



Sustainability Report 2017

Flughafen Wien AG

www.viennaairport.com

Including environmental statement
pursuant to the EMAS regulations

› Selected key data of Flughafen-Wien-Gruppe 



Selected key data of Flughafen Wien Group

› Selected key data

	Unit	2012	
Area covered by Vienna Airport	km ²	10	
Passengers at Vienna Airport	mn	22.2	
Cargo (air cargo and trucking)	Tonnes	252,276	
Aircraft movements (scheduled and charter)	Number	244,650	
Traffic units ¹	Number	24,040,383	
Total revenue ²	€ mn	660.2	
EBIT ²	€ mn	127.7	
Net profit ^{2, 3}	€ mn	78.8	
Equity ratio ²	%	41.7	
Capital expenditure ²	€ mn	112.8	
Working population at the site	Number	approx. 20,000	
Employees ⁴	FTE	4,306	
Employee headcount ⁵	Number	5,685	
Proportion of women	%	19.2	
Average age ⁶	Years	38.9	
Employees on parental leave (m/f)	Number	9/67	
Proportion of female executives ⁶	%	16.5	
Reportable accidents per 1,000 employees	Number/1,000 employees	44.8	
Electricity consumption	kWh/TU	4.42	
Heating consumption	kWh/TU	2.42	
Cooling consumption	kWh/TU	1.72	
Fuel consumption	kWh/TU	1.41	
Total energy requirement	kWh/TU	8.25	
CO ₂ emissions	kg/TU	1.95	
Total waste	kg/TU	0.13	
Water consumption	L/TU	19.7	
Waste water	L/TU	19.7	

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

2) Comparative figures adjusted; relates to consolidated Flughafen Wien Group

3) Net profit for the period 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 the relevant year

6) Relates to Flughafen Wien AG

	2013	2014	2015	2016	2017
	10	10	10	10	10
	22.0	22.5	22.8	23.4	24.4
	256,194	277,532	272,575	282,726	287,962
	231,179	230,781	226,811	226,395	224,568
	23,878,338	24,508,038	24,763,288	25,415,025	26,496,620
	679.9	693.4	720.2	741.6	753.2
	134.6	149.4	171.8	172.0	191.8
	80.7	91.9	111.8	112.6	126.9
	46.0	49.7	52.5	56.7	58.7
	79.0	81.1	87.1	92.0	103.6
	approx. 20,000	approx. 20,000	approx. 20,000	approx. 20,000	approx. 20,000
	4,247	4,208	4,380	4,322	4,320
	5,898	5,797	5,800	5,731	5,772
	19.1	18.8	23.3	23.4	18.0
	39.3	39.4	39.4	39.8	41.91
	12/74	17/62	14/59	18/58	17/65
	17.6	18.1	16.5	15.2	14.1
	36.3	35.5	28.7	27.1	25.2
	4.29	3.99	3.99	3.79	3.52
	2.50	2.15	2.33	2.29	2.01
	1.39	1.26	1.31	1.25	1.09
	1.44	1.20	1.13	1.20	1.20
	8.23	7.34	7.45	7.28	6.73
	1.73	1.54	1.37	1.34	1.12
	0.14	0.14	0.15	0.15	0.17
	17.4	15.9	17.3	18.4	16.8
	14.8	13.0	16.2	14.8	14.0

Prizes and awards since 2015

Vienna Airport – an award-winning location

Vienna Airport has received numerous awards in recent years, some of which are of historic dimensions. Vienna was the first and only airport to win the "Best Airport Staff Europe" award three times in a row for the best workforce on the continent between 2015 and 2017. A selection of the long list of awards:

