

Sustainability Report 2021

including environmental statement pursuant to the
EMAS regulation



Flughafen Wien AG

www.viennaairport.com

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Dear readers!

This sustainability report covers the years 2018 to 2021. Half of these years were marked by massive setbacks in aviation. This also had a strong influence on the development of the key indicators. Although all consumption figures fell sharply in absolute terms, the absolute figures measured in terms of traffic units rose significantly in contrast, as the utilisation of the infrastructure fell massively.

At the time of publishing (end of 2022), we are at the historic turning point of eleven years of systematic work towards energy efficiency and emissions reduction.

As of 1 January 2023, Vienna Airport will run its operations in a completely CO₂-neutral manner. Compared to 2011, 33,170 tonnes (as of 31 December 2022) of CO₂ have been saved.

Here are the most important facts: Flughafen Wien AG has reduced its energy consumption by around 45% and its CO₂ emissions by around 72% since 2011. From mid-2022 onwards, Vienna International Airport will purchase the district heating supplied by the nearby OMV refinery in a completely CO₂-neutral manner. The electrical energy is already purchased in a CO₂-neutral manner. This means that only the CO₂ share caused by the use of fossil fuels for ground-based vehicles and equipment will have to be compensated from 2023 onwards.

In order to achieve this goal, which we had actually set for 2030, numerous individual measures were necessary. After all, sustainability is not the result of one single measure, but requires long-term planning and many individual measures. We would like to take this opportunity to express our sincere thanks to our employees who have helped to achieve this outstanding success.

Important milestones on this long journey included the construction and successful commissioning of Austria's largest photovoltaic plant and the construction of our geothermal air-conditioned office complex Office Park 4 with the AirportCity Space, for whose sustainability we were also recognised with several awards.

However, there is no reason to sit back and relax now. There are still many large and small initiatives that we will optimise. For example, the doubling of our photovoltaic areas to around 45 ha is already under construction and will be put into operation in 2023.

The next goal will be to achieve Net Zero in the operation of the airport. By using Sustainable Aircraft Fuels (SAFs) or synthetic aircraft fuel, aviation as a whole will also reduce its CO₂ emissions and achieve CO₂ neutrality by 2050 despite the expected growth.

Selected key data of Flughafen Wien Group

	Unit	2017	2018	2019	2020 ¹	2021 ¹
Area covered by Vienna Airport	km ²	10	10	10	10	10
Passengers at Vienna Airport	mn	24.4	27.0	31.7	7.8	10.4
Cargo (air cargo and tracking) at Vienna Airport	Tonnes	287,962	295,427	283,806	217,888	261,299
Aircraft movements (scheduled and charter) at Vienna Airport	Number	224,568	241,004	266,802	95,880	111,567
Traffic units ² at Vienna Airport	Number	26,496,620	29,238,913	33,716,888	9,343,564	12,126,907
Total revenue	€ mn	753.2	799.7	857.6	333.7	407
EBIT	€ mn	191.8	220.8	252.3	-86.5	20.0
Net profit ³	€ mn	126.9	151.9	175.7	-75.7	6.6
Equity ratio	%	58.7	60.1	60	60.1	63.4
Capital expenditure	€ mn	103.6	165.7	171.8	79.9	51.6
Working population at the site	Number	Approx. 20,000	Approx. 22,500	Approx. 22,500	Approx. 22,500	Approx. 20,000
Employees ⁴	FTE	4.328	4.555	5.341	4.936	4.376
	4,328	4,555	5,341	4,936	4,376	5,384
Employee headcount ⁵	Number	5,461	5,958	6,805	6,182	5,384
Proportion of women	%	20.9	23.3	27.0	26.0	25.0
Average age ⁶	Years	41.9	41.8	41.9	42.9	44.0
Employees on parental leave (m/f)	Number	17/65	19/74	15/93	15/117	15/118
Proportion of female executives	%	14.1	13.2	12.6	13.1	14.0
Reportable accidents per 1,000 employees	Number/1,000 employees	25.2	29.3	29.9	14.0	18.4
Electricity consumption	kWh/TU	3.5	3.2	2.7	7.1	5.5
Heat consumption	kWh/TU	2.0	1.7	1.5	4.0	3.0
Cooling consumption	kWh/TU	1.1	1.1	0.9	1.8	1.5
Fuel consumption	kWh/TU	1.2	1.2	1.1	1.9	1.8
Total energy requirements	kWh/TU	6.7	6.1	5.3	13.0	10.3
CO ₂ emissions	kg/TU	1.1	0.7	0.6	1.3	1.1
Total waste	kg/TU	0.2	0.2	0.1	0.2	0.2
Water consumption	l/TU	16.8	14.3	13.2	32.8	21.0
Wastewater	l/TU	14.0	12.7	10.4	20.2	15.8

1) In 2020 and 2021, the coronavirus pandemic significantly affected passenger numbers and employees at the airport. Working from home and short-time work led to very low utilisation of airport infrastructure and had a major impact on the figures per traffic unit. The figures for 2020 and 2021 are therefore not directly comparable with those of previous years.

2) One traffic unit (TU) is equivalent to one passenger or 100 kg of air cargo or airmail

3) Net profit before non-controlling interests

4) Weighted full-time equivalent (FTE) as of 31 December

5) Headcount: number of all employment relationships of the consolidated Flughafen Wien Group in Austria in the relevant year

6) At Flughafen Wien AG

About this report

The central priorities of our corporate activities are to use natural resources sparingly, to treat our employees with respect, resulting in the implementation of an employee-focused corporate culture, and to be considerate of the needs of our neighbours. Flughafen Wien AG endeavours to maintain ongoing dialogue with its stakeholders and to report continuously on its activities, developments and key performance indicators in the areas of business, social matters and the environment.

The key sustainability indicators are updated annually on our website at https://www.vien-naairport.com/sustainability_report. As a result of the pandemic, we are now also publishing a full sustainability report again after four years, which gives an account of the attainment of the targets set in the period from 2018 to 2021 and reports on new projects. In previous years, there was a particular focus on the objective of becoming more efficient and reducing the emissions caused by Flughafen Wien AG.

The internationally recognised stakeholder initiative GRI has developed standards for sustainability reporting to ensure transparency and guarantee comparability. The content, data and figures in this report have been selected and are presented in accordance with the standards of the Global Reporting Initiative (GRI Standards) from 2016.

FWAG's sustainability report for 2018–2021 has been drawn up to application level "In Accordance Core" and moreover includes the additional sector-specific indicators for airport operators. The report has been externally verified by TÜV Süd.

Environmental statement pursuant to EMAS

The "Environment and climate protection" section and the environmental part of the sustainability programme also serve as the environmental statement in accordance with the Eco-Management and Audit Scheme (EMAS). This part has also been validated within the meaning of the EMAS regulations.

Reporting scope

The contents and key data of this report refer essentially to the years 2018 to 2021. To ensure the report is up to date, measures and projects from 2022 are also described. The reporting scope and the scope of application of the environmental management system pursuant to EMAS primarily encompass the Flughafen Wien Group, including all domestic subsidiaries where an investment of more than 50% is held apart from CAT (see the company organisational chart on page xx for this). Deviations from the above reporting scope with regard to key performance indicators or data are identified at the relevant points.

Selection of topics and materiality process

The relevant topics for the Flughafen Wien Group with regard to sustainability are shown in the Materiality Matrix. Building on the process of creating the matrix for previous reports, the relevant topics were discussed with the relevant managers and evaluated with regard to the requirements of selected stakeholders. The latter was achieved among other things by using a questionnaire that the persons responsible for specific topics completed from the perspective of their customers. In addition, aspects and issues arising from regular stakeholder communication, such as the dialogue forum and regular customer surveys, as well as from environmental and quality management and the social area were also incorporated.

For each topic, the final Materiality Matrix shows the relevance for stakeholders (vertical axis) and the extent of the ecological and societal impact (horizontal axis). In short: How important is the topic from the stakeholders' perspective? Where does the airport have a big impact on environmental protection or social development?

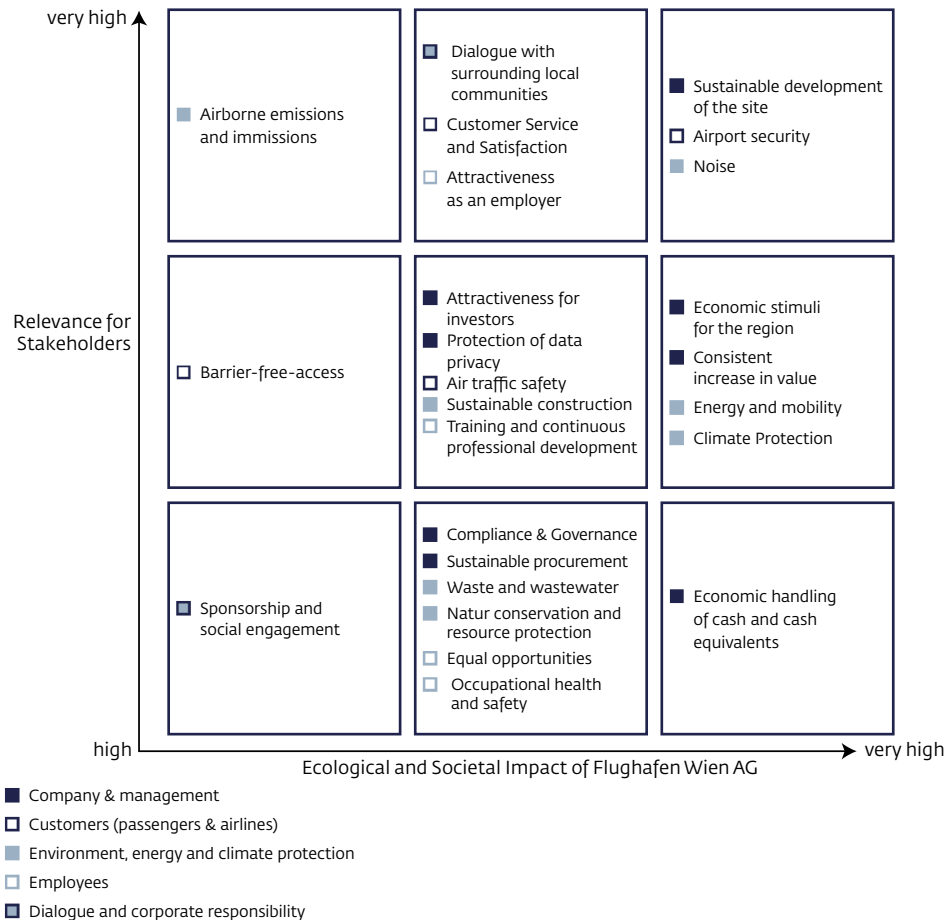
The more relevant a topic with regard to these two factors, the more sustainability management has to concentrate on this topic, taking economic effects into account.

On the basis of the Materiality Matrix, 25 topics were defined as material for Flughafen Wien AG. They are grouped into five topic areas and presented in detail in this report.

As part of sustainability management, the Materiality Matrix is regularly reviewed and adjusted according to stakeholders' interests.

The key performance indicators that are quoted in the sustainability report are updated annually on the Internet at www.viennaairport.com/sustainability_report, and a hard copy is provided when needed. More extensive and detailed documents are available on this web page for the interested reader.

Materiality Matrix – Flughafen Wien AG's sustainability issues



Airport and sustainability

We regard sustainable business activity as a precondition for the success of the Flughafen Wien Group. That is why we act according to the precautionary principle and work towards continually enhancing our processes, products and services not only in economic terms, but also from ecological and social perspectives. In this process, the core values of our mission statement are the guiding principles for our sustainable commitment. That we were rewarded for our efforts with Airports Council International (ACI)'s "Best European Airport" prize in 2022 confirms that we are heading in the right direction.

Our vision

We are one of Europe's leading airports because we meet the needs of our customers as a key east-west hub with a professional approach and a focus on service.

Object of the company

The Flughafen Wien Group pursues a sustainable growth strategy at the site and creates the necessary conditions to make use together with its partners of the many opportunities and varied potential in aviation and thus to consistently pursue its primary goal, the sustainable increase of its enterprise value. FWAG will strive to strategically strengthen and expand upon its position in growing international aviation in the coming years. In addition, there is still considerable potential for growth in the area of retail and properties.

The primary strategic sustainability goals are the minimisation of the negative environmental impact of airport operations and a continuous improvement in energy efficiency.

Four strategic approaches serve as the key factors for achieving our corporate objectives:

- » Develop earnings potential and make optimum use of existing potential
- » Ensure high productivity and profitability
- » Strengthen the position as a hub and satisfy customer requirements even better
- » Support and respect employees

These approaches are translated into concrete measures for all parts of the company.

FWAG's strategy is expressed in four corporate values:

- » **Customer orientation:** Our top priority is to meet the needs of our customers. We see ourselves as service providers. We treat our customers in a friendly and respectful manner, taking account of their individual wishes. Fair dealing and honest communication with our customers and business partners is important for us. Here we leave nothing to chance and set high standards with our compliance system.
- » **Professionalism:** Our work is characterised by the highest levels of professionalism and commitment. We are proud that we perform our tasks carefully, reliably and safely, and we integrate new technologies and procedures into our processes to make further improvements. As a professional team, we manage the various aspects of sustainability and deal

with current challenges in a professional manner. We set ambitious sustainability targets and report regularly on our progress, for example in climate protection, where we will operate Vienna Airport on a carbon neutral basis from 2023, or in the matter of security, where our security concept ensures airport operations are carried out without danger and minimises risks.

- » **Efficiency:** We use our economic and natural resources and energy sparingly, efficiently and responsibly. We consider ourselves to be an economic engine in the region and want to distinguish the region through a well thought out development of the site into "Airport-City". In doing so, intensive dialogue with our stakeholders is a key focus, as we want to design a sustainable (regional) development together.
- » **Respect:** We treat each other with trust and honesty, seeing errors as an incentive to improve. We respect the views and achievements of others, and we provide mutual support. In their diversity, the employees of Flughafen Wien AG are a factor driving the success of our company, a factor we want to nurture and extend. For this reason, we want to make even more efforts for an attractive working environment, equality of opportunity and providing interesting career options.

Sustainability management of Flughafen Wien AG

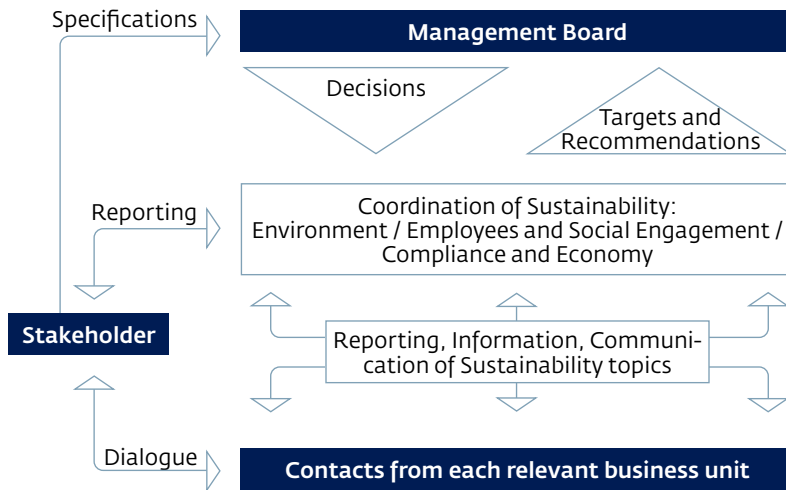
In order to firmly establish and continuously develop sustainability as a part of its corporate activity, in 2014 Flughafen Wien AG implemented a sustainability management system and defined a sustainability programme from which targets and measures are derived. These are reviewed and adjusted on an ongoing basis. The sustainability programme can be found in the appendix.

The core sustainability management team comprises three officers from the fields of Environment, Human Resources and Social, and Compliance and Economy. The Environment and Sustainability Management department is responsible for coordinating and implementing the sustainability agendas and reports directly to the Management Board. It discusses the latest developments and evaluates the implementation of the sustainability program in coordination meetings.

The core team has contacts from each relevant corporate division, who report on the specific implementation of the measures and on new developments.

The ascertained key indicators and data on which this sustainability report is based are continuously updated by the Environment and Sustainability Management department.

Flughafen Wien AG's sustainability organisation



Sustainability organisation of Flughafen Wien AG

Sustainability report

The sustainability report gives an account of how far the targets derived from the sustainability programme have been achieved and reports on new developments and future targets. The figures and data from the sustainability report as well as supplementary and in-depth material are brought up to date once a year on the Internet at www.viennaairport.com/sustainability_report. Interested readers can thus form their own picture of the current development of the company even in the intervening period between the dates when the printed sustainability report is published.

Sustainable Development Goals (SDGs)

In order to meet the challenges of a globalised world in a sustainable manner, the member states of the United Nations have adopted shared Sustainable Development Goals (SDGs). These goals are general, universal goals for all member states of the United Nations, which were enacted in September 2015 as successors to the Millennium Development Goals. By 2030, everyone in the world should be able to live in a fairer, richer and more peaceful society. In addition, these goals are intended to result in sustainable, global economic advancement, and they are aimed equally at developing, emerging and industrialised countries. The worlds of business and politics are therefore called upon to achieve these 17 Sustainable Development Goals together.

Flughafen Wien AG is committed to the SDGs and believe it has a duty to make an active contribution.



FWAG pays particular attention to the goals on which the Airport has a direct influence. The Flughafen Wien Group's contributions to SDGs 3, 5, 6, 7, 8, 9, 10, 11, 12, 13, 15 and 16 are listed in the GRI Index table in the appendix.

EU taxonomy

In December 2019, the EU Commission introduced the European Green Deal with the aim of reducing net emissions of greenhouse gases in the EU to zero and thus becoming climate-neutral by 2050.

To this end, it developed the EU Sustainable Finance Taxonomy, or EU Taxonomy — a classification system for clearly defining “environmentally sustainable” business activities.

The reporting obligation was defined as of 1 January 2022 and includes:

- » identifying and evaluating activities relevant to environmental sustainability
- » assessing their conformity with the taxonomy
- » transferring the sustainability assessment into financial indicators

The company has to classify its economic activities and business models in terms of relevance to the taxonomy. The following six environmental objectives were defined:

- » Climate change mitigation
- » Climate change adaptation
- » Protection of water and marine resources
- » Transition to a circular economy
- » Pollution prevention and control
- » Protection of biodiversity and ecosystems

Binding regulations have already been published for the first two climate targets — climate change mitigation and climate change adaptation. The Flughafen Wien Group has therefore carried out a review, examined individual activities for their taxonomy eligibility and derived taxonomy indicators from this for its environmental economic activities.

The four further environmental objectives of protection of water and marine resources, transition to a circular economy, pollution prevention and control, and protection of biodiversity and ecosystems will be considered as of 2022.

In 2021, the Flughafen Wien Group began realigning its financial reporting with the new reporting requirements. The delegated acts published to date only cover some of the relevant industries and sectors. Therefore, further economic activities may be categorised as relevant for the Flughafen Wien Group in future as further acts and clarifications are published and further developments unfold.

Share of taxonomy-eligible economic activities in total revenue, capex and opex

2021	Basis in € million	Thereof taxonomy-eligible in %	Thereof taxonomy-eligible in € million
Revenue	407.0	13.4	54.7
Capex	51.6	27.3	14.1
Opex	26.3	3.2	0.8

Responsible corporate governance

The management is committed to responsible corporate governance and signed up to the Austrian Corporate Governance Code back in 2003. The Code as currently amended can be accessed at www.corporate-governance.at.

The current corporate governance report of Flughafen Wien AG can be viewed at: www.viennaairport.com/en/company/investor_relations/corporate_governance.

Working procedure of the Management Board

The Management Board manages the business on the basis of laws, the Articles of Association and Rules of Procedure. The Rules of Procedure govern the allocation of duties and cooperation within the Management Board. They also describe the Management Board's information and reporting duties as well as a catalogue of measures that required approval by the Supervisory Board. Julian Jäger and Günther Ofner are responsible as equal members of the Management Board for the management of the company. Management work is conducted together with the division heads on a co-operative basis and as a management team. The Management Board meets weekly to discuss current business performance and to make decisions that require the approval of the entire Board. Members of the Management Board also regularly exchange information regarding relevant activities and events.

Working procedure of the Supervisory Board

The Supervisory Board comprises ten shareholder representatives and five delegates from the Works Council. All members of the Supervisory Board of Flughafen Wien AG have declared that they are independent in accordance with the guidelines of the Austrian Corporate Governance Code.

The Supervisory Board monitors the management and has set up committees that are intended to improve the efficiency of Supervisory Board work processes and also deal with complex issues. Further information on the individual Supervisory Board committees can be found in the corporate governance report at: www.viennaairport.com/en/company/investor_relations/corporate_governance

Internal audit

An internal audit department has been set up within the company. The field of its audit work here encompasses all commercial, technical and IT issues, especially the effectiveness of the internal control system (ICS), where the key criteria are validity, legality and cost–efficiency. The department draws up its audit programme paying particular attention to the findings of the company's risk management. The audit programme is approved by the Management Board, presented to the Supervisory Board and discussed with the auditor. The staff of Internal Audit is also made particularly aware of the issue of corruption prevention. The audit results are regularly reported to the Management Board and also in abridged form to the Supervisory Board and the auditor.

Risk management

FWAG uses a risk management system (RMS) that identifies, analyses, assesses and suitably handles relevant risks.

