contribution to Vienna's development into a smart city. Other FTI projects in which Wiener Stadtwerke is involved are described here (in German): <a href="http://www.nachhaltigkeit.wienerstadtwerke.at/daseinsvorsorge/innovationen.html">www.nachhaltigkeit.wienerstadtwerke.at/daseinsvorsorge/innovationen.html</a>.</p>	2017	↗	<p>The key objective 2050 of the smart city Vienna is: To ensure the highest quality of life for every person in Vienna while conserving resources as much as possible. <a href="http://www.smartcity.wien.gv.at">www.smartcity.wien.gv.at</a></p> <p>Existing pools of fleet vehicles can be reduced and loads optimised by combining the company's own fleet with car-sharing, taxi and other public transport offers. This requires a system platform which can be used to plan, book and pay for these services centrally.</p> <p>Aspern Smart City Research GmbH (ASCR) develops innovative energy research projects focusing on the areas of ICT, buildings, networks and users using real-life data. This project is running from 2013 to 2018. Further information can be found at: <a href="http://www.ascr.at">www.ascr.at</a></p> <p>Wiener Stadtwerke is responsible for developing and piloting an e-delivery concept in the Liesing industrial area as part of the Transform+ project. The focus here is on delivery, repair and customer service transportation with battery-powered vehicles weighing up to 3.5 tonnes. The vehicles should be used by several companies via a pooling system. Further information can be found at <a href="http://www.transform-plus.at/index.php?id=5">www.transform-plus.at/index.php?id=5</a></p> <p>The URBEM doctoral programme initiated by Wiener Stadtwerke together with the Vienna University of Technology received the 2014 Sustainability Award in the category 'Research'. This award is bestowed by the Austrian Federal Ministry of Science, Research and Economy and the Austrian Federal Ministry of Agriculture, Forestry, Environment and Water Management. Further information can be found at <a href="http://urbem.tuwien.ac.at">urbem.tuwien.ac.at</a></p>

15:47

As soon as there is even a slight breeze in Vienna, it's all systems go. Go for green energy.

Lisa L. & David Sch.  
Wind Power Team, Wien Energie

”



# EMPLOYEES

Targets and measures:	Deadline	Status	Explanations
<p><b>Promoting the health of employees</b></p> <p><b>Reducing the accident rate for notifiable accidents at work</b></p> <ul style="list-style-type: none"> <li>Gradual evaluation of work-related psychological stress in the Group. Deadline: 2015, Status: ↗</li> <li>Further linking of medical services within the Group. Deadline: 2015, Status: ↗</li> </ul>	ongoing	↗	<p>The number of notifiable accidents at work rose to 355 in 2014 (prior year: 322). However, the accident rate continues to decline overall. In 2008, there were 28.3 accidents per 1,000 employees. In 2014, the ratio was 21.7 (prior year: 20.0).</p> <p>Around 65 percent of all jobs in the Group had been evaluated for psychological stress by the end of 2014 in accordance with employee protection legislation (<i>ASchG</i>). All of the jobs will have been evaluated by the end of 2015. The stresses identified vary depending on the occupational group.</p>
<p><b>Improving the working situation for employees with regard to demographic changes</b></p> <ul style="list-style-type: none"> <li>Implementing a concept to improve working time planning at Bestattung und Friedhöfe. Deadline: 2014, Status: ✓</li> <li>Further development of the leadership culture through the exchange of knowledge and experience. Deadline: 2014, Status: ✓</li> <li>Setting up and further developing practical-based knowledge management. Deadline: 2017, Status: new</li> </ul>	ongoing	↗	<p>The flexitime working model continued to be implemented in the funerals and cemeteries division. Existing working time models are being revised or redesigned as required.</p> <p>In order to further improve the leadership culture, a series of articles on the topic of the culture of mistakes and the role of managers was published in the employee magazine in 2014, among others, and a series of short presentations was held for junior managers and experts on the issues of leadership, self-motivation as well as alcohol and drug-dependency at work. The ImPulsKonferenz event was also introduced in 2014, where senior managers meet to discuss current management issues without a defined agenda. A total of five ImPulsKonferenz events were held in 2014.</p>
<p><b>Ensuring that personnels needs (both qualitatively and quantitatively) can be met on a long-term basis.</b></p> <p>Measures to improve quality / convenience</p> <ul style="list-style-type: none"> <li>Introduction of a mentoring programme for new employees during onboarding. Deadline: 2014, Status: ✓</li> <li>Reorganisation of the HR division (WIR HR 2015). Deadline: 2015, Status: ↗</li> <li>Gradual development and implementation of a Group-wide qualification model. Deadline: 2017, Status: ↗</li> <li>Implementation of another trainee programme in cooperation with the City of Vienna. Deadline: 2016, Status: new</li> <li>Implementation of an online job exchange. Deadline: 2016, Status: new</li> <li>Introduction of a recruitment software tool. Deadline: 2016, Status: new</li> <li>Redesigning the job magazine and overhauling vacancy announcements. Deadline: 2016, Status: new</li> </ul>	2017	↗	<p>The Group-wide mentoring programme was launched on 1 July 2014 and serves to complement the welcome day and the hop-on/hop-off tour. The aim of the mentoring programme is to make it easier for Wiener Stadtwerke employees when joining or transferring within the company, thereby successfully integrating them into daily work from the very beginning. Similarly, the aim of the online job exchange, the recruitment software tool and the redesigning of the job magazine and vacancy announcements is to promote mobility within the Group.</p>

Targets and measures:	Deadline	Status	Explanations
<p><b>Promoting women and equality</b></p> <ul style="list-style-type: none"> <li>• Raising the awareness of managers regarding equality and the promotion of women in the course of an event. Deadline: 2015, Status: new</li> <li>• Holding of an event for employees to encourage networking and dialogue within the WSTW Group (<i>Frauenfest</i>). Deadline: 2015, Status: new</li> <li>• Appealing more to women to apply for advertised positions (internal / external) to increase the share of women at work, particularly in occupational groups where women are under-represented. Start: 2015, Status: new</li> <li>• Preparation of a short annual report on the participation of men and women in training and further education measures. The aim of these short reports is to ensure equal access. Start: 2015, Status: new</li> </ul>	2020	new	As at 31 December 2013, women made up 16.0 percent of the Group's workforce.
<p><b>Wiener Linien: Boosting the culture of recognition at Wiener Linien</b></p> <ul style="list-style-type: none"> <li>• Holding training courses on the topic relating to the culture of recognition, acknowledgement of performance, giving feedback and dealing with mistakes (recognition workshops). Deadline: 2015, Status: new</li> <li>• Appointment of recognition coaches who help managers maintain and demonstrate respectful behaviour. Deadline: 2015, Status: new</li> <li>• Amendment of job descriptions (acknowledgement of performance). Deadline: 2015, Status: new</li> <li>• Preparation and signing of a recognition charter. Deadline: 2015, Status: new</li> </ul>	2015	new	<p>Several interlocking objectives come together to boost the culture of recognition (overriding objective):</p> <ul style="list-style-type: none"> <li>• Establishing a sound understanding of performance</li> <li>• Professional evaluation of performance</li> <li>• Promoting the giving of feedback and handling of mistakes</li> <li>• A greater degree of respectful communication</li> </ul>

”

For me,  
Wiener Stadtwerke  
means the supply of  
energy, mobility and a  
secure job.