The risks relevant to the Flughafen Wien Group include:

Economic and political risks

The development of business is significantly influenced by global, European and regional aviation trends, which in turn are dependent on general economic conditions. Economic fluctuations can therefore have a decisive influence on the business performance of the company. COVID recovery and Russia's attack on Ukraine are currently predominant issues at both European and national level.

Legal risks

In order to rule out liability on the part of management or the Management Board in the event of non–compliance with legal requirements, compliance with the regulations is ensured through internal guidelines, particularly the Issuer Compliance Guideline and the Market Abuse Regulation (MAR). The necessary non–disclosure areas have been established in FWAG to ensure compliance with insider regulations.

Market and competitive risks

The coronavirus pandemic has far–reaching ramifications, including for the airlines operating at Vienna Airport. As the pandemic comes in waves and new mutations rekindled the spread of the virus, there were significant air traffic restrictions in 2021. This situation is an existential threat for many airlines. According to the International Air Transportation Association (IATA), the total number of air passengers worldwide was just 47% of the 2019 level. For 2022, the passenger volume is expected to amount to around 83% of the pre–crisis level.

Finance and investment risks

The FWAG treasury department is responsible for the efficient management of change of interest rate and market risks and evaluates the respective risk positions on a regular basis as part of risk controlling. The greatest possible reduction of variable rate financial liabilities has massively reduced the potential impact of interest rate changes on FWAG.

Operating risks

The development of traffic is also significantly influenced by national and external factors such as terrorism, war, or other latent risks (e.g. pandemics, closing of air space due to natural disasters and wars, strikes, etc.). Local damage risks, such as fire, natural disasters, accidents, or terrorism on site, as well as theft of or damage to property, likewise constitute operating risks.

On the basis of ongoing monitoring, Vienna Airport aims to be correspondingly prepared in respect to the impact of the operating risks. Furthermore, Vienna Airport ensures it is prepared for emergencies through appropriate emergency plans, safety and fire protection measures and high safety standards. These operating risks are covered by appropriate insurance (aviation liability insurance, terror liability insurance, etc.).

Environmental risks

Despite COVID-19, environmental and climate protection remain key issues at both national and European level.

Global climate changes can represent a risk for airport operations, also in Europe. Increasing weather extremes, such as storms, unusual levels of precipitation and longer lasting heat and cold waves can negatively impact air traffic on a short-term basis.

Vienna Airport has established a comprehensive and systematic energy and environmental management system (EMS) with the primary objective of further reducing its energy consumption or producing its own energy from renewable sources (using photovoltaic systems) and further minimising noise emissions (e.g. by introducing noise fees).

In Austria, the government resolved to increase the air travel levy and carry out an eco-social tax reform (including CO₂ pricing).

In July 2021, the EU Commission presented the legislative package "Fit for 55" aimed at achieving the targets of the European Green Deal and containing measures that would significantly increase the costs of aviation, such as gradually introducing a kerosene tax as of 2023, applying a considerably higher price to certificates in the EU Emissions Trading System (EU ETS) and integrating CORSIA, a mandatory blending quota for sustainable aviation fuels (ReFuel EU Aviation), as well as issuing a directive on establishing infrastructure for sustainable fuels (AFIR). In particular, the planned AFIR revision would entail obligations for airports relating to power supplies for aircraft.

The planned measures, if they are actually enacted in this form, would lead to a unilateral competitive disadvantage for European airlines and European hubs and the associated risk of displacing air traffic flows, as well as to significant cost increases, including for FWAG.

Respect for human rights

The company is committed to observing and respecting human rights. Flughafen Wien AG and its affiliates do not have any business sites in countries with a poor understanding of human rights, but operate entirely within the European Union. As a provider of infrastructure and services, Flughafen Wien AG also obtains finished products from its suppliers and has no influence on or detailed knowledge of their supply chains. Alongside the corporate values, the binding Code of Conduct contains important principles for the interaction of all employees with internal and external partners. As the trust of customers, shareholders, employees and the public have a material impact on the performance of the Flughafen Wien Group, integrity is a key element within the corporation.

Combating corruption and bribery

The company actively communicates its corporate objectives to all employees by applying clear regulations and regular training. Teaching basic values such as morals, ethics and integrity in the company and treating each other with respect is of the greatest importance here. The relevant guidelines are provided by the Code of Conduct of Flughafen Wien AG. A whistleblower hotline has been available since autumn 2015. In organisational terms, the Secretary General arranges the necessary support and sees to it that conduct is in compliance with the law. The head of the department is simultaneously the senior Group compliance officer. He also arranges training for the relevant staff and provides information on current new legal requirements, for example, in the area of anti-corruption law in internal workshops. As a sectoral contracting entity, for its procurement FWAG is subject to some regulations of the Austrian Federal Public Procurement Act. This implements all precautions for avoiding incipient corruption.

Issuer compliance

The obligations of the EU Market Abuse Regulation and the Stock Exchange Act on which it is based are implemented by Vienna Airport in an internal policy. To prevent abuse or forwarding of insider information, internal non-disclosure areas have been established. This covers all employees and executive bodies of Flughafen Wien AG working in Austria and abroad, but also third-party service providers, who have potential access to inside information. A variety of organisational measures and control mechanisms have also been implemented to monitor these processes on a regular basis. Thus each employee who works in a compliance-relevant area receives personal training on how to deal with confidential information. In order to increase awareness of "issuer compliance" in the rest of the company, all employees are informed on this topic in the intranet and in articles of the in-house employee magazine. Also at Malta Airport the local stock exchange regulations and European directives are implemented and monitored. For this there are internal guidelines which cover not only the legal requirements but also a general code of conduct.

Vienna Airport

Vienna Airport's location

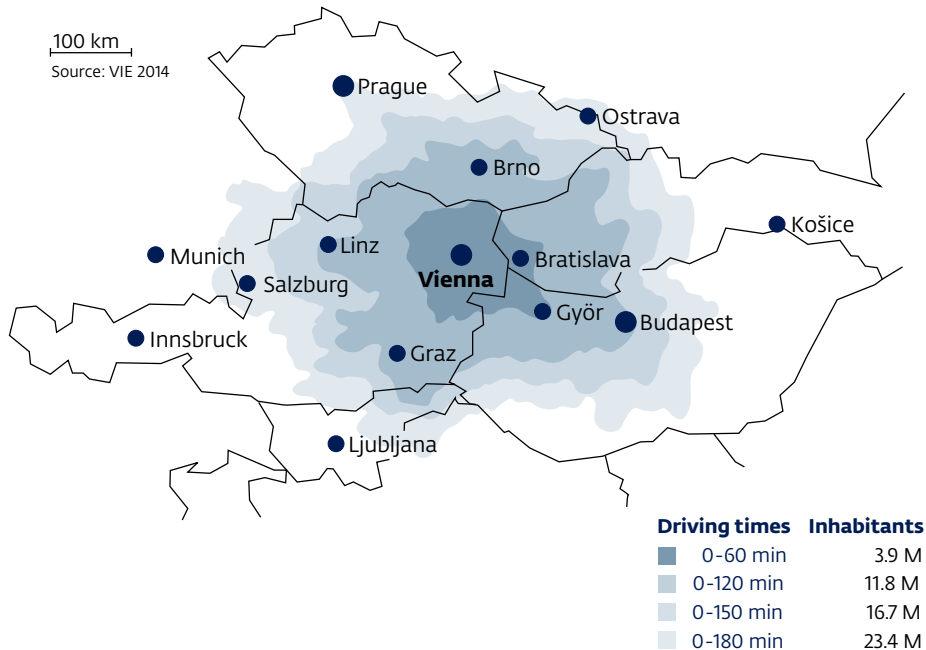
Vienna Airport occupies a total area extending over approximately 10 km². It is located around 20 kilometres from Vienna's city centre and lies entirely in the Federal State of Lower Austria; it can be reached quickly and easily by motorway and train as well as by local transport connections such as the bus, the rapid transit train and the City Airport Train.



Vienna Airport's catchment area

Vienna Airport sees itself as an important hub for destinations in Central and Eastern Europe and the Middle East. An extensive range of destinations, a dense, coordinated flight network, together with high-quality service as a result of short transfer times, outstanding baggage-handling reliability and an on-time rate that has remained one of the best in Europe for many years mark Vienna Airport out as a 4-star airport.

The catchment area extends to parts of the Czech Republic, Slovakia, Hungary and Slovenia, in addition to Austria, within two hours' drive of the airport. Around 11.8 million people live in this two-hour radius, while the airport can be reached by as many 23.4 million people within three hours.



Milestones in the development into Flughafen Wien AG

- » Vienna Airport opened as a military airport in 1938.
- » 1954 saw the Wiener Flughafenbetriebsgesellschaft (Vienna airport operations company) take over the administration and ground handling services at Vienna Airport.
- » The new terminal building was opened in 1960.
- » In 1973, Vienna Airport passed the two-million passenger mark, and plans for a second runway were started. This came into operation in 1977.
- » The foundation stone for Pier East was laid in 1986, and the opening ceremony was held in 1988.
- » The expansion of Vienna Airport continued in the years from 1990 to 1996 with the construction of Car Park 3, the Air Cargo Centre and Pier West.
- » Other important phases in the work included the construction of Office Park 1 and Office Park 2, the erection of Car Park 4 and the expansion of the terminal building by Terminal 3, which opened in 2012.
- » The ground-breaking ceremony for the new office building Office Park 4 took place in April 2018, and the building was officially opened in September 2020.
- » In March 2021, the construction of the largest photovoltaic plant in Austria began. It officially commenced operations in May 2022. The 24 hectare plant comprises 55,000 solar panels and produces more than 300,000 kilowatt-hours on sunny days.
- » In March 2022, Terminal 2 reopened in a modern design after several years of renovation.

Operating indicators

	2017	2018	2019	2020	2021
Area covered by Vienna Airport	10 km ²	10 km ²	10 km ²	10 km ²	10 km ²
Number of passengers (in millions)	24.4	27	31.7	7.8	10.4
thereof transfer passengers (in million)	6.4	6.7	7.2	1.5	2.5
Cargo in tonnes (air cargo and trucking)	287,962	295,427	285,806	217,888	261,299
Traffic units ¹	26,496,620	29,238,913	33,716,888	9,343,564	12,126,907
Aircraft movements (scheduled and charter)	224,568	241,004	266,802	95,880	111,567
Aircraft movements (based on IFR) ² from 11:30 p.m. to 5:30 a.m.	4,959	5,330	4,907	1,579	1,933
Working population at the airport site in total	Approx. 20,000	Approx. 22,500	Approx. 22,500	Approx. 22,500	Approx. 22,000
Group employees — in Austria ³	4,328	4,555	5,341	4,936	4,376
FWAG employees ³	3,133	3,159	3,172	3,057	2,765
Employee headcount — in Austria ⁴	5,461	5,958	6,805	6,182	5,384

1) One traffic unit (TU) is equivalent to one passenger or 100 kg of air cargo or airmail

2) IFR (Instrument Flight Rules) include all scheduled, charter and general aviation flights

3) Weighted full-time equivalent (FTE) as of 31 December

4) Headcount: number of all employment relationships of the Flughafen Wien Group in the relevant year

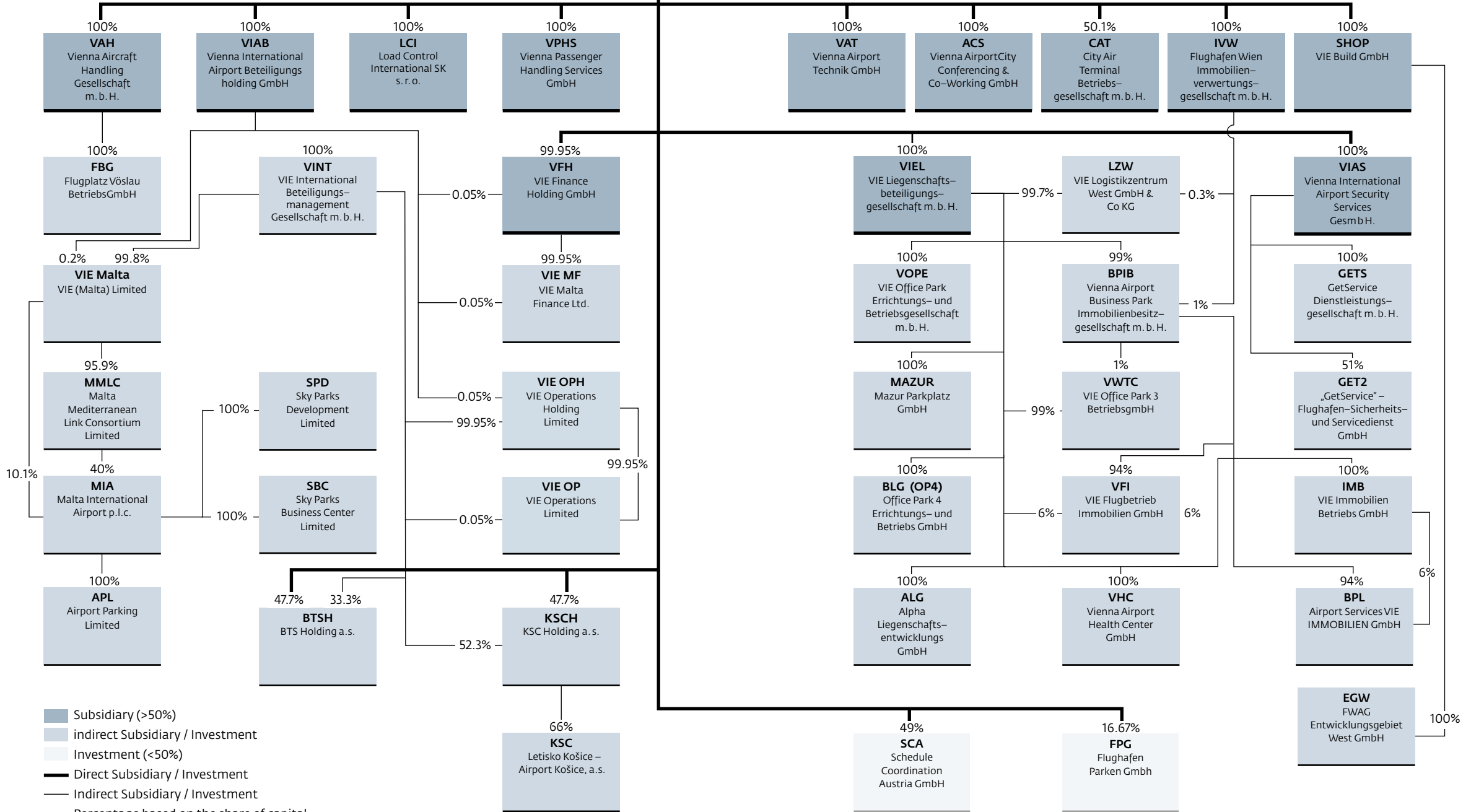
The funds to finance the capital expenditure for the airport expansion have to date been generated entirely by the company and will continue to be raised in this way in the future: no tax revenues have been used and no subsidies have been claimed.

The Wiener Flughafenbetriebsgesellschaft was converted into Flughafen Wien AG in 1992 and subsequently part-privatised. The shares have been listed on the Vienna Stock Exchange ever since. FWAG is one of the few listed airports in Europe where the majority of shares are in private hands. The major shareholders currently include Airports Group Europe S.à.r.l, a company of the fund manager IFM Investors, which holds around 40%, followed by the City of Vienna (through Wien Holding GmbH) and the Federal State of Lower Austria (through NÖ Landes-Beteiligungsholding GmbH), each holding 20.0%. The City of Vienna and the Federal State of Lower Austria have syndicated their shares. The Flughafen Wien Mitarbeiterstiftung (Vienna Airport employee foundation) also holds 10.0%. The remaining approximately 10% of the shares are in free float.

Organisation chart

Flughafen Wien AG Subsidiaries and Investments

as at: 31.12.2021



- Subsidiary (>50%)
- indirect Subsidiary / Investment
- Investment (<50%)
- Direct Subsidiary / Investment
- Indirect Subsidiary / Investment
- Percentage based on the share of capital

Activities of the Flughafen Wien Group and importance for the region

As the concession holder (the concession is for an unlimited period), developer, builder, land-owner and general operator, Flughafen Wien AG is responsible with its subsidiaries for the airport operations and is developing the non-aviation area into "AirportCity". Virtually the entire value added process at the site — from the further development and maintenance of the infrastructure, the ground handling and passenger handling services, the security services, through the many activities involving retail, food services and parking management up to real estate marketing — is covered by the Flughafen Wien Group.

The business activities are divided into five segments: Airport, Handling & Security Services, Retail & Properties, Malta and Other Segments.

FWAG and its subsidiaries have a special social role and responsibility towards the stakeholders and interest groups. This applies not only to passengers and those accompanying them, but also to neighbours and employees. Many people live in the neighbourhood with the beneficial effects but also adverse impacts of the flight operations.

Largest employer in the region

The site is one of the largest employers in Austria. Of the roughly 20,000 people employed at the airport site, around one third come from the immediate vicinity and the majority of the rest from surrounding areas within around 50 km of the airport. On the supply side, too, the airport is a key driver of jobs for business and tourism. Neighbourly relations and an intensive dialogue with all stakeholders are a top priority for Vienna Airport in its sustainability strategy. This strategy includes for example caring for the environment, reducing the consumption of resources and sustainably safeguarding the quality of life in the region.

Sustainable development of the site

AirportCity

Airports' non-aviation business is becoming increasingly important. The core business alone is no longer enough to be a financially successful airport.

In addition to the retail and food service spaces, the "AirportCity Vienna" concept encompasses the location of non-aviation-specific companies, the long-term development into an office location and the infrastructure design of a small city. The "AirportCity" expansion plans revolve around the strategic development of a site with highly advanced facilities and services that have the character of a city for the more than 20,000 users and approximately 250 resident businesses. This includes hotels, office and logistics spaces, commercial land for companies to move in, local amenities and of course infrastructure facilities and services. Great attention is paid to sustainable ecological and economic development. Together with the Vienna University of Technology, concepts and strategies have been developed with the aim of enhancing the existing development and increasing the quality of the site.

The holistic view is always at the forefront: Various aspects at the airport, such as building services, air conditioning technology, measures to reduce energy consumption, common rooms and living spaces for people working at the site, transport connections and many more were closely analysed, evaluated and finally brought together in a simulation for the entire site.

This simulation can, among other things, determine the energy demand at any point on the airport grounds at certain times of day, from which measures for the sparing use of energy can

be derived. Projects already implemented for AirportCity are a gym, the new MOXY hotel, a post office, electric vehicle charging stations, a dry cleaner's, a hair salon, a motor vehicle registration centre and a health centre that covers all major medical disciplines. The newest office building, Office Park 4, was also developed in line with this concept and serves as a model for further expansions at Vienna Airport in terms of "sustainable construction".

The numerous environmental certificates in connection with the business location at Vienna Airport show that the efforts for sustainable site development are having extremely positive results. For example, Vienna Airport is the first business park in Austria to have been awarded a sustainability certificate of the Deutsche Gesellschaft für Nachhaltiges Bauen (DGNB — German Sustainable Building Council) by the Österreichische Gesellschaft für Nachhaltige Immobilienwirtschaft (ÖGNI — Austrian Sustainable Building Council). From 1 January 2023, Vienna Airport will also be one of the first airports in Europe to make its operations carbon neutral.

Terminal renovation and expansion

In 2019, work began to extensively modernise and add new functions to the oldest airport terminal — Terminal 2. The redesigned Terminal 2 commenced operations in March 2022. A total of around € 62 million was invested in the renovation.

Travellers can enjoy a modern and very exclusive lounge covering 2,400 square metres, new food options, centralised security control and additional baggage carousels.

Pier East with the bus gates for non-Schengen flights was also modernised. The decentralised security controls and partition walls of the previously separate gate areas were dismantled to make way for the new, centralised security control. Passengers can therefore enjoy spacious lounge areas and high-quality shopping and food options.

In the future, a building will also be built on the southern side of Terminal 3, which will create both a better connection between Terminals 2 and 3 and up to 10,000 square metres of additional shopping, food service and waiting spaces. This project is at the planning stage.

Energy-efficient and sustainable construction is a high priority in all expansion projects.

Vienna Airport Region

Another key concern for Vienna Airport is the successful development of the airport region. A cooperative development programme ensures that the entire region surrounding Vienna Airport benefits from the growth opportunities.

The airport and the local communities have stepped up their intensive cooperation in recent years and founded the Vienna Airport Region association in order to lend even stronger support to sustainable site development at Vienna Airport and in the neighbouring communities.

The region can thus act as a single entity on both the national and international stages and market the economic region even better than before, creating additional jobs. To this end, an internet platform was set up at www.viennaairportregion.com to provide extensive information about the region and community activities. For example, residential properties and available business premises in the entire airport region can be viewed on a single site.

Newly arrived companies such as Makita Cargo Partner and DHL are evidence of the success of this strategy.

Third runway

International aviation will continue to grow in the long term. The needs-based expansion of Vienna Airport ensures that the expected growth in passenger numbers and cargo can be

handled. In order to preserve its transfer and hub function, Vienna Airport has begun the expansion of its runway capacity in good time.

In March 2007, an application was submitted to the state government of Lower Austria to implement the parallel runway project 11R/29L (third runway). For the subsequent environmental impact assessment, the court of first instance ruled in favour of FWAG in July 2012. After multiple objections, the project was refused by the court of second instance on 9 February 2017. Flughafen Wien AG appealed against this decision to the Austrian Constitutional Court. The Constitutional Court allowed this appeal on 29 June 2017 and referred the case back to the Federal Administrative Court for a new decision. On 28 March 2018, a positive decision was made on the project in the second instance — under further conditions. In March 2019, approval for the construction of the third runway at Vienna Airport was finally confirmed as non–appealable by Austria's Supreme Administrative Court (VwGH).