17:09

Marija M.  
Office clerk, Wiener Stadtwerke head office





# SOCIAL ENVIRONMENT

Targets and measures:	Dead-line	Status	Explanations
<p><b>Group: Implement the ten principles of the UN Global Compact</b>            We are working to achieve this objective by applying our code of conduct, as well as implementing a range of measures with regards to our employees, as well as to gradually introduce certified management systems in the organisation.</p>	ongoing	➔	Wiener Stadtwerke has long felt committed to the principles of the United Nations in respect of human rights, working standards, environmental protection and anti-corruption, which is why it joined the UN Global Compact in 2008. We are not entirely satisfied with the progress made in implementing the principles, even though much has been achieved since we joined, not least because there has been further delays to the Group-wide introduction of management systems for the environment, occupational safety and quality.
<p><b>Group: Supporting the voluntary activities of employees</b>            • Launch of the YoungCaritas project. Deadline: 2014, Status: ✓</p>	2014	✓	Five trainees from different Group companies participated in the YoungCaritas project in 2014, dealing increasingly with the issues of poverty and social exclusion (prejudices).
<p><b>Group: Preserve cultural heritage</b></p> <ul style="list-style-type: none"> <li>• Bestattung und Friedhöfe Wien: Opening of the museum at the Vienna Central Cemetery. Deadline: 2014, Status: ✓</li> <li>• Wiener Linien: Opening of the transport museum in the former Erdberg depot. Deadline: 2014, Status: ✓</li> <li>• Wiener Linien: Comprehensive historic preservation measures in the course of renovating the Stadtpark station designed by Otto Wagner. Deadline: 2015, Status: new</li> <li>• Wiener Linien: Comprehensive historic preservation measures in the course of renovating the Alser Strasse (U6) station designed by Otto Wagner. Deadline: 2016, Status: new</li> <li>• Wiener Linien: Comprehensive historic preservation measures in the course of renovating the Währinger Strasse and Nussdorfer Strasse stations designed by Otto Wagner. Deadline: 2020, Status: new</li> </ul>	2020 (previously: 2014)	➔	The new funeral museum was opened on 13 October 2014. It is open on weekdays from 9:00 am to 4:30 pm. The transport museum welcomed its 10,000th visitor on 21 January 2015. During the renovation of the Otto Wagner stations, the original elements will, for instance, be expertly restored rather than replaced, as far as is technically possible. Similarly, the platform tiling will be restored to its original appearance.
<p><b>Group: Supporting art and culture</b></p> <ul style="list-style-type: none"> <li>• WIPARK: Erection of piece of artwork at the entrance to and exit of the Freyung underground car park. A rehearsal area for musicians will also be built in this car park. Deadline: 2015, Status: new</li> </ul>	2015	new	

# ORGANISATION

Targets and measures:	Deadline	Status	Explanations
<p><b>Group: Boosting organisational efficiency through process optimisation and ensuring the optimum use of resources, particularly in the energy division</b></p> <ul style="list-style-type: none"> <li>• Wien Energie: Analysis of the company to identify potential synergies (e.g. maintenance). Deadline: 2015, Status: ↗</li> <li>• Wien Energie: Further strengthening of customer-focused sales. Deadline: 2015, Status: ↗</li> <li>• Wiener Netze: Ensuring the conservative use of resources through process optimisation. Deadline: 2017, Status: ↗</li> </ul>	2017	↗	
<p><b>Group: Prioritisation of non-financial performance indicators from the viewpoint of stakeholders</b></p> <ul style="list-style-type: none"> <li>• Implementation of the 'Measuring Shared Value' project by means of three stakeholder workshops. Deadline: 2015, Status: new</li> </ul>	2015	new	
<p><b>Group: Optimisation of the Group management process</b></p> <ul style="list-style-type: none"> <li>• Derivation of corporate targets in the Group management process, Deadline: 2015, Status: new</li> </ul>	2015	new	The company's targets are derived from the Group management process.
<p><b>Group: Completion of the gradual introduction of certified environmental management systems at all relevant company facilities</b></p> <ul style="list-style-type: none"> <li>• Wien Energie: Certification of the entire Simmering site according to EMAS as well. Deadline: 2014, Status: ✓</li> <li>• Wien Energie: Certification of the environmental and occupational safety management system according to EMAS, ISO 14001 and OHSAS 18001 at the Donaustadt 3 power plant including ancillary facilities. Deadline: 2015, Status: ↗</li> <li>• Wien Energie: Setting up an environmental management system in the administration including certification according to ISO 14001. New deadline: 2015 (previously: 2014), Status: ↘</li> <li>• Energiecomfort: Expansion of the quality management system to become an integrated quality and environmental management system. New deadline: 2016 (previously: 2014), Status: ↘</li> <li>• Wiener Netze: Extending the certification according to ISO 14001 to include the entire Wiener Netze GmbH. Deadline: 2015, Status: new</li> <li>• Friedhöfe Wien: Setting up an environmental management system for the Südwest cemetery including certification according to EMAS. New deadline: 2018 (previously: 2016), Status: ↘</li> <li>• Vienna crematorium: Setting up of an environmental management system for the crematorium including certification according to ISO 14001. New deadline: 2015 (previously: 2014), Status: ↘</li> <li>• Group: Integration of an environmental management system into the quality management system of Wiener Stadtwerke Holding AG including certification according to ISO 14001. Deadline: 2015, Status: new</li> <li>• Wiener Lokalbahnen: Setting up an environmental management system for Wiener Lokalbahnen AG, Wiener Lokalbahnen Cargo GmbH and Wiener Lokalbahnen Verkehrsdienste GmbH including certification according to ISO 14001. Deadline: 2015, Status: new</li> <li>• Wien Energie: Setting up an environmental management system for Wien Energie Bundesforste Biomasse Kraftwerk GmbH &amp; Co KG including certification according to ISO 14001. Deadline: 2015, Status: new</li> </ul>	2016 (previously: 2015)	↘	<p>Wien Energie's environmental management system was extended to include the departments for servicing customer equipment and material management. The certification audit took place in April 2015.</p> <p>Energiecomfort has largely implemented an integrated quality and environmental management system. The project was put on hold in 2015 due to the restructuring of Energiecomfort. An energy management system was implemented instead. Certification was performed in December 2014.</p> <p>The environmental management system at the Vienna crematorium was certified in April 2015.</p>

Targets and measures:	Dead-line	Status	Explanations
<p><b>Group: Completion of the introduction of certified quality and safety management systems at all relevant company facilities</b></p> <ul style="list-style-type: none"> <li>• Wien Energie: Introduction and certification of an integrated quality and environmental management system at relevant sites. New deadline: 2017 (previously: 2015), Status: ⚡</li> <li>• Wiener Netze, gas division: Expansion of the integrated management system including an energy management system according to EN 50001, including certification. Deadline: 2014, Status: transferred to the widening of the certification according to ISO 14001 to including the entire Wiener Netze.</li> <li>• Friedhöfe Wien: Setting up of a quality management system for the customer service including certification according to ISO 9001. Deadline: 2016, Status: ⚡</li> <li>• Holding: Setting up of a quality management system including certification according to ISO 9001. Deadline: 2016, Status: new</li> </ul>	<p>2017 (previously 2015)</p>	<p>⚡</p>	<p>The introduction of integrated quality and environmental management systems at Wien Energie has been postponed due to the fact that the post-merger integration of Fernwärme Wien has not yet been fully completed.</p>

”

01:12

Tonight I will  
once again ensure  
that many revellers  
get home safely.

Gerhard A.  
Night bus driver, Wiener Linien



# UN GLOBAL COMPACT COMMUNICATION ON PROGRESS 2014

Wiener Stadtwerke has been a member of the UN Global Compact since 2008. We are committed to its ten principles. With regard to the principles that affect our business activities, we integrate corresponding requirements into our business processes and set ourselves targets in our sustainability programme.

Global Compact requires its members to submit an annual report on progress made.

The following table provides a list of the associated guidelines and organisational systems, and details the progress made. The page numbers refer to the corresponding sections in the 2013 sustainability report.

You can find more information on our sustainability portal at [nachhaltigkeit.wienerstadtwerke.at](http://nachhaltigkeit.wienerstadtwerke.at).

No developments have been detailed for Principles 1 to 5 in 2014. The reason for this is that supporting human rights is a matter of course for both Wiener Stadtwerke and the country of Austria as a whole. There are no cases of forced or child labour in our company or in our surroundings. This is why these topics have not been explicitly addressed in our sustainability guidelines or in the sustainability programme.