As a result of the COVID pandemic in 2020 and 2021 and of the economic downturn caused by the pandemic and the Ukraine crisis, the start of construction of the third runway was postponed to a later date. In any case, a third runway will be available when the capacity limit of the existing runway system is reached.

Financial indicators¹ in € million	2017	2018	2019	2020	2021
Total revenue	753.2	799.7	857.6	333.7	407.0
thereof Airport ²	368.2	381.7	411.7	133	169.5
thereof Handling & Security Services ²	160.7	163.3	166.3	86.1	94.4
thereof Retail & Properties ²	126.2	146.4	162.6	70.5	82.4
thereof Malta	82.4	92.2	100.3	32.2	47.4
thereof Other Segments ²	15.7	16.2	16.7	11.9	13.3
EBITDA	326.5	350.4	384.8	54.1	154.4
EBIT	191.8	220.8	252.3	-86.5	20.0
Net profit ³	126.9	151.9	175.7	-75.7	6.6
Cash flow from operating activities	277.9	291.2	373.0	-23.0	105.8
Equity	1,211.0	1,297.0	1,380.9	1,305.5	1,314.5
Equity ratio (in %)	58.7	60.1	60.0	60.1	63.4
Net debt ²	227.0	198.2	81.4	201.9	150.4
Total assets	2,063.0	2,158.1	2,300.6	2,173.3	2,073.8
Gearing (in %) ²	18.7	15.3	5.9	15.5	11.4
Capital expenditure ⁴	103.6	165.7	171.8	79.9	51.6
Income taxes	46.5	56.4	62.2	-25.2	2.9
Dividend per share (in €) ⁵	0.680	0.890	0.000	0.000	0.000

1) Consolidated Flughafen Wien Group

2) Segment figures are adapted to the new reporting structure

3) Net profit before non–controlling interests

4) Not including financial assets

5) The share capital is divided into 84,000,000 bearer shares

Our customers

Safety and security

Smooth flight operations and a safe environment for passengers, visitors, customers and employees are of utmost priority for FWAG. Security concepts, safety management, medical care and contingency plans ensure safety at the airport at the highest level.

Safety

Safety covers operational safety and involves the prevention of personal injuries and damage to aircraft, vehicles and infrastructure that is caused by human error or technical faults.

The safety management system implemented at Vienna Airport combines all the measures to increase the safety of the airport operations. Proactive hazard management helps identify threats in advance. This allows appropriate countermeasures to be implemented by way of prevention. Accidents — and the related costs — are also noticeably reduced.

All employees can access safety information and instructions on a dedicated “Safety page” online.

Security

Security targets the prevention of criminal activities that are committed in an airport as a result of wilful intent. Security sets out to prevent illegal intrusion into the aviation system.

Safety and security duties are performed at the airport by the airport operations and operation control management as well as by the security centre and the subsidiary Vienna International Airport Security GmbH (VIAS).

In the field of security, security management at the airport is certified in accordance with the guidelines of the International Civil Aviation Organization (ICAO) and of the Bundesministerium für Verkehr, Innovation und Technologie (BMVIT — Federal Ministry for Transport, Innovation and Technology). Using external inspections, the airport undergoes a precise, regular review, which ultimately leads to a constant improvement in the security standards.

The centralisation of the security control has considerably improved efficiency in the last few years. The waiting time at security, which is very short at Vienna Airport, has been publicly displayed for passengers in the terminal since 2015.

Since September 2015, passengers, hand luggage, laptops, tablets and mobile phones are searched for signs of explosive materials and of tampering in accordance with the EU Implementing Regulation (EU) 2015/187.

Fire brigade and police

The fire brigade and emergency services at Vienna Airport are permanently on standby and stationed at two locations independent of each other. Each point of the runways, the taxiway system and the apron area can be reached from these locations within three minutes. The rescue of damaged aircraft of all sizes also lies within the responsibility of the fire brigade. The members of the unit have state-of-the-art fire-fighting equipment and rescue vehicles at their disposal.

A special unit of the federal police guarantees protection and security at Vienna Airport. It is supported by a counter-terrorism combat unit, known as the “Kraniche” (cranes). This unit is equipped with helicopters, armoured vehicles and other state-of-the-art resources.

Vienna Airport's emergency services often help the local emergency services with particularly challenging operations.

Medical care at Vienna Airport

Vienna Airport is obliged to be equipped for medical emergencies 24/7. Paramedics and emergency doctors are available for this purpose. When an emergency call is received by telephone or radio (e.g. in the event of a diverted landing), the team is deployed to provide emergency medical care. In the event that major damage has been caused, a special vehicle equipped for 30 people with the most serious injuries is at the team's disposal.

The airport is also home to a pharmacy and a dental clinic. As one of many first-aid measures, 25 defibrillators are available at the airport, spread across the entire site.

Medical health centre

In 2018, a state-of-the-art health centre opened on the 4th floor of Office Park 3 at Vienna Airport. It offers a diverse range of specialist medical services at insurance company rates.

The new health centre is an innovative form of healthcare facility that covers all conventional medical disciplines for the entire airport region. It offers the 230 companies at the airport the option to support the occupational health of their employees and is available to all interested parties.

In addition to general medicine, the range of specialisms also includes internal medicine (cardiology and gastroenterology), ophthalmology, dermatology, gynaecology, orthopaedics, psychotherapy, surgery, anaesthesia, pain management and aviation medicine. These services are complemented by physiotherapy, dietology, remedial massage, cosmetics, aromatherapy, clinical psychology and health psychology.

Occupational medicine

The occupational medicine department is available to employees. It conducts Group-wide vaccination drives, performs legally required check-ups and helps employees return to work after long absences.

Airport's quality confirmed by awards

The Flughafen Wien Group's quality strategy is recognised and accredited internationally.

Best European Airport 2022 by ACI Europe

The "Best European Airport 2022" award is one of the most important awards in the aviation industry. European airports in the categories "Under 5 million", "5-10 million", "10-25 million", "25-40 million" and "Over 40 million passengers" were analysed by an expert judging panel of representatives from the European Commission, Eurocontrol, the European Civil Aviation Conference, the International Transport Forum and the European SESAR programme.

They assessed how airports managed the restart after the COVID-19 pandemic with regard to service quality and operations, which measures airports have taken to improve their sustainability, and what progress they have made.

A total of ten airports received awards. Vienna Airport took first place in the "25-40 million passengers" category.

Vienna Airport bridged the decline in passenger numbers due to the COVID pandemic and the resulting economic difficulties without job cuts thanks to short-time work.

The new Terminal 2 was also rated very highly. Following extensive modernisation, Terminal 2 has been back open since the end of March 2022 and offers passengers more service quality: A large, centralised and state-of-the-art security control ensures quick screening. Additional baggage carousels help travellers on arrival and the new 2,400 m² Vienna Lounge creates a superb waiting experience.

ACI likewise acknowledged Vienna Airport's consistent implementation of its sustainability strategy with numerous measures to reduce its CO₂ emissions. Eight photovoltaic plants — including Austria's largest at 24 hectares and 55,000 panels — produce 30% of Vienna Airport's annual electricity consumption. In combination with the carbon-free district heating from OMV, the ongoing conversion of the airport fleet to electric mobility, the widespread use of LED lighting, energy-efficient facility management for all buildings at the site and Office Park 4, which is supplied with geothermal heat and photovoltaic energy, Vienna Airport has continuously reduced its CO₂ emissions since 2012.

Medium Airport of the Year 2019 from CAPA

The Australian market research institute "Centre for Aviation" (CAPA), one of the world's largest aviation organisations, selected Vienna Airport as the best airport with 10–30 million passengers as part of the Aviation Awards for Excellence, which are highly regarded throughout the industry. Austria's largest airport won in the "Medium Airport of the Year" category. The independent, international panel of judges was impressed by the airport's development in terms of flight offering, service and terminal quality, as well as its long-term strategy.

Best Airport Staff in Europe

In 2019, before the pandemic, Vienna Airport won the Skytrax Awards' "Best Airport Staff in Europe" category for the fourth time. More than 13.5 million passengers at over 550 airports responded to a passenger survey by the international market research institute Skytrax, rating the service-orientation, friendliness and competence of employees in Vienna as outstanding. Overall, Vienna Airport was therefore on the Skytrax podium for the fifth time: four times as winner of the "Best Airport Staff in Europe" award, once as runner-up. In the overall ranking of the "World's Top 100 Airports", Vienna Airport is in 19th place.

Airport Service Quality (ASQ) Award in Gold from ACI

In 2017, Flughafen Wien AG won the Service Quality Award in Gold from Airports Council International Europe (ACI) in the "Europe/15 to 25 million passengers" category. This prize is based on an annual passenger survey by ACI titled "Airport Service Quality (ASQ)". It surveys over 600,000 passengers at more than 300 airports in 84 countries and evaluates the results according to various categories such as "orientation", "security controls", "food & beverages", "airport facilities", "overall satisfaction" and many more. The ASQ assessment is very important for Vienna Airport because it provides a regular and detailed overview of passenger satisfaction.

„4-Star Airport“

The airport was honoured with the Skytrax "4-Star Airport" award in September 2015. This international accolade primarily evaluates and recognises the quality of services for passengers, the shopping and food facilities on offer and the quality of the terminal and the site. Since this

rating was granted, work on achieving a fifth star has been intense. There are currently only eleven hub 5-star airports and seven regional 5-star airports in the world.

Service World Cup

In order to increase service quality in a measurable and objective way, a "Service World Cup" was created at Vienna Airport for all topics with a "passenger quality" focus.

The assessment criteria of ACI's "Airport Service Quality Panel" (ASQ) are the starting point for this project. In the project, 199 participating airports receive regular surveys with information on how passengers rate the services and service offers of the airports. The topics cover a wide spectrum, starting from when passengers embark on their trip and extending to the signage and aids for getting around the airport, convenience of parking, communication, terminal guides, shopping and food services. It has already proved possible to successfully implement more than 120 individual measures that have led to a significant improvement in passenger satisfaction.

Barrier-free access

Vienna Airport works intensively with nine charities, associations and institutions to continuously improve accessibility. The co-operation has defined the requirements placed on the existing system and developed solutions in the areas of toilets, facilities, signage, stairs and parking. Over 150 individual measures have been jointly decided on and implemented. The whole process is overseen by working groups with representatives from charity organisations. These working groups will also be intensively involved in future construction projects at Vienna Airport. This cooperation is also recognised by the public. The company was honoured with the Beryll Award of the Austrian Association in Support of the Blind and Visually Impaired for the special measures it has undertaken in the terminals for the visually impaired.

Shopping and food services

Passengers, users of parking facilities, hotel guests, conference participants, employees and visitors are important target groups in the Retail & Properties segment. Other substantial contributions to income in addition to Centre Management with shopping, food & beverages, passenger services (lounges, VIP) and advertising revenue include parking and the rental of office and cargo space.

The Retail & Properties segment generated around 20% of the Flughafen Wien Group's total revenue in 2021. It is especially in the food and retail area that the airport's customers should be offered an outstanding atmosphere and range of services.

The goal in the medium term is to close the gap on the relevant comparable airports (peer group: Frankfurt and Munich) with regard to shopping and food services. As a result of alterations and measures to optimise the supply side in the existing system, the attractiveness of the shopping offer and the service quality are being improved in a targeted way for passengers.

In the reporting period from 2018 to 2021 and at the beginning of 2022, numerous new shops and restaurants opened at Vienna Airport. Sustainable concepts are of great importance. For example, Austria's first combined 50 m² Veganista/The LaLa take-away restaurant opened in a 50 m² space in Terminal 2. Passengers can thus enjoy high-quality vegan ice cream as well as vegan and healthy food with a focus on regionality and sustainability. Vienna Airport's largest shopping partner — Gebrüder Heinemann — also expanded its range with regional products and local brands.

Constant dialogue with the operators of the shopping and food outlets is very important for Flughafen Wien AG. A partner network set up specifically for all tenants and operators thus provides information on changes, statistics and forecasts, while a tenants' meeting has also been established. Numerous training sessions on the topics of occupational safety and customer focus are offered by Flughafen Wien AG for the staff of tenants and operators. Market research is used to gauge the satisfaction of the customers with the shops and food service companies, among other things, and mystery shopping campaigns are also launched in consultation with the operators.

Handling & Security Services

The Handling & Security Services segment provides services for aircraft and passenger handling of scheduled, charter and general aviation traffic. In addition to ramp, cargo and passenger handling, this also includes the provision of security services, checks of passengers and hand luggage and general aviation, which guarantees short turnarounds and a high level of punctuality and provides tailor-made offerings.

To be able to process the numerous requirements in handling and security services professionally, cost-effectively and with a focus on the customers, a quality management system in line with the internationally recognised quality standard ISO 9001-2015 was introduced for the handling services unit.

Regular exchanges with the customers of Flughafen Wien AG are of central importance here. Service level agreements have therefore been entered into with the airlines, which ensure a clear definition of tasks and a uniform quality standard. Internal and external audits review the effectiveness of the measures implemented. The "Cargo Community" was established as a platform to improve cargo security.

Furthermore, Airport Collaborative Decision Making (Airport CDM) has been implemented in the area of Handling. The goal of Airport CDM is the best possible utilisation of existing capacity and operating resources at the airport by increasing efficiency in the individual steps for the ground handling of aircraft. This enables costs to be reduced, taxiing and waiting times to be minimised, on-time performance to be increased and aircraft fuel consumption on the ground to be reduced.

Employees

Motivated, engaged and highly qualified — we seek to attract, support and retain our employees with clear career prospects, comprehensive continuous professional development and teamwork that values each member.

The Vienna Airport site is one of Austria's largest employers. In 2021, more than 20,000 employees worked at the site for around 230 businesses. After two years of the COVID pandemic, the number of employees is growing again both in the airlines and in the businesses at the airport.

As the operator of the airport, the Flughafen Wien Group is a service group, the performance of which is critically dependent on the professional skills, performance, experience and commitment of each and every employee. As of 31 December 2019, the Flughafen Wien Group had 5,341 full-time equivalents (FTEs) in Austria. By 31 December 2021, the number of FTEs had decreased to 4,376. This moderate decline in employee numbers despite the COVID pandemic's severe impact on the company's economic success was made possible by the use of short-time work.

In 2021, the headcount of the Flughafen Wien Group in Austria amounted to 5,384 (2020: 6,182).

Austria	Unit	2017	2018	2019	2020	2021
Total employees ¹	Number	4,328	4,555	5,341	4,936	4,376
thereof women	Number	777	1,047	1,063	1,162	1,006
thereof men	Number	3,551	3,508	4,278	3,774	3,370
Full-time, male	%	85.6%	84.6%	82.7%	83.3%	82.8%
Full-time, female	%	44.3%	46.1%	48.5%	47.5%	47.3%
Part-time, male	%	14.4%	15.4%	17.3%	16.7%	17.2%
Part-time, female	%	55.7%	53.9%	51.5%	52.5%	52.7%
Headcount ²	Number	5,461	5,958	6,805	6,182	5,384
thereof male	%	78.1%	75.6%	72.1%	73.1%	73.9%
thereof female	%	21.9%	24.4%	27.9%	26.9%	26.1%
Proportion of women ³		18.0	23.0	19.9	23.5	23.0
Proportion of women ⁴	%	20.9	23.3	27.0	26.0	25.2
Average age ⁴	Years	41.9	41.8	41.9	42.9	44.0
Employees on parental leave (m/f) ⁴	Number	17/65	19/74	15/93	15/117	15/118
Proportion of female executives ⁴	%	14.1	13.2	12.59	13.16	14.04
People with disabilities ⁴	Ratio	2.4	2.6	2.48	2.67	2.67

1) Weighted full-time equivalents (FTEs) at the Flughafen Wien Group in Austria as of 31 December

2) Number of all employment relationships of the Flughafen Wien Group in Austria in the relevant year

3) At the Flughafen Wien Group in Austria

4) At Flughafen Wien AG

Corporate culture being enhanced despite adverse conditions

The Flughafen Wien Group sees its employees as the company's most important resource. Accordingly, human resources development is a core activity. The Group-wide core tasks of the Human Resources (HR) department are recruitment, training and continuing professional development, strategic staff and organisational development, and payroll policy.

A major challenge for the HR department lies in overseeing the continuous change process in the company. The necessary positive change in the corporate culture started years ago with an extensive vision process and is now supported by many individual measures and proactive education and training. The issue of corporate culture is also continuously advanced by the employee surveys of recent years and the resulting measures.

The last employee survey was conducted in 2018, again achieving a very good score with regard to employees' identification with the company. Room for improvement was found with regard to working hours and the sustainable development of positive approaches.

The continuous development of the corporate culture was put to the test when the COVID pandemic began in March 2020. In a matter of days, the company was forced to almost completely shut down operations, ushering in a two-year period of short-time work. The challenges in these two years were diverse: maintaining operations as vital infrastructure while complying with short-time work rates.

Due to the difficult economic conditions and the cost pressure in major employee segments, a new organisational unit was founded — the New Placement Agency (NPA).

New Placement Agency (NPA)

In order to counter the effects of the COVID pandemic and the resulting decline in business activity, a separate unit was founded for the surplus employees, which pursues the following aims:

- » The NPA functions as an internal "job centre".
- » The socially responsible restructuring process is financed by the company.
- » The employees are prepared and appropriately trained for internal and external job opportunities.
- » Services are rendered internally where possible and employees at the NPA loaned to units that need them.
- » If an employee looks for a job outside the company, the employee is provided with the best possible support on departure.

280 employees were registered with the New Placement Agency in March 2021. Around 20% have already found a new, permanent position within the company. 39% of the employees have since left the company and found a new job. In June 2022, 41% the employees registered in 2021 were still at the NPA. For the most part, they are currently on loan internally and deployed for various tasks.

Labour trust

The Steyr labour trust provides goal-oriented support for the professional reintegration of employees who lose their jobs in economically difficult times or for health reasons. Flughafen Wien AG has been a member of this trust for many years, in keeping with its responsibility to former employees.

Diversity

For a company providing services, diversity is a central issue. The importance of diversity at Vienna Airport can be seen by the fact that over 61 nationalities, belonging to eleven different religious faiths, are currently represented among the employees of Flughafen Wien AG and its subsidiaries.

All service processes run smoothly in spite of this great cultural diversity thanks primarily to the comprehensive training measures that make it easier for employees to integrate and understand their duties.

Promotion of women

The proportion of women within the Flughafen Wien Group was approximately 25% in 2021. This low rate can be attributed to the proportion of specialist activities at Vienna Airport — two thirds of employees working at the airport perform heavy manual labour, including on the apron, where temperatures sometimes reach extremes of minus 20 or plus 56 degrees. In order to make Vienna Airport more attractive as an employer to women as well, specific measures have been implemented to support work–life balance and suitable career opportunities have been created. It is a clear goal of the company to increase the share of women — especially in management positions. The share of women at Flughafen Wien AG is currently 14% across all four management levels.

20% of the shareholder representatives on the Supervisory Board of Flughafen Wien AG are female.

The company takes part in the “Wiener Töchterttag” (“Vienna Daughters’ Day”) every year, giving young women an increased insight into the technical professions. Nine female apprentices were employed in the years 2018 to 2021, and counting.

Older employees

The measures as part of the “Older Employees” project are particularly important. The raising of the effective retirement age leads employees to stay with the company for longer. In turn, this requires the implementation of extensive preparatory and organisational measures in advance, as many of our employees are constantly exposed to high stress, as described above.

Appropriate programmes and accompanying measures, the facilitation of mobility within the company and the preferred offer of suitable jobs to this group of employees have been developed and launched as part of an internal Career and Development Centre.

Work–life balance

Work–life balance is very important to the company. With the certification as part of the “berufundfamilie” (“career and family”) audit, Flughafen Wien AG undertakes to implement specific measures for an improved balance. The berufundfamilie audit is a government certification awarded to companies for implementing a family–friendly human resources policy. The audit process takes three years and is carried out by auditors who have been specially trained for the purpose. Following the initial certification in 2015, Flughafen Wien AG was again recognised as a “family–friendly company” in 2018. There was a particular focus on working hours, mobile working, health and management culture.

During the coronavirus crisis, employees were also supported by the consentiv employee assistance programme, in which employees can obtain confidential and free counselling on professional and private issues.

Since 2019, the newly opened Office Park 4 at the airport has been home to the “Luftikus” preschool, which is available to all employees of companies based at the airport. The extended, flexible opening hours provide employees even in shift jobs with reliable supervision for their children once they start crawling. The focus of this educational care package is on bilingualism, exercise and healthy eating.