You can find further explanations in our commitment to protecting human rights and preventing forced and child labour (in German only), which is available for download from our [sustainability portal](#).

	Commitment and systems	Developments in 2014
<p><b>PRINCIPLE 1</b> Supporting human rights</p> <p><b>PRINCIPLE 2</b> Ensuring non-complicity in human rights abuses</p>	<p><b>Commitment</b> Commitment to protecting human rights and preventing forced and child labour. » Download from the <a href="#">sustainability portal</a> (only in German)</p>	
<p><b>PRINCIPLE 3</b> Upholding the freedom of association and of the right to collective bargaining</p>	<p><b>Commitment</b> Sustainability guidelines » see the <a href="#">sustainability portal</a></p> <p><b>Systems</b> Personnel representation for permanent employees, works council for contractual civil servants and employees under collective employment agreements.</p>	
<p><b>PRINCIPLE 4</b> Elimination of all forms of forced and compulsory labour</p> <p><b>PRINCIPLE 5</b> Abolition of child labour</p>	<p><b>Commitment</b> Commitment to protecting human rights and preventing forced and child labour. » Download from the <a href="#">sustainability portal</a></p>	
<p><b>PRINCIPLE 6</b> Elimination of discrimination</p>	<p><b>Commitment</b> Wiener Stadtwerke's code of conduct » see the <a href="#">website of Wiener Stadtwerke</a> Sustainability guidelines » see the <a href="#">sustainability portal</a> Anti-discrimination manual » see the <a href="#">sustainability portal</a> Commitment to barrier-free public transport. » see the <a href="#">sustainability portal</a></p> <p><b>Systems</b> Equal opportunities officer and the woman's development plan. » see the <a href="#">sustainability portal</a></p>	<p><b>2014 measures</b> Participation in the so-called Daughter's Day 2014. » see the <a href="#">sustainability portal</a> Inclusion of the objective 'Promoting women and equality' in the sustainability programme. » see <a href="#">page 17</a> Switch to ultra-low-floor trams (ULF). » see <a href="#">page 10</a> Barrier-free renovation of the Möllersdorf and Baden Josefsplatz stations; construction of a new, barrier-free station at Baden Landeskrankenhaus. » see <a href="#">page 12</a> Introduction of a multi-sensory infopoint by Wiener Linien. The multi-sensory infopoint MUSIP provides videos in sign language, audio-amplifying equipment, read-out functions, tactile planning fields and buttons to enable barrier-free use.</p> <p><b>2014 results</b> The proportion of women in the workforce is gradually rising. It increased from 14.7 percent in 2007 to 17 percent in 2014. In 2014, 258 of 1,140 new appointments were women (23 percent). » see the <a href="#">sustainability portal</a> Wiener Linien won the eAWARD plus a state award for the barrier-free infopoint MUSIP.</p>



	Commitment and systems	Developments in 2014
<p><b>PRINCIPLE 7</b> Precautionary approach to environmental challenges</p> <p><b>PRINCIPLE 8</b> Initiatives to promote greater environmental responsibility</p>	<p><b>Commitment</b> Sustainability guidelines » see the <a href="#">sustainability portal</a></p> <p><b>Systems</b> Environmental and integrated management systems » see the <a href="#">sustainability portal</a> Sustainability management e.g. with sustainability officers and sustainability working groups on climate protection, environmentally-friendly procurement, management systems and sustainability communication » see the <a href="#">sustainability portal</a></p>	<p><b>2014 measures</b> Increasing the energy efficiency of Wiener Linien's rail-bound units by purchasing vehicles capable of energy recovery. » see <a href="#">page 5</a>. Optimisation of energy production at the Spittelau waste incineration plant and construction of the Arsenal heating plant. » see <a href="#">page 5</a>. Construction of three company buildings for Wiener Linien in an energy-efficient way. » see <a href="#">page 6</a>. Replacement of the old data processing centre on Pelikangasse with the new, energy-efficient data centre in Floridsdorf. » see <a href="#">page 6</a>. Definition of measures to protect and promote biodiversity in Vienna's cemeteries. » see <a href="#">page 6</a>. Settling of ten bee colonies in the natural garden at the Vienna Central Cemetery. » <a href="#">Sustainability portal</a> The projects in the area of renewable energies are listed under Principle 9.</p> <p><b>2014 results</b> Maintaining the share of local public transport in Vienna's modal split at 39 percent. In 2014, around 913 million passengers used public transport in Vienna, 1.4 percent more than in the previous year. Figures regarding the development of CO<sub>2</sub> emissions, air pollution emissions, waste production and water consumption can be found on the » <a href="#">Sustainability portal</a></p>