Parental leave and return ratio

	2017	2018	2019	2020	2021
Parental leave in total	82	93	108	132	133
Sex m/f	17/65	19/74	15/93	15/117	15/118
Entered parental leave	43	53	59	71	56
Returned from parental leave	44	43	47	50	70
Spent a minimum of 12 months with the company after returning	39	43	41	41	53

New employees 2017–2021

	2017		2018 ¹		2019 ²		2020		2021 ³	
	Abs.	%	Abs.	%	Abs.	%	Abs.	%	Abs.	%
Male	342	65.02	451	54.67	703	57.25	250	73.10	30	75.00
Female	184	34.98	374	45.33	525	42.75	92	26.90	10	25.00
<30	305	57.98	518	62.79	726	59.12	191	55.85	31	77.50
30–50	207	39.35	278	33.70	431	35.10	129	37.72	9	22.50
>50	14	2.66	29	3.52	71	5.78	22	6.43	0	0.00
Total	526		825		1228		342		40	

Employee turnover 2017–2021

	2017		2018 ¹		2019 ²		2020		2021 ³	
	Abs.	%	Abs.	%	Abs.	%	Abs.	%	Abs.	%
Male	324	7.99	374	8.86	455	9.75	564	12.47	426	10.75
Female	161	14.02	238	17.21	283	15.37	258	15.66	225	16.08
<30	223	18.13	271	19.06	368	20.78	371	25.24	276	27.60
30–50	182	6.32	241	8.10	235	7.04	313	9.56	249	8.46
>50	80	7.33	100	8.27	135	9.65	138	9.67	126	8.87
Total	485	9.32	612	10.92	738	11.34	822	13.32	651	12.14

1) Including GetService Dienstleistungsgesellschaft m.b.H. (GET1)

2) Including "GetService"-Flughafen-Sicherheits- und Servicedienst GmbH (GET2) and Vienna Airport Health Center GmbH (VHC); not 3) including VIE Airport Baumanagement GmbH (OEBA)

3) *** Not including Mazur Parkplatz GmbH

Continuous professional development and knowledge transfer

Human resources development is an essential part of the human resources strategy and a central management function. Our managers are available to the human resources development team as expert partners.

Successful human resources development is based on filling vacancies with the candidates that best match the requirements of the role. The vacancies are advertised in both the internal and external jobs market.

To further promote human resources work in the company, the Career and Development Centre was initiated in 2017. The Career and Development Centre has the objective of ensuring the optimum deployment of employees in the Flughafen Wien Group in the short, medium and

long terms. This is done by filling open positions though optimising the internal job market and supporting internal job changes.

The Career and Development Centre supports and accompanies our managers in the professional development of employees and thus promotes internal careers. Reasons for an internal job change could be the wish to develop further or to make a career move, but it could also be driven by the fact, for example, that the current job can no longer be done for health reasons or the job is no longer available for organisational reasons.

Employee performance reviews

The employee performance review, which is conducted at least once a year with every employee, is a central element of human resources development and employee promotion. In the employee performance review, the employee and manager look back at the past year, set the targets for the next, and give each other feedback — an important foundation for further development. The employee's training needs are also discussed and recorded. The employee performance review is mandatory for all company employees.

Seminars and workshops

It is not just technical training that is of great importance here. The key focus is also on personal development measures. Employees are offered numerous seminars and workshops on topics such as leadership, languages, IT, and health and safety, which are bookable via the “engage” training platform. Individual and person- or subject-specific educational needs and requests can also be met in most cases.

Manager development programme

A broad-based manager development programme was launched at Vienna Airport back in 2015. On the basis of an individual assessment of 120 managers as part of a development centre, an individualised development plan was then devised in an individual meeting. This includes seminars on key topics which all executives attend (“Developing Staff and Managing their Success” and “Employee-Oriented Communication”), followed by individual focal areas and individual measures.

All new managers in the company complete this programme, but existing managers are also trained in current challenges of employee management on an ongoing basis. In 2018, all managers took part in a location assessment exercise. This determined how effective the previous measures had been on an individual and collective basis. One-on-one meetings were held to analyse the results and define further manager development measures.

Since 2018, manager development has also been extended to key employees. Key employees are employees with management duties in a central operational role, e.g. foremen, shift supervisors or duty officers. This target group likewise receives extensive training on the topics of management and communication.

Performance-related remuneration for management

The salary of the members of the Management Board and members of the first and second management levels has a performance-related component. The level of this variable remuneration is determined on the basis of qualitative and quantitative targets.

Impact of the COVID pandemic

The COVID pandemic, short-time work and the necessary saving measures of course represented a massive setback in the area of training and education. Many training measures had to be discontinued or postponed. From the start, however, contact with managers was maintained and the managers received regular impetus and input for their challenging management function, which had changed as a result of the COVID pandemic.

There were short online workshops for both managers and employees, which also reactivated communication with colleagues. A new e-learning platform was rolled out in 2020 and 2021. Here, employees can be acquainted with current and important issues quickly and easily. For example, there was a training series on the topic of IT security.

In the phase of short-time work, the newly established New Placement Agency (NPA) played a particularly important role. Employees who lost their jobs as a result of the massive business decline were prepared for new roles inside or outside of the company.

Due to the COVID pandemic's economic impact on the company, the parent company Flughafen Wien AG spent a total of only € 0.4 million on training in 2021. This equates to approximately € 133 per employee (based on the average of 2,846 FTEs over the year in the parent company).

Amount spent on training (only parent company Flughafen Wien AG)

	2017	2018	2019	2020	2021
Total in € million	2.0	1.6	1.5	0.5	0.4
Per employee in €	645	515	475	160	133

Training of apprentices and trainees

Training apprentices and trainees is very important at Flughafen Wien AG. In order to counter the shortage of skilled workers more robustly, the number of free apprenticeship places has been significantly increased. The range of occupations has also been expanded with apprenticeships in IT Plant Engineering and Application Development/Coding.

The apprentices receive theoretical training both at the respective vocational colleges and on site from the company's own specialists and instructors. There is also the option of an apprenticeship ending in a higher education entrance qualification. There is an additional focus on personal development and social skills. Some key topics are covered in several seminars and workshops per apprenticeship year. In a three-week exchange programme (Erasmus+), the apprenticeships can gain their first professional experience abroad and learn about other businesses and cultures.

Apprentices at Flughafen Wien AG

	2017	2018	2019	2020	2021
m/f	45	52	51	53	49

Corporate social benefits

Flughafen Wien AG offers a variety of voluntary benefits to increase the motivation and strengthen employees' sense of identification with the company. Examples include free transport to work with the City Airport Train (CAT) and bus connections to Vienna and the neighbouring communities.

Employees' meals are also subsidised. All employees receive a food allowance of € 1 for each working day or shift at Vienna Airport in the form of vouchers. If employees eat at one of the partner restaurants during a working day, they can show their employee ID card to receive a discount of € 1.50 off the menu price. Apprentices also receive an annual food allowance of € 80.

Furthermore, there are organised and sponsored sports and recreation clubs as well as numerous discounts on leisure and sports activities.

Pension provisions — company pension fund

For all employees of Flughafen Wien AG who joined before 1 November 2014 in addition to the statutory pension insurance and any private pension provision, the employee transfers 2.5% of the monthly salary per employee to a company pension fund. Furthermore, each employee is given the option of making additional provision by transferring the same amount. If employees conclude additional accident or health insurance policies or make other pension provisions, they also receive an allowance.

Independent employee foundation

Flughafen Wien AG created an independent employee foundation back in 2000 to allow its employees to participate directly in the success of the company. This foundation holds 10% of the shares in Flughafen Wien AG, distributing the dividends received by them to company employees. The executive bodies of the foundation are defined in the articles of association and operate entirely independently of Flughafen Wien AG.

Occupational safety and health promotion

Only a common understanding and appropriate conduct by all employees in terms of prevention can result in ongoing improvement of work safety, thus guaranteeing the valuable preservation of employees' physical and mental health.

Occupational health and safety is organised centrally in the preventative services department. More than 40 employees from all areas of the Group act as safety representatives and the direct interface with all corporate divisions in matters of occupational health and safety.

In around 25 inspections per year, each workplace is visited together with the management and the preventative experts, and improvement measures are derived. There are training sessions for new employees, first-aid training, and events relating to key topics of work safety. In the field of occupational medicine, inspections in accordance with the Austrian Regulation on Health Surveillance at the Workplace and performance evaluations of disabled employees are also carried out.

As part of occupational medical care, support is also provided for the rehabilitation of employees, Group-wide vaccination programmes (e.g. COVID vaccine, influenza vaccine, tick-borne encephalitis vaccine) are carried out, and statutory inspections are made at regular intervals, e.g. of the airport fire brigade's respiratory protective equipment or hearing tests for employees at noisy workplaces.

Safe work performance and the related accident-free operating processes also contribute to customer satisfaction. In 2021, the ratio of reportable work accidents per 1,000 employees was 18.4%, down by a further 11.5 percentage points from the pre-crisis year 2019. There has been a decline of 35.9 percentage points since 2015. As in previous years, in the context of evaluating psychological stress in the workplace there were regular works on designing and implementing measures to improve the work situation.

Following an in-depth external review by ERM-Safety, a plan was drawn up to enshrine a sustainable prevention culture in the strategy in order to further improve occupational safety and health promotion. Potential steps in this direction and implementable measures were discussed.

Workplace health promotion is pooled under the banner of GEMEINSAM GESUND (HEALTHY TOGETHER). The entire management team is signed up to the Austrian Company Health Promotion Charter and therefore committed to devising and implementing measures to promote health. Flughafen Wien AG was awarded the Austrian Company Health Promotion Quality Label for the second time (period: 2022-2024). Safety and health are recognised as key factors for employee satisfaction and performance.

All employee protection measures are coordinated by the occupational health and safety committee of Flughafen Wien AG. The committee deals with issues of occupational health and safety and accident prevention and meets twice a year to discuss measures and the basis for decisions.

Occupational health and safety

	Unit	2017	2018	2019	2020	2021
Ratio of reportable accidents per 1,000 employees	Number/1,000 employees in %	25.2	29.3	29.9	14.0	18.4
Days lost following an accident at work	Days	1,940	2,356	2,549	1,305	1,697
Days lost following an accident at work	Number/employee	0.6	0.7	0.8	0.4	0.5
Days lost from other sick leave	Days	42,284	44,501	48,575	26,830	24,560
Reportable accidents	Number	110	131	164	71	83
Days lost from other sick leave	Number/employee	13	14	15.31	8.54	7.81
Deaths	Number	1 (traffic accident)	0	1	0	0

Environmental and climate protection

Environmental statement of Flughafen Wien AG

Environmental policy of Flughafen Wien AG and its subsidiaries

Our corporate policy is aimed at pursuing economic, social and ecological objectives in a balanced relationship. The following central strategic guidelines are derived from this for our environmental policy:

We are committed to protective and conscientious interaction with the environment and pledges to comply with all environmental laws, regulations, official requirements and binding agreements as well to continually improve the measures that minimise negative ecological impact.

This means:

- » Treating the environment and natural resources as efficiently and as carefully as possible, primarily also by employing a comprehensive environmental management programme, and new technologies and using alternative sources of energy. If the company can exert an influence, efforts will also be made to involve partners and customers at the site in the environmental activities;
- » Giving the highest priority to the continual dialogue with all stakeholders and citizens affected by the air traffic and safeguarding the quality of life in the region in a sustainable way especially by continuing the work in the Dialogue Forum and in the Neighbourhood Advisory Board as well as by using all technical and actual possibilities to minimise the pollution from emissions and immissions despite the trend towards increasing traffic volume;
- » Practising social responsibility in our relations with all stakeholders. This applies in particular to our employees, but also for suppliers and service providers in the context of our regional and social role, but also all relations with stakeholders in our immediate vicinity and beyond. We promote and respect ethnic and ideological diversity to the highest degree and endeavour in particular to support women and to make working conditions easier for elderly employees. Our social responsibility also acts as a guideline for our donation and sponsorship activities.

Strategy

FWAG is committed to protective and conscientious interaction with the environment and pledges to comply with all environmental laws, regulations, binding agreements and official requirements and to continuously minimise its negative ecological impact. Above all, the Flughafen Wien Group has set itself the target of further reducing its energy consumption, minimising the impact of noise emissions, and further cutting the CO₂ emissions attributable to Vienna Airport. The target set for the operation of the airport is to become climate-neutral by 2023, including by purchasing CO₂-offsetting certificates. Vienna Airport would like to achieve complete carbon neutrality by 2040.

Meanwhile, constant dialogue with stakeholders is of the utmost importance to the Flughafen Wien Group. In many cases, the airport's measures also have a positive influence on the behaviour of customers and passengers, e.g. in the areas of energy saving, facility management or waste disposal.

A constant cycle of evaluation, planning, implementation and monitoring ensures that suitable improvements are continuously and systematically planned, implemented and reviewed in compliance with the environmental policy. Processes and procedures with environmental relevance are also planned and implemented so as to minimise their environmental impact.

Environmental management system

FWAG has established a comprehensive and systematic energy and environmental management system (EMS) and subjects itself to an environmental audit in line with the Eco-Management and Audit Scheme (EMAS), with which the European Union places the highest requirements in the world on environmental management systems, and in line with ISO 14001. Initial entry in the EMAS register took place in December 2015, and the company was recertified in 2018. Monitoring audits took place in the intervening years. Recertification is again due in 2022.

With EMAS, the airport also meets the requirements of the Austrian Energy Efficiency Act.

Within the scope of the environmental management system, environmental aspects and their impact are recorded, relevant topics identified and assessed on the basis of cost-benefit analyses.

Subsequently, environmental policy, objectives and measures are determined and their progress and the performance of the overall system regularly examined on the basis of specified key performance indicators, annual management reviews and in the context of internal and external audits.

The EMS also secures legal compliance of the operation in respect to environmental law. To do this all regulations relating to the environment (laws, directives, notifications) are identified, recorded in an environmental database with the resulting obligations being implemented and monitored.

Responsibility for the successful implementation of the EMS is with the Management Board and the executives according to the Flughafen Wien AG line organisation. The environmental manager in the Environment and Sustainability Management department coordinates and manages all internal and external activities relating to environmental protection and sustainability. Here he is supported by an environmental team constituted from those responsible for specific topics in the various corporate divisions.

Environmental aspects

The EMAS regulation defines environmental aspects as follows: “environmental aspect’ means an element of an organisation’s activities, products or services that has or can have an impact on the environment”. Such environmental aspects can have both positive and negative impacts on the environment.

Flughafen Wien AG has identified the following environmental aspects as relevant for its company:

- » Electricity — including refrigeration
- » Heat
- » Fuels
- » Water
- » Effluents, including de-icing
- » Waste
- » Airborne emissions
- » Noise
- » Electromagnetic fields
- » Materials/substances
- » Contaminated land and soil sealing
- » Biodiversity

Scope of the environmental management system

The geographical scope of application of the environmental management system comprises Vienna Airport and Vöslau Airport. The EMS applies to the Flughafen Wien Group including all domestic subsidiaries at Vienna Airport in which a stake of more than 50% is held and to our wholly owned subsidiary at Vöslau Airport.

Individual environmental aspects at a glance

Energy — electricity including refrigeration, heat and fuels

The Flughafen Wien Group has implemented an energy efficiency programme and has already realised numerous projects.

Key data on the Flughafen Wien Group's energy consumption in Austria

Environmental aspect	Unit	2017	2018	2019	2020*	2021*
Electricity requirements	MWh	93,358	94,739	91,855	66,583	67,173
	kWh/TU	3.52	3.24	2.72	7.13	5.54
Heat requirements	MWh	53,304	48,591	49,329	37,405	35,880
	kWh/TU	2.01	1.66	1.46	4.00	2.96
Refrigeration requirements	MWh	28,846	32,146	30,967	16,812	18,727
	kWh/TU	1.09	1.10	0.92	1.80	1.54
Fuels	MWh	31,733	33,587	36,093	17,734	21,213
	kWh/TU	1.20	1.15	1.07	1.90	1.75
Total energy requirements	MWh	178,395	176,918	177,277	121,722	124,266
	kWh/TU	6.73	6.05	5.26	13.03	10.25
Total energy requirements from renewable sources	MWh	70,833	94,739	91,855	66,583	67,173
	kWh/TU	2.68	3.24	2.72	7.13	5.54
Share of renewable energy in total energy requirements	%	39.7	53.5	51.8	54.7	54.1
Traffic units (TU)	[-]	26,496,620	29,238,913	33,716,888	9,343,564	12,126,907
Passengers	[-]	24,392,805	27,037,292	31,662,189	7,812,938	10,405,523

* The deterioration of the relative figures in the years 2020 and 2021 is due to the very sharp decline in passenger numbers and traffic units as a result of the COVID-19 pandemic.

Electricity

In 2021, approximately 67.2 million kilowatt-hours of electricity were consumed by Flughafen Wien AG and its subsidiaries at the site. The required electrical power is drawn on the one hand from the photovoltaic systems installed at Vienna Airport and on the other hand as carbon-free electricity from the grid of the utility company Wien Energie. In the event of a power cut, four emergency power generators with a total capacity of 8.9 MW take over the supply of the key facilities. Taxiway and runway lighting stays on with no power interruption with the help of battery-operated UPS systems, and the power from the emergency power generators comes online within 15 seconds.

In order to further minimise energy consumption, the use of energy in Car Parks 3, 4, 7, and 8 was improved by converting conventional light sources to LED technology and installing user-oriented lighting control.

Photovoltaics at Vienna Airport

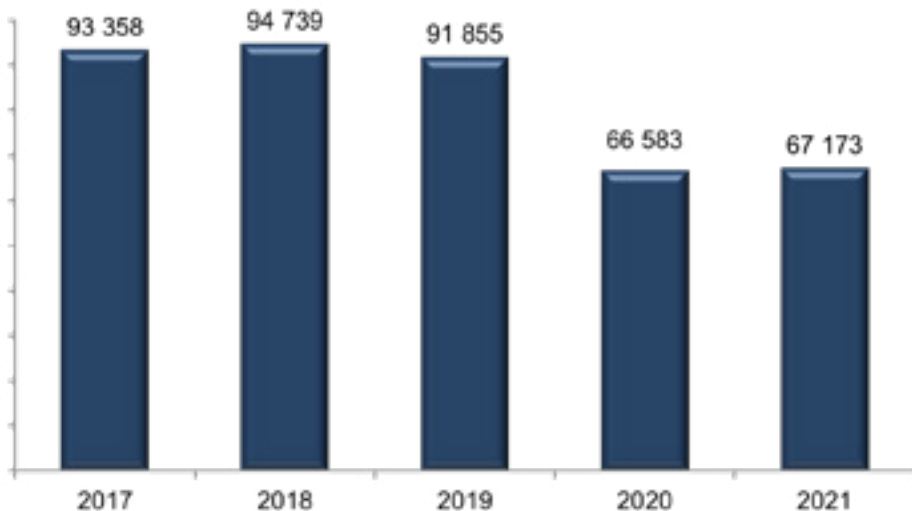
Since 2016, Vienna Airport has operated six photovoltaic plants on the roofs of Hangar 7, the old winter services hall and the Air Cargo Centre, on the site of the former sewage works, on the new Office Park 4 and as of recently on the roof of Car Park 8. A seventh plant, on the roof of Car Park 3, commenced operations at the end of 2021. The seven photovoltaic systems at Vienna Airport have an output of some 3,300 kilowatt-peak, which generated an annual output of more than 2.0 million kilowatt-hours in 2021. The area of the solar panels installed at Vienna Airport in 2021 was approximately 16,000 m².

In 2021, a further project to expand the photovoltaic plants was undertaken. The 24–hectare photovoltaic plant being created on the airport site is currently the largest in Austria. Around 55,000 PV panels will deliver an output of around 27,000 kilowatt–peak. Following commissioning in spring 2022, Vienna Airport will operate eight PV plants in total, thus generating around 30 million kilowatt–hours of electricity. A further expansion of around 20 MW is currently being planned and will be realised in 2023. The airport will then be able to cover around half of its electricity requirements with solar power.

Refrigeration

All air–conditioned buildings are cooled via an in–house pipeline network for air conditioning water, which is supplied by three separate cooling plants on the site with a total output of 26 MW. In 2021, FWAG’s cooling consumption amounted to approximately 18.7 million kilowatt–hours.

FWAG electricity requirements 2017–2021 in MWh



Heat

The heating energy, totalling 35.9 million kilowatt–hours in 2021, has since 1980 been transported to the airport from the Schwechat refinery by means of a hot water circuit. The individual heating systems of the airport grounds are supplied here through an underground pipeline system.

In the first half of 2022, the Schwechat refinery will switch the airport’s current supply to environmentally friendly district heating. The refinery takes the waste heat from the desulphurisation plant, a diesel production plant and the vacuum distillation plant and converts it into carbon–free district heating. This will save around 21,000 tonnes of CO₂ per year in the airport system.

Fuels

In 2021, FWAG filled its own vehicles at Vienna Airport with a total of around 2.6 million litres of fuel, of which 2.3 million litres of diesel. Around 80% of this was used to fill the roughly 670 ramp handling vehicles and machines.

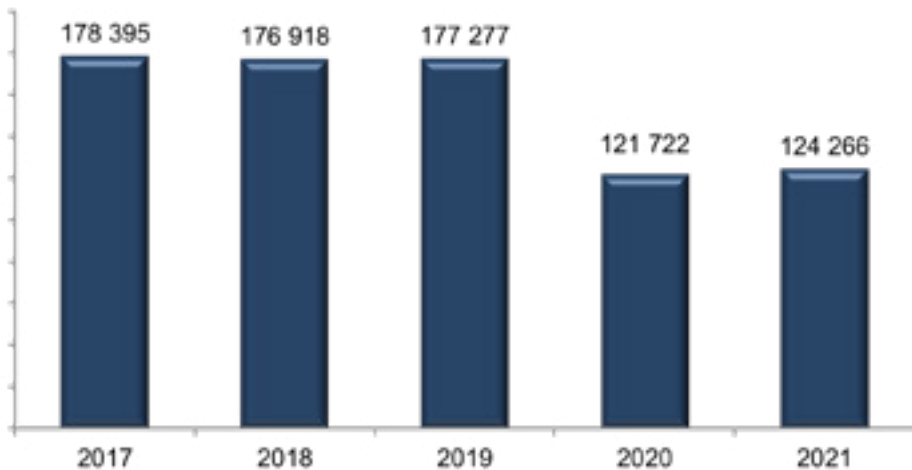
While aviation fuel (kerosene) has been pumped via a pipeline directly from the Schwechat refinery (OMV) to the airport since 1991, automotive fuels are supplied to the three company petrol stations by petrol tanker.

The complete property-related measurement of all energy transfers and consumption provides the precondition for modern energy management at the airport. The various forms of consumption are described, reviewed and analysed using special software programs.

Smart AirportCity

To optimise the consumption of power, cooling and heating, Flughafen Wien AG and TU Wien (Vienna University of Technology) launched a development project in 2017 to create a prototype for a computer-assisted "virtual city", which can simulate and subsequently improve the consumption of electricity, cooling or heating. On this basis, scenarios for maintenance, improvement and expansion to the Smart AirportCity are designed in order to optimise capacity and manage consumption as well as possible. In 2021, the scenarios began to be compared with live operation and evaluated.

FWAG total energy requirements 2017–2021 in MWh



Water and effluents

While 1.2 million m³ of water was consumed at Vienna Airport in 1984, the consumption in 2021 amounted to 254,757 m³. In addition to the pandemic-driven decline in 2020 and 2021, this massive saving is primarily due to the further technical development of the sanitary facilities. As the airport draws all of its water from groundwater, Flughafen Wien AG does everything it can to ensure the quality of "its" groundwater. The tests required by the authorities are conducted four times a year by the Österreichische Agentur für Gesundheit und Ernährungssicherheit (Austrian Agency for Health and Food Safety). No complaints have been made to date. Vienna Airport's

water supply is provided by four wells owned by the airport. Used to fill aircraft drinking water tanks, some of the water makes its way around the globe.

A central aspect of the sewage disposal is the complete canalisation of the sealed areas situated airside. Rainwater run-off is led from the individual drainage areas of the airport—runways, aprons and taxiways alone make up an area of more than 2.5 million square metres — to the central wastewater disposal plant. The pollution level of the wastewater is measured on line where the main collector enters the central wastewater disposal plant.

Polluted wastewater is pumped through separate pipes to the Schwechat–Mannswörth treatment plant.

As a result of the targeted separation of polluted from non-polluted run-off, it has been possible to reduce the volume of wastewater to be processed in the treatment plant. FWAG's wastewater amounted to 191,711 m³ in 2021.

FWAG water consumption 2017–2021

	Unit	2017	2018	2019	2020	2021
Water consumption	m ³	445,698	417,301	446,123	306,548	254,757
	l/TU	16.8	14.3	13.2	32.8	21.0
Wastewater	m ³	371,511	372,403	350,386	188,592	191,711
	l/TU	14.0	12.7	10.4	20.2	15.8

Aircraft de-icing

In the event of certain meteorological conditions, aircraft must be cleared of ice and snow before take-off for safety reasons. The de-icing agents used in this process are completely biologically degradable glycol mixtures, which place special requirements on the treatment of wastewater. For this reason, wastewater produced at the de-icing stations is separated from the surface run-off of the other stations and taxiways, fed into an underground intermediate collection tank and slowly added to the sewage. The quantity of de-icing agent used depends heavily on the prevailing weather conditions in the cold months of the year. In 2021, 648,215 litres of de-icing agent were used.

Aircraft de-icing 2017–2021

	Unit	2017	2018	2019	2020	2021
De-icing agent	Litres	1,371,301	1,725,330	992,897	723,268	648,215
	l/TU	0.05	0.06	0.03	0.08	0.05

Waste

Depending on the number of passengers and the services provided, rubbish and waste materials are created at commercial airports from the widest variety of areas, including terminals, offices, logistics warehouses, equipment hangars, technical stations, hotels, aircraft hangars and the aircraft themselves.

Waste management logistics comparable to those of a small town are therefore in operation at Vienna Airport. In addition to the two largest types of waste, industrial waste and wastepaper/cardboard packaging, packaging waste, scrap metal and hazardous waste, such as lubricating oil and solvent residues from the maintenance of aircraft and vehicles on the ground, are also produced. All waste volumes are covered in the current waste management concept, broken down according to type of waste.

An overview of around 350 materials (from paint strippers or aluminium cans to toothbrushes or branches) and their correct disposal can be found in the "VIE Abfalltrenn ABC" brochure ("ABC of waste sorting at Vienna Airport").

Avoid, reduce, recycle

Waste avoidance plays the leading role in waste management at Vienna Airport. Unavoidable waste is appropriately sorted and, depending on the options available, assigned for reuse or recycling. Waste separation at the airport is carried out here in accordance with strict guidelines, which makes recycling easier and more cost-efficient. All options for efficient waste management are made use of here. Biogenic waste, glass and plastic bottles are collected separately and sent for recycling. Special environmental islands in the terminal areas also offer passengers the opportunity to dispose of their rubbish in line with the labelling. The waste and the sorting of waste from the aircraft that land in Vienna are also controlled.

Waste collection centre

All waste produced at the airport as well as non-hazardous waste of third-party companies that is not disposed of using the normal collection routes are received in the waste collection centre. Bulky waste, waste materials and problematic materials can be handed in here in a convenient and environmentally compatible way.

Collected problematic materials are received, weighed and sorted into appropriate containers based on safety and disposal perspectives.

FWAG waste 2017–2021

	Unit	2017	2018	2019	2020	2021
Total waste	Tonnes	4,457	4,326	4,299	1,754	1,773
	kg/TU	0.17	0.15	0.13	0.19	0.15
Total hazardous waste	Tonnes	161	157	142	72	56
	kg/TU	0.01	0.01	0.01	0.01	0.01
Industrial waste	Tonnes	2,981	2,975	3,003	1,196	1,220
	kg/TU	0.11	0.10	0.09	0.13	0.10
Paper and cardboard	Tonnes	414	412	396	121	68
	kg/TU	0.02	0.01	0.01	0.01	0.01

Airborne emissions

Emissions and climate protection

Although aircraft are today being built with greater fuel efficiency than ever before thanks to constant technical innovations, the enormous growth of the industry continues to create increasing emissions and environmental pollution. The aviation industry has therefore set very ambitious climate targets:

- » Increase fuel efficiency by 1.5% per year
- » CO₂-neutral growth since 2020 — set out in Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA)
Reduce net CO₂ emissions by 50% by 2050

More information can be found at:

www.icao.int/environmental-protection/CORSIA/Pages/default.aspx and www.iata.org/policy/environment/Pages/climate-change.aspx.

The operation of an airport, especially aircraft handling operations and landside traffic, contributes, albeit to a lesser degree, to general airborne emissions from the aviation industry.

All emissions are recorded without gaps in the area around the airport as part of air quality monitoring and through the production of an annual carbon footprint. Measures and programmes are developed on an ongoing basis with airlines to systematically minimise emissions.

ACAS (Airport Carbon Accreditation System)

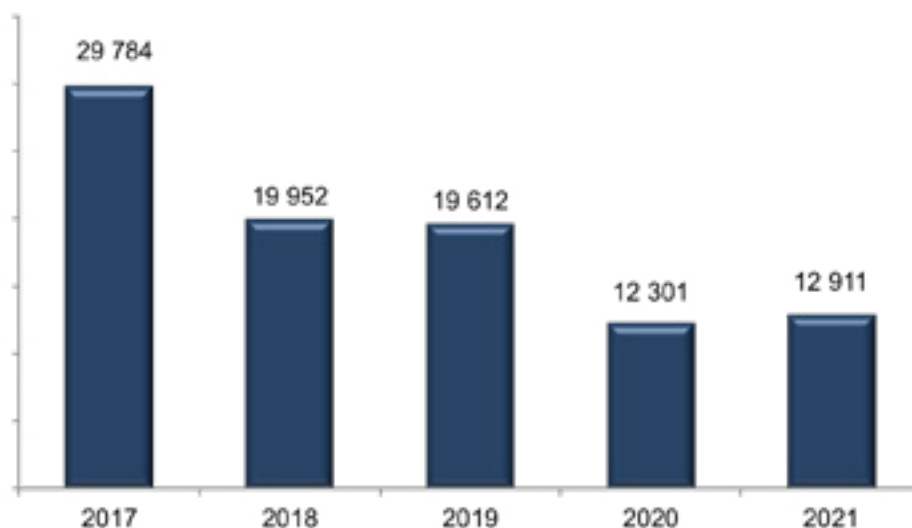
With the help of a carbon footprint, FWAG also takes part in the Airport Carbon Accreditation System (ACAS) programme managed by the Airports Council International Europe (ACI Europe) www.airportcarbonaccreditation.org. Vienna Airport was given Level 1 certification back in 2013, in 2015 there was the move up to Level 2 and in October 2016 Level 3 certification was achieved for the first time, which has been reaffirmed by ACI every year since. Level 3 certification stipulates a further reduction of CO₂ emissions with greater involvement of all companies operating at the airport. To reach this Level 3 all companies located at the site had to be integrated in measures to reduce CO₂.

CO₂ emissions

The carbon footprint was also compiled in 2021 by the Laboratorium für Umweltanalytik. The result for the entire site, including air traffic, apron, handling, energy consumption and feed traffic, shows significantly below-average development in 2021 due to the impact of the coronavirus pandemic on air traffic. In 2019, the CO₂ emissions amounted to 380,763 tonnes. This declined by around 54% to 174,956 tonnes of CO₂ in 2021.

In 2019, Vienna Airport's total CO₂ emissions accounted for around 0.48% of the total CO₂ emissions in Austria (79.8 million tonnes).

(Source: Environment Agency Austria: Federal States Air Pollutant Inventory 1990–2019)

FWAG CO₂ emissions 2017–2021 in tonnes

With regard to aircraft handling, emissions were around 4% higher than in 2020 due to somewhat higher diesel consumption in handling. The directly influenceable emissions from aircraft handling increased by 20%. This is attributable to the higher fuel requirements of the ground power units (GPU) and vehicles and machinery of Flughafen Wien AG (higher diesel and petrol consumption) airside. Total CO₂ emissions from stationary and infrastructure-related sources decreased by 4% due to the lower heat requirements. CO₂ emissions due to landside motor vehicle traffic are around 25% higher than in the previous year. The changes described can be explained by the increase in traffic volume at Vienna Airport.

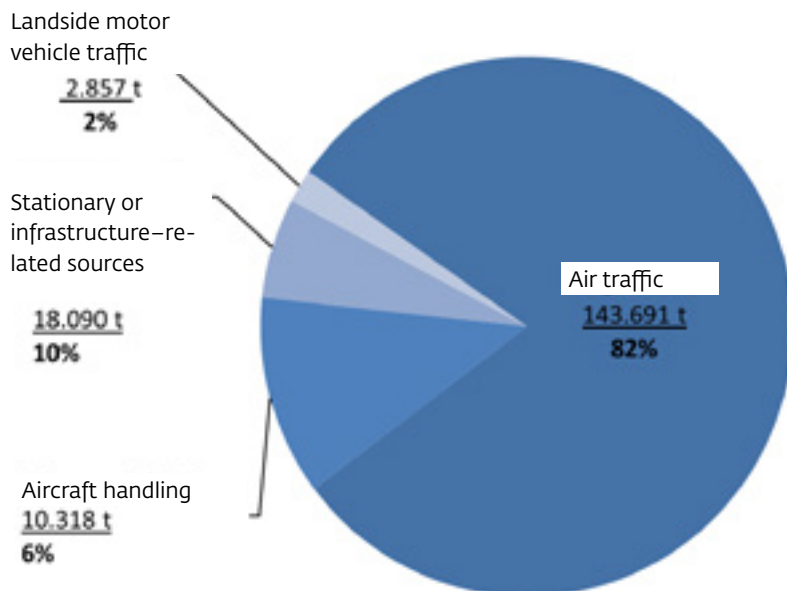
Only around 7% of these emissions can be directly influenced by the airport, with the majority attributable to the energy supply. At 86.4%, air traffic accounts for the majority of Vienna Airport's CO₂ emissions.

FWAG greenhouse gases 2017–2021

	Unit	2017	2018	2019	2020	2021
CO ₂	Tonnes	29,784	19,952	19,612	12,301	12,911
	kg/TU	1.12	0.68	0.58	1.32	1.06

Numerous projects to reduce greenhouse gases have been and are being implemented at Vienna Airport. For example, Vienna Airport already obtains all of its electricity in a carbon-neutral manner. The expansion of photovoltaics at the site sustainably supports Vienna Airport's goal of carbon neutrality. Carbon-neutral procurement of district heating will likewise be possible from mid-2022. The expansion of the electric vehicle fleet and the offsetting of CO₂ emissions caused by FWAG's use of fossil fuels (mainly in aircraft handling) are intended to enable the carbon-neutral operation of Vienna Airport from 2023.

CO₂ emissions of the various source groups (total: 174,956 t) for 2021



Greenhouse Gas Protocol

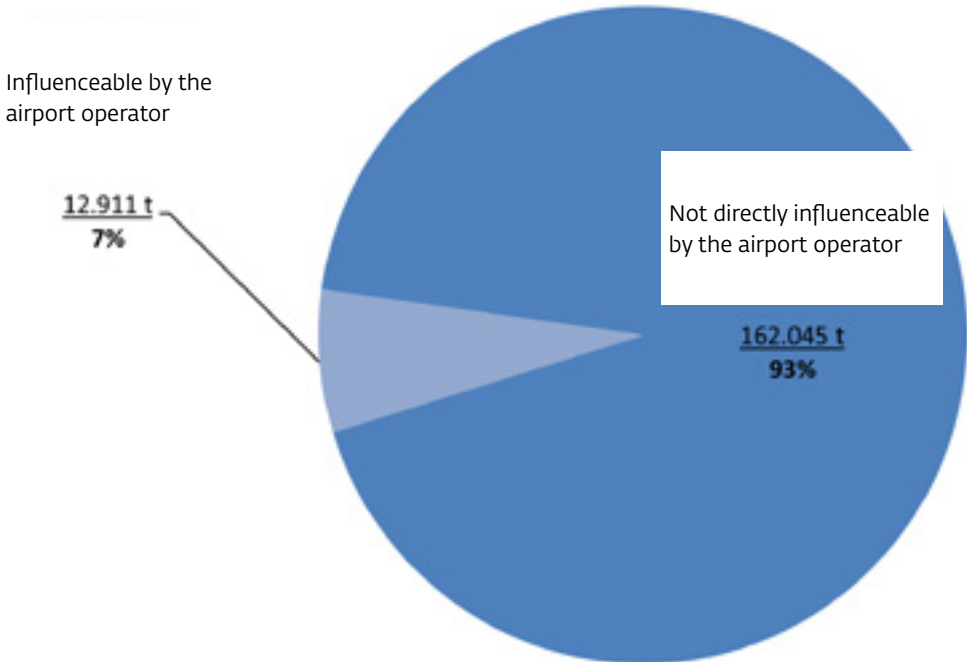
Scope	Greenhouse gas emissions arise ...
Scope 1	... in the course of the business operations of the company from sources that the company itself owns and/or operates, e.g. vehicles, combustion plants
Scope 2	... as part of the generation by third parties of the energy consumed by the company, e.g. electricity, district heating and cooling
Scope 3	... in the supply chain or in the course of using the products or services sold by the company, arrival and departure of passengers and employees, transportation of goods, use of the airport by airlines

The Flughafen Wien Group can influence Scope 1 emissions directly, Scope 2 emissions only partially and Scope 3 emissions not at all.

CO₂ emissions by Scope at Vienna Airport 2017–2021

	2017	2018	2019	2020	2021
Scope 1	8,455	8,958	9,648	4,745	5,663
Scope 2	45,732	42,587	21,216	17,758	18,053
Scope 3	322,735	293,124	349,898	129,850	151,240
Total	376,992	344,669	380,762	152,353	174,956

CO₂ emissions by influence (total: 174,956 t) for 2021



Other airborne emissions

In addition to CO₂, mainly NO_x and CO but to a lesser extent also SO_x, particulate matter (PM₁₀) and benzene are emitted into the atmosphere by aircraft. With regard to particulate matter, it should be noted that Vienna Airport is located in a particulate redevelopment area, with particulate pollution in Lower Austria demonstrably being caused primarily by domestic fuel, followed by industry, transport and infrastructure. Comparing the particulate matter values with the town of Krems in Lower Austria shows that aviation has only a marginal influence of particulate pollution. In the "Aquila Study" (long-distance transport of airborne pollutants), Professor Hans Puxbaum from TU Wien has proven that the proportion of particulate matter in Lower Austria imported from neighbouring countries in the east amounts to around 50%.

Further information on the study can be found here:

<https://docplayer.org/133869434-Endbericht-fuer-das-projekt-aquila-niederosterreich-aerosolquellenanalyse-fuer-niederosterreich-ru4-a-152-077-04.html>

An emissions inventory of the above airborne pollutant parameters was drawn up by the Laboratorium für Umweltanalytik for 2017, 2018, 2019, 2020 and 2021 on the basis of the respective carbon footprint. In contrast to the carbon footprint, indirect emissions caused by the consumption of electrical energy and heating energy were not taken into account.

Measurement of pollutants

Air quality measurements have been taken at the site in the immediate apron and runway area since 1997. The pollutant monitoring system is managed by the state government of Lower Austria and is integrated in the regional air quality monitoring network. It consists of a total of 40 stationary and four mobile stations, which supply the current measurement data to the

central facility every half hour. The measured values of the individual measuring stations — and thus also those of Vienna Airport — can be accessed at www.numbis.at. The values for sulphur dioxide and nitrogen dioxides are thus available at all times and can be compared with the measured values of other pollutant measuring stations in Lower Austria. The measured values are additionally compared with statutory threshold values and thus provide information about air quality. The situation at the site is consistent with the outskirts of a major city with low emissions of carbon monoxide, sulphur dioxide, particulates, benzene and heavy metals as well as moderate pollution from nitrogen oxides. Slightly higher concentrations consistent with an urban level arise only in the central apron area of the airport. The ozone values in the airport grounds are consistent with the large-scale situation in the Vienna Basin.

Airborne emissions 2017–2021

	2017	2018 ¹	2019 ²	2020	2021
SO ₂ in kg (Flughafen Wien Group)	61	479	608	332	408
SO ₂ in g per traffic unit	0.0023	0.0181	0.018	0.0356	0.0337
NO _x in kg (Flughafen Wien Group)	54,737	61,019	68,125	32,041	36,536
NO _x emissions in g per traffic unit	2.07	2.30	2.02	3.43	3.01
PM10 in kg (Flughafen Wien Group)	6,862	7,758	8,375	3,707	3,916
PM10 in g per traffic unit	0.26	0.29	0.25	0.40	0.32
Total emissions in kg (Flughafen Wien Group)	61,660	69,256	77,108	36,080	40,860
Total emissions in g per traffic unit	2.33	2.37	2.29	3.86	3.37

1) The emission values for 2018 resulted from an update to the software used and thus a change in the emission factors. They are therefore not directly comparable with the 2017 values.

2) The increase in the figures from 2018 to 2019 is attributable to the increased air traffic.

Collaborative Decision Making (CDM)

Flughafen Wien AG has implemented a Collaborative Decision Making (CDM) programme together with Austro Control and the airlines and handling companies operating at Vienna Airport. In this programme, the handling of an aircraft — from flight planning, through landing, to take-off and onward flight — is harmonised and coordinated between all partners involved, such as the airports, air traffic control, the airlines and the handling agents. Information that is required for swift ground handling is exchanged on a standardised basis between all project parties. This enables costs to be reduced, taxiing and waiting times on the runways to be minimised, on-time performance to be increased and fuel consumption on the ground to be reduced. By optimising these processes, passengers benefit from an even more punctual processing of air traffic. The successful implementation of CDM is thus not only making a significant contribution to the environmentally friendly processing of the air traffic at Vienna Airport, but is also raising the service quality and customer satisfaction in the area of handling.

Noise

Throughout Europe, road, construction and neighbourhood noise and rail traffic are the main causes of noise pollution, followed by air traffic. Take-offs and landings and ground noise such as taxiing movements and engine run-ups are the main sources of noise at airports. The Federal Environmental Noise Protection Regulations regulate the threshold values connected

to flight noise that, to protect the local population, must not be exceeded — namely a day–evening–night noise index of 65 dB.

However, Vienna Airport's commitment goes significantly beyond these statutory requirements: The airport's noise control programme, for example, includes the daytime protection zone with an equivalent continuous sound level of over 54 dB. The night–time protection zone starts at a continuous sound level as low as over 45 dB. In accordance with an agreement reached during the mediation process, the number of aircraft movements between 11:30 p.m. and 5:30 a.m. should remain constant at the 2009 level.

In addition, the great variety of noise prevention and protection measures agreed in close consultation with stakeholders and local residents are implemented on a continual basis in order to reduce the ground noise still further. In the performance of engine run–ups, for example, the parking positions are chosen depending on the prevailing wind conditions in such a way that local residents are disturbed as little as possible.

Curved approach

Curved approach is currently being evaluated and negotiated as a noise–mitigation measure as part of the Dialogue Forum.

Curved approach is an instrument approach procedure for lateral and vertical flight control, which is not defined along a continuous straight line but also with curved segments.

Curved approach has already been possible for runway 16 for some time. However, this does not automatically mean that all aircraft are allowed to fly this approach procedure. In fact, only very few aircraft are currently flying it. Firstly, this is because the curved approach can be flown only during periods of low traffic, as a mix of normal and curved approaches is not yet technically possible. Secondly, not all aircraft currently have the technical equipment needed for a curved, instrument–supported approach.