	Commitment and systems	Developments in 2014
<p><b>PRINCIPLE 9</b> Development and diffusion of environmentally friendly technologies</p>	<p><b>Commitment</b> Sustainability guidelines » see the <a href="#">sustainability portal</a></p> <p><b>Systems</b> 'Solar Kraft' offers by Wien Energie. » see the <a href="#">Wien Energie website</a> Energy-saving advice » see the <a href="#">sustainability portal</a> FTI coordination and internal FTI budget. » see <a href="#">page 14</a></p>	<p><b>2014 measures</b> Enlargement of the Steinriegel wind farm to include 11 additional wind turbines. The entire wind farm now has a capacity of 38.8 MW. Construction of the citizen solar power plants 'HTL Wien 10' (255 kWp) and WIPARK Siebenhirten (132 kWp) » see the <a href="#">citizen solar power plants website</a> Launch of the 'Solarkraft Einfach Nutzen' product, which makes it easier for customers to use their roof areas or land for photovoltaic energy production. Wien Energie plans, funds, builds and operates the photovoltaic installation. The customers can use the electricity produced themselves or feed it into the grid. Commissioning of the Simmering high-pressure heat storage tank Construction of a district cooling facility for the Vienna North Hospital (<i>Krankenhaus Nord</i>) (completion 2015) Introduction of LED technology for street lighting in Mödling. » see <a href="#">page 5</a>. Development of energy-efficient thermal vehicle components. » see <a href="#">page 5</a>. Continuation of the 'Urban Mining' project in which an infrastructure catalogue with resources in structures is being prepared. Start of the 'Operational Mobility Management' project in which a platform is being developed to enable company vehicles to be used in an easier, more efficient and more sustainable way. Conclusion of the SMILE research project, in which a prototype for a multi-modal mobility platform is being developed and piloted. Continuation of the research cooperation with the Vienna University of Technology. see » the <a href="#">Wiener Stadtwerke website</a> for more information about upcoming and other research and innovation projects.</p> <p><b>2014 results</b> The amount of electricity produced from renewable energies (water, wind, solar and biomass) declined by 115 MW (-12 percent) in 2014 to 814 MW. This was due, among other things, to low water levels in the rivers Inn and Danube.</p>
<p><b>PRINCIPLE 10</b> Anti-corruption measures</p>	<p><b>Commitment</b> Wiener Stadtwerke's code of conduct » see the <a href="#">website of Wiener Stadtwerke</a></p> <p><b>Systems</b> Group compliance officer and compliance officers in the divisions.</p>	<p><b>Measures</b> Holding of training courses on compliance and anti-corruption</p> <p><b>2014 results</b> From 2012 to July 2014, a total of 77 training courses were held to cement the new anti-corruption guidelines in the Group, taking the form of classic large-group training courses as well as small, more personal group training courses and numerous online courses. see » <a href="#">2013 sustainability report</a> (in German, p. 72)</p>



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact**.

We welcome feedback on its contents.

”

We sort everything out  
at night for the 2.5  
million passengers  
during the day. Safety is  
our top priority.

03:17

Thomas W. & his team,  
Train maintenance employee, Wiener Linien



# NOTES



WIENER LINIEN | WIPARK | WIENER LOKALBAHNEN | WIEN ENERGIE | WIENER NETZE | BESTATTUNG & FRIEDHÖFE WIEN  
THE STRONG BRANDS OF WIENER STADTWERKE