Work to further develop this approach procedure continues apace, but it could be a few years before more and more aircraft are gradually able to fly it. The Dialogue Forum is currently discussing the future, definitive situation of the curved approach on runway 16. Negotiations are also underway regarding a curved approach to runway 29.

FANOMOS

A flight track and noise monitoring system — FANOMOS — has been in operation at Vienna Airport since 1990. This allows arrivals and departures to be recorded and analysed as flight tracks. Compliance with the stipulated arrival and departure routes is controlled in this process, and any deviations, i.e. a plane leaving the stipulated corridors, are flagged. FANOMOS not only records flight tracks 365 days a year, however, but also registers the noise level of overflights on an ongoing basis using 15 fixed measuring stations set up in the environs of the airport.

Noise–based landing fees

The aim of noise–based landing fees is to provide an incentive for airlines to use aircraft that are quieter and produce fewer emissions. The take–off and landing fees are graduated–noisy aircraft pay more, quieter aircraft pay less. The penalty/reward system is neutral in terms of costs, and the noise fees do not represent any additional source of income for the airport.

Noise protection

The Vienna Airport noise protection programme that was started in 2005 as part of the mediation contract aims to protect the health and improve the quality of life of people who live close to the airport. Where the continuous sound level exceeds 54 dB during the day and 45 dB during the night, the airport assumes between 50% and 100% of the costs for noise protection measures, for example, the installation of soundproof windows and doors. Until the end of 2021, building expert opinions were prepared for 6,313 properties, and optimal noise protection was installed in 2,979 of these properties. One positive side effect of this is that the improved building insulation and lower heating costs have reduced CO₂ emissions in the affected areas by around 1,300 tonnes per year.

Area of the flight noise zones at Vienna Airport 2017–2021

	2017	2018	2019	2020	2021
The area of each flight noise zone within which the daytime LEQ ² during the six busiest traffic months of the year in question was over 54 dB (in km ²)	80.54	87.42	96.03	58.28	63.09
The area of each flight noise zone within which the night-time LEQ ² during the six busiest traffic months of the year in question was over 45 dB (in km ²)	106.5	128.27	142.27	77,0	100,95

- 1) The flight noise zone shown for 2021 was already determined according to a new calculation method to be applied in future. The figures for 2017 to 2020 were likewise recalculated accordingly.
 2) LEQ: equivalent continuous sound level

Environmental fund

The priority is noise prevention. But when this is not possible, the environmental fund, which is funded by FWAG depending on the number of passengers and a specially calculated noise factor, compensates for the real pollution. The environmental fund is managed by an advisory board comprising representatives from the communities, the working group of citizens' initiatives and residents' associations around Vienna Airport, and the airport.

Night flights

In accordance with an agreement reached during the mediation process, the number of aircraft movements at Vienna Airport between 11:30 p.m. and 5:30 a.m. should remain constant at the 2009 level over five years. As a result of the pandemic, the actual number of aircraft movements in 2021 was 2,767 fewer than the level of 4,700 per year defined in the mediation contract. From 2017 to 2021, the actual number of night flights was 4,792 (or 20.4%) fewer than the cumulative target of 23,500 aircraft movements.

Plans call for a further step-by-step reduction in the number of aircraft movements to 3,000 per year, starting three years before the third runway comes into service. Details of night flights at Vienna Airport can be found in the evaluation report that will be released by the dialogue forum around the middle of the year at www.dialogforum.at.

Electromagnetic fields

The use of radar-supported systems for monitoring air space and air traffic is essential for ensuring safe flight operations. These kinds of systems are also operated at Vienna Airport by Austro Control. The technologies employed generate electromagnetic waves and must comply with the applicable safety standards and requirements of emission protection. Care is therefore taken as early as the planning and installation of the equipment that a sufficient safety distance is maintained. Further safety measures, including evaluations by independent technical experts, regular maintenance and technical process optimisations play their part in ensuring that the maximum permissible radiation values are never exceeded even in the event of incidents. All radio locating systems are erected at a sufficient safety distance from buildings frequented by people. Before the equipment is first put into operation, expert opinions on the electric field strengths and radiation values arising as a result of their operation are drawn up for all radio locating systems by independent experts.

Materials/substances

Sustainable, environmentally friendly procurement, meaning the purchase of “green” products and services that are also manufactured and performed in accordance with social standards is a key company target. Regional providers are also taken into account. In Austria, the “National action plan for sustainable procurement” was launched under the guidance of the Ministry of the Environment. In this way, sustainable criteria are taken into consideration in the procurement process and the action plan is implemented jointly. The action plan has been in effect since autumn 2010 with the Federal Procurement Agency (BBG). Some procurement by the Flughafen Wien Group has also been handled via the BBG. Vienna Airport is also subject to some requirements under the Austrian Federal Public Procurement Act (BVerG). The largest suppliers in terms of order value belong to the sectors of construction, petroleum processing, metal working, special vehicles, technology and various services such as IT and airport handling. Measured in terms of order value, the majority of contractors are regional to the airport: around 80% of the 35 largest suppliers are from Vienna and Lower Austria, 2% from other Austrian states and the remaining 18% are predominantly from Europe.

Sustainable building – life cycle consideration of properties

“Planning, Construction & Facility Management” also includes strategic facility management, which proceeds in a concerted and coordinated manner. The life cycle consideration of all land-side properties is thus ensured, a particular result of which is that the operating costs and the periodic modernisation measures are incorporated in the overall consideration of the costing, planning and implementation of construction projects.

In the field of real estate, a balanced development strategy geared towards the concept of an “AirportCity” is being pursued. The product segments with an attractive risk/return profile will be expanded aggressively in the next few years and supplemented with urbanising elements in order to ensure sustainable development.

Vienna Airport is the first business location in Austria to have been awarded the sustainability certificate of the German Sustainable Building Council (DGNB) by the Austrian Sustainable Building Council (ÖGNI), and the “AirportCity Vienna” brand was recognised as Austria’s strongest business location brand.

Office Park 4

After two years of construction work, Office Park 4 was opened in September 2020. The building provides enough space for around 2,500 employees. The new Office Park offers flexible working areas, a wide range of co-working opportunities and state-of-the-art event areas. During the planning process, a huge amount of consideration was given to energy efficiency. Findings from the Smart AirportCity were also incorporated into this. Energy consumption is less than a third of that of conventional offices. The façade, around 60% of which is transparent, lets a huge amount of daylight into the interior of Office Park 4, and its special design also takes account of the local winds that flow around the building.

The use of geothermal energy (cooling and heating with thermal energy) also plays a significant role. A photovoltaic system is also installed on the roof of Office Park 4 for optimal use of sustainable energy sources.

Future construction projects at Vienna Airport will be guided by the sustainability criteria of Office Park 4.

Mobility

The airport can be reached in a short time by motorway and train as well as by local transport connections such as the bus, the rapid transit train and the City Airport Train. A long-distance train station at the airport facilitates and speeds up the arrival of passengers from metropolitan areas such as Linz, Salzburg and St. Pölten. Since 2003, the City Airport Train (CAT) — a subsidiary of FWAG (50.1%) owned jointly with Österreichische Bundesbahnen (ÖBB – Austrian Federal Railways) (49.9%) — has linked the city centre of Vienna with Vienna Airport. The City Air Terminal at Vienna's Mitte-Landstrasse train station offers the option of checking luggage in 24 hours before departure. Specially adapted double-decker coaches and a journey time of just 16 minutes make this air-rail link a comfortable option for travelling to the airport directly from the city centre. The good public transport options for travelling to the airport are also reflected in the modal split:

Modal split at Vienna Airport 2017–2021 (basis: departing local passengers)

Means of transport to the airport	2017	2018	2019	2020*	2021**
Private/company car	24.00%	20.80%	21.10%	21.10%	30%
Rental car (e.g. Sixt, Avis, Europcar)	1.70%	1.50%	2.63%	2.63%	4%
Car sharing	0.70%	1.60%	1.05%	1.05%	N/A
Taxi and chauffeured rental car	19.30%	18.30%	10.25%	10.25%	18%
Public bus (e.g. Vienna Airport Lines, Blaguss)	8.30%	9.70%	10.65%	10.65%	8%
Coach	2.50%	4.20%	3.15%	3.15%	N/A
Rail (rapid transit/regional trains, CAT, ÖBB long-distance)	43.40%	43.80%	45.90%	45.90%	33%
New forms of mobility, e.g. Uber, Bolt	N/A	N/A	4.33%	4.33%	N/A
Hotel transfer, airport transfer	N/A	N/A	0.48%	0.48%	N/A
Other	0.10%	0.10%	0.48%	0.48%	6%

* No modal split was ascertained in 2020 due to the coronavirus pandemic and its severe impact on air traffic. The modal split from was carried forward from 2019.

** A simplified modal split was ascertained for 2021.

In 2021, approximately 41% of all passengers and visitors to the airport travelled there or back by public transport. The decline was due to the impact of the coronavirus pandemic. The City Airport Train, which is free to use for airport employees, was temporarily shut down on economic grounds and will start running again in early April 2022.

Flughafen Wien AG e-fleet

Flughafen Wien AG is working continuously to improve air quality at the airport and has — where financially sustainable — successively converted its fleet to electric vehicles.

The following electric vehicles were in use in 2021:

Equipment type	Number
Electric towing vehicles (baggage and cargo transporters)	190
Electric floor conveyors/electric stackers	50
Electric mopeds	8
Electric scooters	46
Electric cars	11
Electric passenger stairs	7
Electric baggage conveyors	65

An electric aircraft towing vehicle is currently in use in a test phase at Vienna Airport. Since 2017, the catering vehicles have been successively switched for electric vehicles, and the conversion of passenger buses to electric is also being evaluated.

Cycle paths from and to Vienna Airport

The local authorities of Schwechat, Fischamend and Vienna Airport have created a bike trail for local residents, employees and cycling enthusiasts with the support of the state of Lower Austria. This trail not only connects the municipalities with the airport, but also closes the gap between Vienna's city centre and Lower Austria. In order to support a boost in traffic along the 17-km-long cycling trail, attractive bike stands, bicycle hire stations of the service provider "Nextbike" and a well-signposted cycling signage system have been installed.

Contaminated land

The contaminated land is recorded in a contaminated land register. The known contaminated land from the time of the Second World War and shortly thereafter contains contaminated soil as well as waste and debris disposal sites. The contaminated soils are being sealed, ensuring that the contaminated land does not cause any environmental damage.

Biodiversity

Species conservation is also a very important issue for airports, because airports require a lot of space, large parts of which are then sealed off (2021: 3,816,235 m²). In addition to heavily built-up areas and sealed areas, the grounds of Vienna Airport are also home to biologically valuable grasslands. Sensitive conservation of the countryside has played its part in preserving the habitat of numerous birds and other animals, such as the protected European ground squirrel.

The airport meadows represent the largest contiguous meadow landscape in Eastern Austria. There is a rich abundance of insects and spiders on the structurally diverse and unfertilised

meadows. For this reason, the meadows are also frequented as a feeding area by numerous local and migratory birds, including many birds of prey and songbirds, but also waterfowl, such as the rare lapwing. Among the ground-nesting species, there are high concentrations of skylarks.

Bird strikes per 10,000 aircraft movements 2017–2021

Bird strikes	2017	2018	2019	2020	2021
	2.9	2.8	2.4	3.6	5.9

Vöslau Airport

Vöslau Airport was built in 1926. The airport gained historical significance when on 11 April 1955 a delegation from the Austrian government flew from Vöslau to Moscow for state treaty negotiations. Upon their return on 15 April, Federal Chancellor Julius Raab held his first speech about the success of the negotiations on the airfield.

Vöslau Airport covers around 175 hectares, whereby 30 hectares are outside the operating boundary. Vöslau Airport has three runways, but only the asphalt runway is in use.

In 1972, the upkeep of the airport was transferred to Flughafen Wien Betriebsgesellschaft. Now Flughafen Wien AG, the company has since undertaken to maintain the building in good technical order and to preserve the airport. In this period, there have also been major investments such as new buildings and hangars and an 850-metre-long asphalt runway. In 1999, the runway was lengthened to 1,002 metres, stopways added, lighting installed, and an instrument approach procedure published.

Vöslau Airport is maintained by Flugplatz Vöslau Betriebs GmbH, a wholly owned subsidiary of Flughafen Wien AG. The reporting scope for EMAS certification therefore also covers Vöslau Airport, which is supported and audited by the Environment and Sustainability Management department.

The main environmental aspects at Vöslau Airport are natural gas, electricity including refrigeration, water, effluents, fuels, waste, noise, contaminated land and soil sealing. As a result of the significantly smaller operating area and lower environmental impact compared to Vienna Airport, the environmental indicators are included in Vienna Airport's environmental performance statement as a negligible value.

At Vöslau Airport, natural gas is mainly used to heat the main building. The option of supplying Vöslau Airport with district heating is currently being examined.

The electricity is CO₂-free, as the same supplier is used that also supplies Flughafen Wien AG. The electricity is billed according to the meter reading or per square metre for the smaller offices in order to differentiate between third-party and own use. The electricity for the runway lighting is billed to Vöslau Airport.

Vöslau Airport is connected to the local water supply network. Consumption is monitored and billed on the basis of meter readings. Wastewater is disposed of via the sewer system.

The airport's own consumption of fuel, primarily diesel, is negligible, as only the few airport management vehicles are refuelled.

Rubbish at Vöslau Airport is sorted into paper, packaging and residual waste and disposed of appropriately by an external company.

Vöslau Airport is used by light private aircraft, helicopters and small unmanned aerial vehicles. Flight schools and a training ground for police helicopter pilots are located on the premises.

In April 2022, the Watschinger flight school based at Vöslau Airport implemented an ambitious project supported by Vienna Airport and approved by Austro Control: Austria's first electric aircraft took off from Vöslau Airport. The two-seater plane causes no CO₂ emissions,

and the quiet electric engine produces virtually zero flight noise. The electricity is drawn from a photovoltaic system on the hangar roof.

The flight noise resulting from the operation of the airport is recorded and evaluated with the same systems used by Flughafen Wien AG (FANOMOS). A Neighbourhood Advisory Board comprising interested parties from local communities discusses potential improvements to noise pollution.

The contaminated land on the site primarily includes building rubble from the time of the Second World War.

The 30 hectares of undeveloped and unsealed land outside the operating boundary also belong to Flughafenbetriebs GmbH. This area is unmanaged and, owing to its natural state, serves as a haven for flora and fauna. With this space, Vöslau Airport is contributing to the conservation of biodiversity.

Selected key data of Vöslau Airport (own consumption)¹

	Unit	2017	2018	2019	2020	2021
Electricity	kWh	201,315	205,857	182,141	192,588	203,746
in CO ₂	Tonnes	43	76	0	0	0
Natural gas	kWh	304,850	272,780	265,000	258,132	318,242
in CO ₂	Tonnes	65	58	57	55	68
Fuels (diesel)	Litres	3,582	2,305	3,611	2,300	3,801
in CO ₂	Tonnes	10	6	10	6	10
Water	Litres	948	739	1,027	724	726
Total CO ₂	Tonnes	118	141	66	61	78

1) Relative figures were not used for the key data for Vöslau Airport, since no suitable reference values for the consumption figures could be found.

Achievement of the environmental objectives

In 2020 and 2021, the coronavirus pandemic significantly affected passenger numbers. The massive decline in traffic units is so far outside the expected fluctuation that assessment in terms of target figures does not seem appropriate. A return to pre-coronavirus values is expected in the coming years, which will make an assessment possible again.

Additional CO₂ target set

Flughafen Wien AG will run its entire operations CO₂-neutral from 2023 onwards, 7 years earlier than planned.

Environmental aspect	Unit	2012 base-line value*	2023 target value	Targeted efficiency increase	Value as of 2021
Electrical energy Flughafen Wien Group	kWh/TU	4.42	3.49	21%	5.54
Heat consumption Flughafen Wien Group	kWh/TU	2.42	2.01	17%	2.96
Cooling consumption Flughafen Wien Group	kWh/TU	1.72	1.24	28%	1.54
Fuel consumption Flughafen Wien Group	kWh/TU	1.41	1.17	17%	1.75
Greenhouse gas CO ₂ Flughafen Wien Group	kg/TU	1.95	0.0	100%	1.06

* 2012 was set as the baseline year for the targets, since the opening of Terminal 3 in 2012 constituted a material change in the infrastructure and thus the frame of reference.

Dialogue and corporate responsibility

The Flughafen Wien Group communicates on the broadest basis with its stakeholders and does not exclude anyone. The large number of stakeholder groups and their needs are matched by the variety of the measures that the Flughafen Wien Group takes to maintain constant dialogue with all the parties involved.

Stakeholder and communication activities of the Flughafen Wien Group at a glance

Stakeholders	Publications	New media	Other
Employees	"Blockzeit" in-house magazine	Intranet "Bee-clever", Facebook, Instagram, Twitter	"Nachgefragt" information event with the Management Board
Airlines	Newsletter		Various customer events, meetings, working groups, conferences
Passengers	Orientation map, Airport A-Z	www.viennaairport.com, Facebook, Instagram, Twitter, mobile app	Complaints management
Companies on site		Customer surveys among tenants, "AirportCity" partner network	Meetings, working groups, newsletter
Suppliers, business partners, freight forwarders		www.viennaairport.com	Meetings
Shareholders	Financial and quarterly reports, presentations	www.viennaairport.com	Private shareholder day, roadshows, conferences, discussions with potential investors, conference calls, participation at the "Gewinnmesse" investment fair
Federal states Vienna and Lower Austria		www.viennaairport.com, Facebook, Instagram, Twitter	Conference calls, Supervisory Board, Public Affairs Management, Dialogue Forum, Neighbourhood Advisory Board
Local residents	Vis a Vis, environment and aviation, newsletter, Dialogue Forum	www.viennaairport.com, Facebook, Instagram, Twitter, www.dialogforum.at, www.laermschutzprogramm.at, www.flugspuren.at	Vienna Airport Region, Neighbourhood Advisory Board, Dialogue Forum, environment hotline, complaints hotline
Citizens' initiatives	Vis a Vis, environment and aviation, newsletter, Dialogue Forum	www.viennaairport.com, Facebook, Instagram, Twitter, www.dialogforum.at, www.laermschutzprogramm.at, www.flugspuren.at	Dialogue Forum, environment hotline, complaints hotline
Authorities and politics	Regular political letter	www.viennaairport.com	Meetings, Public Affairs Management, mandatory reporting
Social partners			Regular meetings
Media	Press releases, reports	www.viennaairport.com, Facebook, Instagram, Twitter	Press interviews, press conferences
Visitors	General media reports	www.viennaairport.com, Facebook, Instagram, Twitter	"VisitAir" visitor centre, visitors' terrace

In dialogue with the stakeholders

In all relevant issues, especially in expansion projects, Vienna Airport relies on open and constructive dialogue with local communities and stakeholders.

The team from the Public Affairs department draws up the company's standpoints concerning national and international political issues in a professional and objective way. In light of the complexity of airport operations and the numerous related legal and political issues, constant dialogue with all political stakeholders in Austria and at the EU level is essential.

This also takes place in the context of our co-operation in the Arbeitsgemeinschaft der Verkehrsflughäfen Österreichs (AÖV–Austrian Airports Association).

Neighbourhood Advisory Board – development into Vienna Airport Region

Flughafen Wien AG founded a Neighbourhood Advisory Board back in 1989 in order to facilitate dialogue and exchanges with local communities. Made up of the Management Board of FWAG and the mayors of Schwechat, Fischamend, Kleinneusiedl, Enzersdorf a. d. Fischa, Schwadorf, Grossenzersdorf, Rauchenwarth, Zwölfaxing and Himberg as well as the district leaders of the Vienna districts of Donaustadt and Simmering, this committee meets up to four times a year.

The Neighbourhood Advisory Board is primarily a platform for dialogue and exchange between the airport and the surrounding district. It has the opportunity to articulate the concerns of the surrounding district by putting forward recommendations and thus giving them weight and incorporating them at an early stage in the preparation of plans to expand and further develop Vienna Airport. The various stakeholders then work together to develop amicable solutions.

FORUM 11 for neighbourhood dialogue was significantly expanded and upgraded with Vienna Airport Region.

Dialogue Forum

The Dialogue Forum consists of Flughafen Wien AG, Austro Control and Austrian Airlines, and all the municipalities of the extended area surrounding the airport, citizens' initiatives from these regions, the provinces of Vienna, Lower Austria and Burgenland, the environmental protection authorities of Vienna and Lower Austria as well as municipalities in the regions of Gänserndorf, Bruck a. d. Leitha, Baden, Mödling, the Vienna area as well as Vienna districts are involved in the communication process and dialogue.

The Vienna Airport Dialogue Forum Association is assigned the task of dealing with the issues that are to be implemented on the basis of the mediation contract. It reviews on an annual basis the success of the air traffic measures agreed and documents the results in an evaluation report, which is published on the website www.dialogforum.at/evaluierungsberichte.

Focal points here include the development of noise zones, compliance with the corridors agreed for air traffic, distribution quotas and night flights rules as well as the success of the noise charges model.

The further development of possibilities for reducing the negative impacts of air traffic is another important focus in order to improve the quality of life of the people affected.

The joint work of all the parties involved in the Dialogue Forum is also attracting significant international attention and is being used by many airports as a model for their own regional relations work.

flugspuren.at

The presentation of flight tracks on the Internet allows the general public to trace the measures discussed and implemented in the Dialogue Forum in an easily understandable and transparent way. The website www.flugspuren.at is operated by Flughafen Wien AG together with Austro Control.

The flight path, altitude, time, type of engine (propeller or jet) and aircraft type of each individual flight can be seen. The additional indication of the number of aircraft movements within a selectable time frame on a specific arrival or departure route is unique in Europe. Historical data is available from 1 January of the year before last, so two whole years plus the current year can always be viewed. Current flight tracks are shown with a one-hour time delay.

In addition to the flight tracks, the current values at the 15 fixed flight noise measuring stations as well as at the three mobile flight noise measuring stations can be retrieved. Similarly, information is provided in advance on current incidents that may affect normal flight operations (such as runway suspensions).

Environment and aviation call centre

Since 2004, the Environment and Aviation information hotline and also the contact form at www.flugspuren.at have been available to local residents and affected or interested parties if they have special questions relating to the environment or noise.

A total of 897 enquiries were received by phone and by Internet and e-mail in 2021. This equates to a 20.5% increase in contacts as against 2020. The increase is due to the return to growing air traffic after the sharp decline in aircraft movements as a result of the pandemic in 2020.

67% of the enquiries originated from Vienna and 31% from Lower Austria, Burgenland and other regions. More details in German language can be found in the evaluation report of the Vienna Airport Dialogue Forum (www.dialogforum.at/evaluierungsberichte).

Visitor world

Together with the international renowned children's author and TV star Thomas Brezina, Vienna Airport has developed a virtual, aviation-themed experience. It opened in 2017 and has since been visited by numerous interested guests. Over more than 600 m², cutting-edge technology is used to create multimedia exhibition elements that enthral young and old alike.

For example, visitors can experience virtual take-offs and landings from the pilot's perspective in an oversized aircraft cockpit. Guests can find out what the airport looks like from the flight controllers' perspective and how air traffic control works in a replica of the airport's 109 metre tower. A multimedia installation about the sophisticated baggage sorting system shows what happens to suitcases after check-in. A spectacular 24-hour installation illustrates the busy non-stop operations at Vienna Airport. As part of the visitor world, there are interesting facts to be learned about the environment, the fire brigade and the history of Vienna Airport in the foyer of the visitors' terrace.

On the experience tour, visitors explore the airport apron in a state-of-the-art, air-conditioned double-decker bus and take an in-depth look behind the scenes of daily airport operations. They can see the fire station and the General Aviation Center up close, and witness the world's largest passenger aircraft, the Airbus A380, coming into land.

The visitors' terrace is equally spectacular: A 1,800 m² viewing platform on both sides of Terminal 3 offers an unrestricted and sweeping view of the happenings on the airport apron, the daily handling operations and the planes taking off and landing.

Finally, the ancient dream of human flight can be achieved with "Birdly", which combines virtual reality (VR) and robot technology to create an extremely lifelike, immersive experience. Users feel what it is like to fly through the sky like a bird and explore the virtual environment. They can steer themselves through the urban canyons of Manhattan or through the age of the dinosaurs.

All information on the visitor world offer and booking can be found at www.viennaairport.com/besucherwelt.

Corporate social responsibility

Vienna Airport also takes its social responsibility very seriously. Numerous projects and sponsoring measures targetedly support cooperation on the journey to a sustainable future.

"Growth Society" event series

How can our society grow sustainably, what are ecologically sound investments, which innovations and trends await us — these and other questions are the focal points of the event series held in Office Park 4 at Vienna Airport since 27 October 2021.

In six events, renowned experts from business, society and innovation discussed key issues with representatives of the airport, the innovation platform Brutkasten and the start-up accelerator Plug and Play. The event series is initially planned for the period of one year.

After the first two successful events on "Sustainability and Ecological Investments" & "Data, People & Behaviour", the third Growth Society discussion panel took place on 19 May 2022, examining how sustainable growth in the interests of humanity can be achieved without exploiting the planet. Among other things, the experts discussed what the lasting setbacks due to the war in Ukraine mean for Europe's energy and food supply.

Plug and Play

Austrian Airlines, Vienna Airport and the Californian start-up accelerator Plug and Play, which has opened an office at Vienna Airport, entered into an innovation partnership at the beginning of 2022.

A joint team is devising initial ideas to make processes even more convenient and simple for passengers and handling as efficient and secure as possible. A carbon offset platform is currently being developed together with Austrian Airlines, on which passengers can offset the CO₂ consumption of their flight. A concept is also being devised to digitalise the handling process (paperless cockpit).

In addition to innovative solutions from start-ups, increased digitalisation will help to further improve passengers' travel comfort in the future.

Sponsoring

In view of the large number of people and stakeholders affected and the interference in the environment and the quality of life that is triggered by flight operations and their side effects, Flughafen Wien AG has a particular obligation to make a positive contribution to society for its part through sponsorship activities and donations. This is particularly true of the regions and areas where Flughafen Wien AG operates or has to pursue its corporate interests.

This is why FWAG promotes in these areas and regions events and other activities with societal, sporting, economic, social, cultural, environmental and other comparable contents.

Decision-making processes and responsibilities are laid down in detail in an internal sponsorship policy resolved by the Management Board and notified to the Supervisory Board so as to ensure complete compliance with the relevant statutory standards. Sponsorship projects are intended to provide support for the company goals among the stakeholders and the public and to enhance the image of FWAG.

As a company with a significant public investment, FWAG is subject to the Medientransparenzgesetz (Austrian act on media transparency) and the relevant provisions of the Antikorruptionsgesetz (Austrian anti-corruption act). Donations may not be made to political parties and related organisations, parliamentary groups, legal entities as defined by the Publizistikförderungsgesetz (Act on subsidies for journalism), authorities or their legal entities.

Contact and complaints management

Flughafen Wien AG has implemented a feedback management system that administers and responds to enquires, suggestions and complaints on a centralised basis and that ensures further processing within the company.

The feedback management system can be accessed from the airport's homepage at www.viennaairport.com/en/contact. Enquiries and information are received and managed around the clock by the Telephone Contact Centre of Vienna Airport; criticisms and complaints are processed and responded to in detail.

The vast majority of contacts are enquiries related to flight information as well as safety and transport regulations; only a small and, based on the trend, declining proportion concerns specific points of criticism.

Vienna Airport pays the greatest attention here to processing the cases promptly and with a view to solving the problems, and to that end it also maintains constructive exchanges with consumer protection organisations and customer care interfaces of the site partners.

Contact and complaints management 2017–2021

Year	2017		2018		2019		2020		2021	
Suggestion	90	2.1%	182	2.8%	241	3.4%	185	2.3%	221	2.9%
Question	3,431	78.2%	4,915	75.9%	5,157	71.7%	7,199	86.6%	5,811	78.8%
Criticism	798	18.1%	1,303	20.1%	1,708	23.8%	893	10.7%	1,289	17.5%
Praise	70	1.6%	79	1.2%	83	1.2%	36	0.4%	60	0.8%
Total	4,389	100%	6,479	100%	7,189	100%	8,313	100%	7,381	100%
Passengers total	24,392,805		27,549,988		31,662,189		7,812,938		10,405,523	

Prizes and awards

In recent years, Vienna Airport has been honoured with numerous awards, some of which historic. For example, Vienna was the first and only airport to win the "Best Airport Staff Europe" award four times in a row from 2015 to 2021. Here is an excerpt from the long list of prizes:

- » SKYTRAX — Best Airport Staff in Europe
- » SKYTRAX — 4-Star Airport
- » Medium Airport of the year 2019 from Centre for Aviation "CAPA"
- » Best European Airport 2022 by ACI Europe
- » Airport Service Quality Award in Gold from ACI
- » Austrian Financial Communications Award 2019, Bronze — Capital Market Communication
- » Vienna Stock Exchange Award: Journalist Award 3rd Place, 2022
- » Vienna Stock Exchange Award: Journalist Award 2nd Place, 2020
- » Vienna Stock Exchange Award: Journalist Award 1st Place, 2019, 2018
- » Vienna Stock Exchange Award: Mid Cap Award 1st Place, 2019
- » ACAS Level 3 Certificate
- » EMAS–recertification in 2021
- » Sustainability Certificate of DGNB (German Sustainable Building Council) awarded by ÖGNI (Austrian Sustainable Building Council) — Platinum Certificate for Office Park 4
- » Green Blue Building Award for sustainable construction
- » Best Business Campus in Austria from European Real Estate Brand Institute (REB Institute), 2019, 2020
- » Certificate "Reconciling Career and Family Life" of Federal Ministry for Family and Youth, 2019
- » Beryll Award of the Austrian Association in Support of the Blind and Visually Impaired
- » Most family–friendly company of Lower Austria, 2018
- » Logistics Manager of the Year, Dr Ofner, international trade journal Verkehr, 2019

Memberships

- » ABTA — Austrian Business Travel Association
- » ACBA — Austrian Chinese Business Association
- » ACI Europe
- » ADV — Arbeitsgemeinschaft Deutscher Verkehrsflughäfen (German Airports Association)
- » AED — Agency for Economic Cooperation and Development
- » Aktienforum (Share forum)
- » AmCham Austria—American Chamber of Commerce in Austria
- » Austrian Leading Sights — Förderung österreichischer Sehenswürdigkeiten (Promotion of Austrian Sights)
- » Austrian Startups — Verein zur Förderung von Entrepreneurship in Österreich (Association for the Promotion of Entrepreneurship in Austria)
- » “BMÖ — Bundesverband Materialwirtschaft,
- » Einkauf und Logistik in Österreich” (Federal Association for Materials Management, Purchasing and Logistics in Austria)
- » buildingSMART Austria
- » BVL — Bundesvereinigung Logistik Österreich (Austrian Federal Logistics Association)
- » CIRA — Cercle Investor Relations Austria
- » Club NÖ (Club Lower Austria)
- » Convention Bureau Lower Austria
- » DAVVL — Deutscher Ausschuss zur Verhütung von Vogelschlägen im Luftverkehr e.V. (German committee for the prevention of bird strikes in aviation)
- » DHK — Deutsche Handelskammer in Österreich (German Chambers of Commerce in Austria)
- » DSAG — Deutschsprachige SAP Anwendergruppe (German-speaking SAP user group)
- » eFuel Alliance Österreich
- » Flight Safety Foundation
- » Flughafenfreunde Wien (Friends of Vienna Airport)
- » GEFMA — German Facility Management Association
- » Gesellschaft für Österreichisch–Arabische Beziehungen (Society for Austrian–Arab Relations)
- » gif — Gesellschaft für Immobilienwirtschaftliche Forschung e.V. (Society for Real Estate Industry Research)
- » GSV — Österreichische Gesellschaft für Straßen- und Verkehrswesen (Austrian Association for Transport and Infrastructure)
- » IAA — International Advertising Association
- » IAAPA — The Global Association for the Attractions Industry
- » IATA Ground Handling Council
- » ICV — Internationaler Controller Verein (International Association of Controllers)
- » IIA — Institute of Internal Auditors

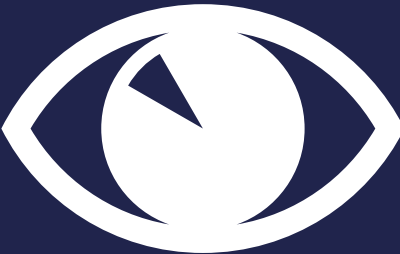
- » ImmQu – Verein zur Förderung der Qualität in der Immobilienwirtschaft (Association for the Promotion of Quality in the Real Estate Industry)
- » INARA GmbH – Initiative for Supervisory Board Members in Austria
- » ISPA – Internet Service Provider Austria
- » IV – Industriellenvereinigung (Federation of Austrian Industries)
- » IWI – Industriewissenschaftliches Institut (Industrial Science Institute)
- » KSÖ – Kompetenzzentrum Sicheres Österreich (Competence Centre for a Safe Austria)
- » KSV1870
- » LBA – Leitbetriebe Austria GmbH
- » Marketing Club Österreich
- » “NÖ Landesfeuerwehrkommando – AFKDO Schwechat Stadt
- » Verbandsbeitrag” (Lower Austria regional fire brigade – Schwechat section fee)
- » “NÖ Landesfeuerwehrkommando – BFKDO Wien-Umgebung
- » Bezirksbeitrag” (Lower Austria regional fire brigade – Greater Vienna region fee)
- » “NÖ Landesfeuerwehrverband
- » Unterstützungsfondsbeitrag” (Lower Austria regional fire brigade support fund contribution)
- » “NÖ Landesfeuerwehrverband
- » Verbandsbeitrag” (Lower Austria regional fire brigade association fee)
- » Österreichische Nationalbibliothek – Van Swieten Club
- » (Society of the Friends of the Austrian National Library)
- » Österreich verbindet Welten (Austria Connects Worlds – Austrian business network)
- » ÖAMTC (Austrian motoring association)
- » ÖBV – Österreichische Bautechnik Vereinigung (Austrian Construction Technology Association)
- » ÖCI – Österreichisches Controller-Institut (Austrian Controllers Institute)
- » Österreichisch-Deutsches Länderforum (Austrian-German Forum)
- » ÖGAVN – Foreign Policy and United Nations Association of Austria “Business Circle”
- » ÖGNI – Österreichische Gesellschaft für Nachhaltige Immobilienwirtschaft (Austrian Society for the Sustainable Real Estate Industry)
- » ÖJG – Österreichisch-Japanische Gesellschaft (Austrian-Japanese Society)
- » ÖLFV – Österreichischer Luftfahrtverband
- » (Austrian Aviation Association)
- » ÖMG – Österreichische Marketing Gesellschaft (Austrian Marketing Association)
- » ÖPAV – Österreichische Public Affairs Vereinigung (Austrian Public Affairs Association)
- » ÖPWZ – Finance Forum
- » ÖRV – Österreichischer ReiseVerband (Austrian Travel Agents Association)
- » Österreichisch-Slowakische Gesellschaft (Austrian-Slovakian Society)
- » Out of Home Austria
- » ÖVG – Österreichische Verkehrswissenschaftliche Gesellschaft (Austrian Transport Research Association)

- » ÖVT — Österreichischer Verein für Touristik (Austrian Tourism Association)
- » ÖWAV — Österreichischer Wasser- und Abfallwirtschaftsverband (Austrian Water and Waste Management Association)
- » PaN — Federation of Austrian–Foreign Societies
- » Parking Network
- » PMA — Project Management Austria
- » PRVA — Public Relations Verband Austria (Public Relations Association Austria, sponsoring membership)
- » PRVA — Public Relations Verband Austria (Public Relations Association Austria, scientific senate)
- » PVA — Federal Association Photovoltaic Austria
- » Römerland Carnuntum
- » Skål International Wien
- » TIACA — The International Air Cargo Association
- » TVA — Travel Value Association
- » Urban Forum
- » Verein der Freunde der Altenburger Sängerknaben (Friends of Altenburg Boys' Choir)
- » Verein der Freunde der Wienbibliothek (Friends of Vienna City Library)
- » Verein österr. betriebl. und behörtl. Datenschutzbeauftragter (Association of Data Protection Officers of Austrian Companies and Organisations)
- » Strategie Austria
- » VFW — Verein zur Förderung des Wirtschaftsjournalismus (Association for the Promotion of Business Journalism)
- » Visit USA Committee Austria
- » VMÖ — Verband der Marktforscher Österreichs (Association of Market Researchers of Austria)
- » VÖWG — Verband der öffentlichen Wirtschaft und Gemeinwirtschaft Österreichs (Austrian Association for Public and Social Economy)
- » WCA — World Cargo Alliance
- » Wiener Börse — 21st Austria (Vienna Stock Exchange)
- » Wirtschaft für Kunst (Business for Art)
- » Wirtschaftskammer Niederösterreich (Lower Austria Chamber of Commerce) — basic fee
- » WWG — Österreichische Werbewissenschaftliche Gesellschaft (Austrian Marketing Research Association)

The sustainability programme of the Flughafen Wien Group (2018–2021)

Topic	Target	Measure	Completed
Economy and customers			
Service quality for passengers and visitors	Maintain or extend leading position in service compared with other airports	Defend status as 4–Star Airport (Skytrax), Best Airport Staff (Skytrax), Service Quality Review (ACI) and improve on points of criticism	Ongoing
		Continue the “Service World Cup”	Ongoing
	Quality control	Mystery shopping for food services and shops, surveys of passengers and visitors	Ongoing
Sustainable development of the site	Sustainably drive the expansion of the airport	Construction of Office Park 4 according to sustainable criteria (ÖGNI certification)	2020
		Further expansion with sustainable criteria on the basis of Office Park 4	Ongoing from 2020
		Participation in the Vienna Airport Region association — joint implementation of measures	Ongoing from 2017
Aircraft handling/airline customers	Ensure best quality standards for airline customers	Continue and build upon Collaborative Decision Making (Airport CDM)	Ongoing
		Carry on and continuously improve quality management pursuant to ISO 9001	Ongoing
Safety and security	Guarantee a high level of safety and security for air traffic, our customers, passengers, visitors and employees	Constant enhancement and optimisation of the security concept	Ongoing
		Keeping waiting times at passenger security control as short as possible (evaluate the concept for the configuration of security control lanes on an ongoing basis)	Ongoing
		Installation of centralised security control in Terminals 1 and 2	2022
		Consistent use of new technologies and equipment	Ongoing

Appendix



Topic	Target	Measure	Completed
Sustainable corporate growth	Sustainable corporate growth taking environmental aspects and local residents' interests into account	Conclusion of the environmental impact assessment for the third runway	March 2019
		Continuation of the Dialogue Forum, Neighbourhood Advisory Board and district meetings	Ongoing
		Maintain EMAS certification	Ongoing, recertification in 2021
		Continuously improving environment and sustainability management	Ongoing
Compliance	Ensure compliance with and implementation of legal requirements	Maintenance of whistleblower portal	Ongoing
		Anti-corruption and issuer compliance training	Ongoing
		Implementation of the EU Data Protection Directive	From 2018
		Implementation of the EU Taxonomy Regulation	From 2021
		Continuous updating of the legal database in the field of environment and energy	Ongoing
Vision, strategy and values of the company	Impart the vision, strategy and values to the employees	Consistent development of the vision ambassadors as intermediaries in order to anchor the company's values in the specific areas	Ongoing
		Integration of the vision, strategy and values in the management levels as part of the management programme	Ongoing
		Regular employee performance reviews	Mandatory once a year for every employee
		Raising awareness via employee communication (intranet, employee magazine)	Ongoing
Company suggestion scheme	Further development of the company suggestion scheme	Regular campaigns on key topics	Several times a year

Topic	Target	Measure	Completed
Employees			
Human resources development	Develop professional skills in the company	Continuous improvement of the Career and Development Centre	Ongoing
		Company-wide e-learning programmes and training courses on selected topics	Ongoing from 2020 and ad hoc
		Expansion of “engage” training programme	Ongoing
		Improvement of employee branding	Ongoing
Work-life balance	Improvement of work-life balance	“berufundfamilie” audit	Recertification in 2019
		Implementation, evaluation and further development of flexible working time models	Ongoing
		Work-from-home rule (initial pilot projects in administration since 2018)	2022
Diversity	Support diversity in the company	Promotion of a multicultural corporate culture (currently 54 nationalities represented in the company)	Ongoing
		Increase the share of women — especially in management positions	Ongoing
		Company's participation in “Wiener Töchertag”	Annual
		Further development of generation management with focus on older employees	Ongoing
Health and well-being of the employees	Promote the health and well-being of the employees	Support for employees during change processes	
		Construction of a health centre at the site	2018
		Employee assistance programme “consentiv”. Confidential and free counselling on professional and private issues	Ongoing
		Implementation of the Austrian Company Health Promotion Charter and receipt of the BGF Quality Label for the second time (period: 2022–2024)	2022

Topic	Target	Measure	Completed
Environmental and climate protection			
Emergency planning	Optimisation of occupational and environmental safety	Training of one fire protection officer per business division	2018
Sustainable construction	Achievement of a high sustainability standard for construction projects	Smart AirportCity project – prototype of a computer-assisted “virtual city” with TU Wien: simulation of electricity, refrigeration and heating in order to optimise consumption	2017
Airborne emissions	Reduction of CO ₂ emissions	Attainment of Level 3 of the Airport Carbon Accreditation Programme	2017
		Conversion to electricity from renewable energy sources	2018
		Offsetting of business trips by air	2019
Energy/fuels	Increase in energy efficiency–fuels	Switch from two diesel-operated refuse collection vehicles to vehicles powered by natural gas	2017
		Switch to universal fire-fighting vehicles in order to reduce number of vehicles and improve exhaust emissions class	2017
	Reduction of methanol	Equipment of the three mobile noise measuring stations with additional PV modules, drastically reducing consumption of methanol in the fuel cells	2018
	Reduction of fuel requirements by increasing the proportion of public transport	Creation of a mobility concept for the airport region: Increase in the proportion of public transport users, increase in the efficiency of the existing system, cooperation on re-tendering of e.g. bus transport in the region	2021
	Increase in energy efficiency–fuels	Switch from approximately 30 diesel-operated catering lifting vehicles to electrically driven vehicles	2025
Conversion of lifting platforms to electric drive		2025	

Topic	Target	Measure	Completed
Environmental and climate protection			
Energy/fuels	Increase in energy efficiency–fuels	Electric stairs to replace diesel–operated stairs	2030
		Electric ground power units to replace diesel GPUs	2025
		Use of cars and small lorries up to 3.5 tons for a maximum of five years	Ongoing
	Reduction of fuel requirements by increasing the proportion of public transport	Preparation of operating concepts, operator models and cost calculations for sustainable micro–public–transport offerings in the airport region (in cooperation with neighbouring local authorities and Römerland Carnuntum)	2025
	Increase in energy efficiency–fuels	Use of an electric OEACW aircraft by the Watschinger flight school at Vöslau Airport	2022
		Electric stairs to replace diesel–operated stairs	2030
		Electric ground power units to replace diesel GPUs	2025
Use of cars and small lorries up to 3.5 tons for a maximum of five years		Ongoing	
Reduction of fuel requirements by increasing the proportion of public transport	Preparation of operating concepts, operator models and cost calculations for sustainable micro–public–transport offerings in the airport region (in cooperation with neighbouring local authorities and Römerland Carnuntum)	2025	
Increase in energy efficiency–fuels	Use of an electric OEACW aircraft by the Watschinger flight school at Vöslau Airport	2022	

Topic	Target	Measure	Completed
Energy/electricity, heating, refrigeration	Reduction in energy consumption and increase in energy efficiency	Car Parks 4 and 7 — installation of needs-based lighting control	2017
		Limousine garage — installation of needs-based lighting control and conversion to LED	2018
		Car Parks 3, 4 and 7 — conversion from conventional fluorescent tubes to LED	2018
		Reduction of light fittings, creation of lighting control and LED conversion at the pedestrian distribution level	2019
		Planning and construction of an additional PV system on the roofs of property 370 (North sewage works), 650 kW-peak PV total area increased to around 20,000 m ²	2019
		Energy optimisation in VIP GAC and in Office Park 2	2019
		Lighting offensive all over the site (survey, analysis, measures)	2020
		Tendering and use of new, more energy-efficient block storage. Before/after analysis of electricity requirement (potential saving: 600 MWh/a)	2020
		Planning and construction of an additional PV system on the roofs of OP4, PH3 and PH8	2021
		Construction of a free-cooling system at the data centre	2021

Topic	Target	Measure	Completed
Energy/electricity, heating, refrigeration	Reduction in energy consumption and increase in energy efficiency	Replacement of the 12 drinking water and 3 industrial water supply pumps with more energy-efficient models	2021
		Renovation of Waterworks 1 (pipes, pumps, measurement equipment), renovation of fountains (valves, sliders)	2021
		Data provision for consumption analyses with Kapsch meter management system (SED MDM)	2023
		Replacement of the 12 drinking water and 3 industrial water supply pumps with more energy-efficient models (potential saving: 40 MWh/a)	2022
		Replacement of old desktop PCs with more efficient models	2022
		Renovation of Waterworks 1 (pipes, pumps, measurement equipment), renovation of fountains (valves, sliders)	2022
		At Waterworks 1, the underground tanks are being renovated and re-coated — more a necessity for operating safety than a performance/efficiency issue	2022
		Use of server virtualisation minimises the number of physical servers, as several virtual servers are run on one physical server. New systems are mostly operated virtually (93% virtualised, average consumption of 15W per virtual server)	Ongoing
		Ongoing building control system energy analyses and measure implementation by energy management with regard to electricity, heat, cooling and water	Ongoing

Topic	Target	Measure	Completed
Energy/electricity, heating, refrigeration	Reduction in energy consumption and increase in energy efficiency	Energy task force — technical review unit to examine the developments in consumption and define corresponding measures	Ongoing
		Development and implementation of energy efficiency monitoring software and establishment of a meter structure at VIE Smart AirportCity software in use	Ongoing
		Technical review unit to examine the developments in consumption and define corresponding measures (e.g. vacancy inspection)	Ongoing
		Package of measures to analyse and reduce consumption	2022
		Load management in line with the procurement strategy	2022
		Data centre consolidation project (OP1) with AUA in order to reduce infrastructure costs and energy requirements, as more efficient use is achieved	2022
		Raising in line with demand of the target values for flow temperatures of all cooling circuits	Ongoing
		Regular evaluation and adjustment of the room temperature in the data centres and ICT distributors in order to achieve needs-based room cooling	Ongoing
		Replacement of cooling units at cooling plant WEST	2022

Topic	Target	Measure	Completed
Waste	Reduction of the residual waste in the terminals	Waste analysis/sorting	2019
		Improvement of waste separation in the terminals. Reduction to two categories (mixed plastic packaging, residual waste), label containers with pictograms	2022
	Reduction of residual waste	Support for Austrian Airlines' Re-Oil project (transport of plastic cups collected from the aircraft by AUA to the shredding plant by Brandtner, further processing into crude oil by OMV)	Ongoing
		T2 Lounge: Dispenser (mixer for non-alcoholic drinks) and drinking glasses (no plastic waste)	2022
Biodiversity	Ecological upkeep of green spaces	No pesticides, synthetic chemical fertilisers or peat products, Natur im Garten award (since 2019)	Ongoing
		"Biene und Hase" (Bee and Hare) project, 3 ha of biodiversity space by the B10 and wind breaks	Ongoing
		"Post-environmental impact assessment 2nd runway", 13 ha compensation site managed according to ecological criteria (together with "Land in Sicht" and stakeholders)	Ongoing
Noise	Reduction in the number of people affected by noise	As part of the Vienna Airport Dialogue Forum, FWAG will implement all measures that are suitable for effecting a reduction in the negative impacts of air traffic on the population.	Ongoing

Topic	Target	Measure	Completed
Airborne emissions	Reduction of CO ₂ emissions	Consortium partnership in the COMET project to research methods to produce hydrocarbons from photosynthesis or photocatalysis	2030
		Successive expansion of electric fleet at Vienna Airport	2035
		Operation of the carpooling platform "Drive2VIE" for employees (co-operation with "klimaaktiv")	Ongoing
		CDM — Collaborative Decision Making, continual optimisation of the taxiing and waiting times	Ongoing
		Procurement with CO ₂ requirements (various threshold values) for around 200 cars and small lorries up to 3.5 tonnes	Ongoing
		Attainment of Level 3+ of the Airport Carbon Accreditation Programme (carbon neutrality)	2035
Training	Raising of environmental awareness	Awareness campaign for general environmental issues with the focus on building use	Ongoing
Sustainable construction	Achievement of a high sustainability standard for construction projects	Sustainable construction of Office Park 4 as model for additional buildings at the airport site	Ongoing

Topic	Target	Measure	Completed
Dialogue and corporate responsibility			
Dialogue	Continue dialogue with stakeholders and neighbouring local authorities	Further development and maintenance of existing dialogue platforms and instruments (district meetings, Neighbourhood Advisory Board, Dialogue Forum)	Ongoing
Barrier-free access	Ensure and optimise barrier-free access at the airport	Cooperation and dialogue with associations for the disabled	Ongoing
		Implementation of catalogue of measures	Ongoing
Value creation	Boost value creation	Ongoing investment in regional infrastructure (cycle paths, emergency responses)	Ongoing
		Further develop and optimise Airport Region and AirportCity	Ongoing
Social engagement	Take social responsibility	Focus on local communities and charity organisations	Ongoing
		Continuous adjustment of sponsorship policy	Ongoing

GRI Index in accordance with GRI Standards; Core option

Flughafen Wien AG aspires to measure and evaluate its own performance continually based on sustainable criteria. To prepare the data in a way that is transparent and allows comparisons, the company uses the standards of the Global Reporting Initiative as a guide. This report has been drawn up in compliance with the **GRI Standards** in accordance with the **“Core option”** and moreover includes the additional sector-specific indicators for airport operators. The findings relate to the Austrian market. The report has been audited externally by TÜV Süd. In addition, the key economic indicators have been verified by the audit in the context of the consolidated annual report.

General standards (GRI 102)

Code	Content according to GRI Standards (Core)	Reference (section or heading) or comments
Organisational profile		
102-1	Name of the organisation	Imprint
102-2	Activities, brands, products, and services	Vienna Airport
102-3	Location of headquarters	Austria
102-4	Location of operations	Austria
102-5	Ownership and legal form	Vienna Airport
102-6	Markets served	Vienna Airport
102-7	Scale of the organisation	Vienna Airport
102-8	Information on employees and other workers	Employees
102-9	Supply chain	Materials/substances
102-10	Significant changes to the organisation and its supply chain	About this report
102-11	Precautionary principle or approach	Responsible corporate governance
102-12	External initiatives	In dialogue with the stakeholders
102-13	Membership of associations	Overview of memberships
Strategy		
102-14	Statement from senior decision-maker	Foreword
Ethics and integrity		
102-16	Values, principles, standards, and norms of behaviour	Responsible corporate governance
Governance		
102-18	Governance structure	Responsible corporate governance
Stakeholder engagement		
102-40	List of stakeholder groups	Stakeholder and communication activities of the Flughafen Wien Group at a glance
102-41	Collective bargaining agreements	100% of employees with collective bargaining agreements
102-42	Identifying and selecting stakeholders	Stakeholder and communication activities of the Flughafen Wien Group at a glance
102-43	Approach to stakeholder engagement	In dialogue with the stakeholders
102-44	Key topics and concerns raised	About this report

Code	Content according to GRI Standards (Core)	Reference (section or heading) or comments
In dialogue with the stakeholders		
Reporting practice	Darstellung der Berichtsgrenzen	Über diesen Bericht
102-45	Entities included in the consolidated financial statements	About this report
102-46	Defining report content and topic boundaries	About this report
102-47	List of material topics	About this report
102-48	Restatements of information	About this report
102-49	Changes in reporting	About this report
102-50	Reporting period	About this report
102-51	Date of most recent report	2018
102-52	Reporting cycle	Three years
102-53	Contact point for questions regarding the report	Imprint
102-54	Claims of reporting in accordance with the GRI Standards	Core
102-55	GRI content index	GRI Index
102-56	External assurance	External verification

33 topic-specific standards (incl. management approaches)

Economy

Topic	Aspects	Reference/comments	SDG	
Economic performance	DMA	Economic performance	Vienna Airport	SDG 8 SDG 9
	201-1	Direct economic value generated and distributed	Financial indicators	SDG 8 SDG 9
	201-3	Defined benefit plan obligations and other retirement plans	Pension provisions — company pension fund	
Market presence	DMA	Market presence	Vienna Airport	
	AO1	Number of passengers	Operating indicators	
	AO2	Number of aircraft movements	Operating indicators	
	AO3	Volume of air cargo	Operating indicators	
Indirect economic impacts	DMA	Indirect economic impacts	Vienna Airport	SDG 9 SDG 11
	203-1	Infrastructure investments and services supported	Activities of Flughafen Wien AG and significance for the region Sustainable development of the site	SDG 9 SDG 11
	203-2	Significant indirect economic impacts	Activities of Flughafen Wien AG and significance for the region Sustainable development of the site	SDG 8 SDG 11
Procurement practices	DMA	Procurement practices	Materials/substances	SDG 8
	204-1	Proportion of spending on local suppliers	Materials/substances	SDG 8
Anti-corruption	DMA	Anti-corruption	Combating corruption and bribery	SDG 16
	205-1	Operations assessed for risks related to corruption	Combating corruption and bribery	SDG 16
	205-2	Communication and training about anti-corruption policies and procedures	Combating corruption and bribery	SDG 16
	205-3	Confirmed incidents of corruption and actions taken	No incidents in the reporting period	SDG 16

Ecology

Topic	Aspects	Reference/comments	SDG	
Energy	DMA	Energy	Energy — electricity including refrigeration, heat and fuels	SDG 7
	302-1	Energy consumption within the organisation	Energy — electricity including refrigeration, heat and fuels	SDG 7
	302-2	Energy consumption outside of the organisation	Energy — electricity including refrigeration, heat and fuels	SDG 7
	302-3	Energy intensity	Energy — electricity including refrigeration, heat and fuels	SDG 7
	302-4	Reduction of energy consumption	Energy — electricity including refrigeration, heat and fuels	SDG 7
Water	DMA	Water	Water and effluents	SDG 6
	303-1	Water withdrawal by source	Water and effluents	SDG 6
	AO4	Quality of the surface water (storm water)	Water and effluents	SDG 6
Biodiversity	DMA	Biodiversity	Biodiversity	SDG 15
	304-2	Significant impacts of activities, products, and services on biodiversity	Biodiversity	SDG 15
	AO9	Annual total of bird strikes per 10,000 aircraft movements	Biodiversity	SDG 15
Emissions	DMA	Emissions	Emissions and climate protection	SDG 13
	305-1	Direct greenhouse gas emissions (Scope 1)	Emissions and climate protection	SDG 13
	305-2	Energy indirect (Scope 2) greenhouse gas emissions	Emissions and climate protection	SDG 13
	305-3	Other indirect (Scope 3) greenhouse gas emissions	Emissions and climate protection	SDG 13
	305-4	Greenhouse gas emissions intensity	Emissions and climate protection	SDG 13
	305-5	Reduction of greenhouse gas emissions	Emissions and climate protection	SDG 13
	305-7	Nitrogen oxides (NO _x), sulphur oxides (SO _x), and other significant air emissions	Emissions and climate protection	SDG 3 SDG 12
	AO5	Air quality around the airport	Emissions and climate protection	SDG 3 SDG 12
Effluents and waste	DMA	Effluents and waste	Water and effluents Waste	SDG 6 SDG 12
	306-1	Water discharge by quality and destination	Water and effluents	SDG 6
	306-2	Waste by type and disposal method	Waste	SDG 12
	AO6	Use of de-icing agents and disposal	Aircraft de-icing	SDG 6
Environmental compliance	DMA	Environmental compliance	Responsible corporate governance	SDG 16
	307-1	Non-compliance with environmental laws and regulations	No incidents in the reporting period	SDG 16

Topic	Aspects	Reference/comments	SDG
Intermodality	DMA	Plans and projects to reduce negative environmental impacts	Mobility SDG 11 SDG 12
Noise	DMA	Plans, initiatives and projects to reduce noise generation around the airport	Noise protection SDG 3
	AO7	Number of people/local residents affected by noise	Noise protection SDG 3

Social affairs

Topic	Aspects	Reference/comments	SDG
Employment	DMA	Employment	Employees SDG 5 SDG 8
	401-2	Benefits provided to full-time employees	Corporate social benefits SDG 5 SDG 8
	401-3	Parental leave	Work-life balance SDG 5 SDG 8
Occupational health and safety	DMA	Occupational health and safety	Occupational safety and health promotion SDG 3 SDG 8
	403-1	Workers representation in formal joint management-worker health and safety committees	Occupational safety and health promotion SDG 3 SDG 8
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational safety and health promotion SDG 3 SDG 8
Training and education	DMA	Training and education	Continuous professional development and knowledge transfer SDG 8 SDG 10
	404-3	Percentage of employees receiving regular performance and career development reviews	Employee performance reviews SDG 8 SDG 10
Diversity and equal opportunity	DMA	Diversity and equal opportunity	Employees SDG 5 SDG 8
	405-1	Diversity of governance bodies and employees	Employees SDG 5 SDG 8
Non-discrimination	DMA	Non-discrimination	Employees SDG 5 SDG 8
	406-1	Incidents of discrimination and corrective actions taken	No incidents in the reporting period SDG 5 SDG 8
Local communities	DMA	Local communities	In dialogue with stakeholders
	413-1	Operations with local community engagement, impact assessments and development programmes	In dialogue with stakeholders
	AO8	Number of people who have relocated (voluntarily or involuntarily) on the initiative of the airport operator or the authorities	Noise protection

Topic	Aspects	Reference/comments	SDG	
Public policy	DMA	Public policy	In dialogue with stakeholders	SDG 16
	415-1	Political contributions	Sponsoring	SDG 16
Customer health and safety	DMA	Customer health and safety	Safety and security	SDG 3
	416-1	Assessment of the health and safety impacts of product and service categories	Safety and security	SDG 3
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents in the reporting period	SDG 16
Socioeconomic compliance	DMA	Socioeconomic compliance	Responsible corporate governance	SDG 16
	419-1	Non-compliance with laws and regulations in the social and economic area	No incidents in the reporting period	SDG 16
Failure security and emergency standby	DMA	Programmes to maintain business operations in emergencies	Safety and security	
Service quality	DMA	Programmes/initiatives to monitor and improve service quality	Our customers	
Barrier-free access	DMA	Programmes/initiatives and special services for people with disabilities	Barrier-free access	SDG 10

External audit of the disclosures in the 2021 sustainability report

Flughafen Wien AG
1300 Wien – Flughafen

Assignment and auditing principles:

TÜV SÜD Landesgesellschaft Österreich GmbH was engaged to audit the compliance of the disclosures contained in the sustainability report with the principles stated in the Sustainability Reporting Standards of the Global Reporting Initiative and the GRI application level.

Responsibilities:

Flughafen Wien AG is solely responsible for the content and the range of topics in this report. TÜV SÜD Landesgesellschaft Österreich GmbH's task was to inspect the accuracy and credibility of this information on sustainability and to confirm if requirements were met.

Our task is to give an audit opinion with limited assurance on the disclosures in the sustainability report on the basis of the Sustainability Reporting Standards of the Global Reporting Initiative.

Audit process and depth:

The assessment was performed on the basis of the Sustainability Reporting Standards of the Global Reporting Initiative.

The following guidelines and standards were also taken into account:

- » ISO 14001 – requirements for environmental management systems
- » EMAS – Regulation (EC) 1221:2009 (in the amended versions 2017/1505 and 2018/2026)
- » If management system aspects are relevant, the auditing methods are also guided by ISO/IEC 17021:2015 – Requirements for bodies providing audit and certification of management systems.

The audit of the report involved both analysing documents and conducting interviews with key functions and various company levels, such as management, middle management, employees and employee representatives.

Assessment objectives:

- » Confirmation of compliance with the 2016 GSSB Standards in accordance with the "Core Option"

- » Confirmation of Flughafen Wien AG's self-declaration in accordance with the "Core Option" of the 2016 GSSB Standards

The sample testing considered and examined the following aspects:

- » Stakeholder process and CSR materiality matrix
- » Assessment of data and records underlying the reporting incl. analysis of the risk of material misstatements
- » Appropriate and balanced representation of performance when selecting performance indicators
- » The role of CSR performance indicators with regard to the decision-making process

The identification of relevant interest groups, the method of gathering and aggregating data for this report, the existing management systems and the internal control and monitoring functions were also audited.

Confirmation


On the basis of the audits performed and the audit evidence obtained, we became aware of no issues

that would lead us to the conclusion that the disclosures in the sustainability report of Flughafen Wien AG for the period from 1 January to 31 December 2021 were not in all material aspects prepared in compliance with the relevant Sustainability Reporting Standards (GSSB) of the Global Reporting Initiative.

Vienna, 29 August 2021
TÜV SÜD Landesgesellschaft Österreich GmbH



Wolfgang Brandl
Auditor Corporate Social Responsibility
Environmental Verifier



Alexander Langer
Coordination Unit
Environmental Verifier Organisation

Validation

The leading EMAS environmental verifier with authorisation to sign,
Wolfgang Brandl of the environmental verifier organisation

Dipl. Ing. Wolfgang Brandl

of the environmental verifier organisation

TÜV SÜD Landesgesellschaft Österreich GmbH

Franz–Grill–Straße 1, Arsenal, Objekt 207, 1030 Vienna

(registration number AT–V–0003)



confirms that he verified the compliance of the site or the entire organisation, as disclosed in the environmental statement of the organisation

Flughafen Wien AG

P.O. Box 1, 1300 Wien – Flughafen

with the registration number AT–000677

with all requirements of Regulation (EC) No. 1221/2009 of the European Parliament and of the Council of 25 November 2009 on the voluntary participation by organisations in a Community eco–management and audit scheme (EMAS).

The signing of this statement confirms that

- » the verification and validation were carried out in full compliance with the requirements of Regulation (EC) No. 1221/2009 in conjunction with Regulation (EU) No. 2017/1505, and VO (EU) 2018/2026,
- » the findings of the verification and validation confirm that there is no evidence of non–compliance with applicable legal requirements relating to the environment,
- » the data and information of the environmental statement reflect a reliable, credible and correct image of all the organisation's activities within the scope mentioned in the environmental statement.

The environmental verifier organisation **TÜV SÜD Landesgesellschaft Österreich GmbH** is accredited for H52.23 (NACE code) by the Austrian Federal Ministry of Agriculture, Forestry, Environment and Water Management.



15th of July, 2022

Leading environmental verifier with signing authority of TÜV
SÜD Landesgesellschaft Österreich GmbH
Franz–Grill–Straße 1, Arsenal, Objekt 207, 1030 Wien

Imprint

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The Flughafen Wien Group provides the following information in the Internet:

Flughafen Wien AG website:
www.viennaairport.com

Investor Relations:

[www.viennaairport.com/en/
company/investor_relations](http://www.viennaairport.com/en/company/investor_relations)

Noise protection programme at Vienna International Airport:

www.laermschutzprogramm.at

The environment and aviation:

www.vie-umwelt.at

Facts & figures on the third runway:

[www.viennaairport.com/
third_runway_project](http://www.viennaairport.com/third_runway_project)

Dialogue forum at Vienna International Airport:

www.dialogforum.at

Mediation process (archive) :

www.viemediation.at

Content Consulting

GRI Standards: brainbows Informationsmanagement GmbH



Disclaimer: This Sustainability Report contains assumptions and forecasts, which are based on information available up to the copy deadline on the 30th of June, 2022. If the premises for these forecasts do not occur or risks indicated in the risk report arise, actual results may vary from these estimates. Although the greatest caution was exercised in preparing data, all information related to the future is provided without guarantee. The PDF file of the Sustainability Report 2021 of Flughafen Wien AG is also available on our homepage www.viennaairport.com/en/company/investor_relations under the menu point „Publications and reports“.