- › SKYTRAX - Best Airport Staff in Europe
- › SKYTRAX - 4-Star Airport
- › Airport Service Quality Award in Gold from ACI
- › "Stock Exchange Award" (Börsepreis) for outstanding media work, 1st place
- › "Stock Exchange Award" (Börsepreis) for Small Cap and Mid Cap companies, 3rd place
- › "Stock Exchange Award" (Börsepreis) for ATX listed companies, 3rd place
- › ACAS Level 3 Certificate
- › EMAS Prize 2016
- › 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
- › Certificate "Reconciling Career and Family Life" of Federal Ministry for Family and Youth
- › Beryll Award of the Austrian Association in Support of the Blind and Visually Impaired
- › Most family-friendly company of Lower Austria
- › CEO & CFO Awards (Deloitte Austria, Börse Express and CFO Club Austria)
- › NÖN-Leopold Prize
- › Incoming Prize
- › Austrian Financial Communications Award



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Julian Jäger Günther Ofner

Dear Readers

For management and employees, sustainability is not just one important issue out of many. The sparing use of resources and responsibility for our surrounding area and its people, for passengers, employees, partners and customers, is deeply rooted in Flughafen Wien AG's corporate culture.

When we joined seven years ago, we set ourselves the task of pursuing our primary corporate objective – the sustainable increase of the value of the company – in the most careful and responsible manner for all stakeholders. The successes that we have since achieved together with around

5,000 employees are impressive – and objectively measurable.

Our electricity consumption per traffic unit has fallen by 20.4% since 2012 and total energy consumption has dropped by 18.4% while CO₂ emissions have decreased by 42.6%. These, in our opinion, are impressive figures. But emissions are just one part of sustainable business: working atmosphere, safety and equal opportunities regardless of gender or nationality are equally important. For example, the number of work accidents per 1,000 employees and days of absence have been continually reduced, while our colleagues' general

satisfaction with their work has steadily increased in the employee surveys conducted regularly since 2014.

We see sustainable management as an opportunity to support economic success, the improvement of the environment and an increase in all stakeholders' quality of life, all at the same time. These three approaches are not mutually exclusive; in fact, each is a prerequisite for achieving the other two.

In order to find even more success on this journey, we are also keen to take the road less travelled and to form research initiatives together with competent partners. These provide new insights that will help us turn things that are currently considered impossible into real possibilities for the future. For example, we have initiated a research project with the Vienna University of Technology. This project is the largest of its kind in Europe, virtually modelling the airports' hundreds of buildings and their supply flows of water, electricity, traffic and other parameters and simulating their relationships. This yields insights into how energy can be saved, traffic avoided and stress reduced for employees and passengers. In turn, this knowledge flows into our new construction projects, such as the

Office Park 4 office complex and the current terminal expansion.

Another project is the exploration and optimisation of electric mobility at the airport. This project, supported by the Austrian Research Promotion Fund, is intended to help effect a material reduction in greenhouse gas emissions and implement a pioneering transport concept in which e-batteries, conduit systems and electric vehicles in conjunction with solar power are brought together in an optimised overall system that is as carbon neutral as possible.

As these few introductory paragraphs demonstrate, the issue of sustainability has many facets, which we will tell you about in the rest of this report. We sincerely thank everyone who has contributed to our achievements and hope you, dear readers, find this report of interest!

Schwechat, July 2018



Günther Ofner
Member of the
Management
Board, CFO



Julian Jäger
Member of the
Management
Board, COO

In focus: research and development projects

As a preface to our report, we want to highlight two of Flughafen Wien AG's prominent lighthouse projects in the fields of climate neutrality and energy efficiency here.

› Electric mobility at Vienna Airport

Electric mobility offers the opportunity to materially reduce the greenhouse gases emitted by transport and thus to contribute to a mobility system that is fit for the future. In 2017, Flughafen Wien AG therefore initiated a research project – funded by the Austrian Research Promotion Agency – that aims to examine the continued adoption of energy-efficient electric drives and the implementation of carbon neutral, mobile and stationary e-batteries and to evaluate the effects this would have. This lighthouse project is expected to result in a further efficiency increase and is a milestone on the way to a climate neutral Vienna Airport.

The research project, which the whole company is working on, is set to last four years.

As a first step, all issues regarding electric mobility at Vienna Airport are brought together across divisions. A stocktake of the vehicle fleet is followed by a feasibility analysis and a breakdown of the cost/benefit that would result from replacing the individual vehicles. At the same time, this is accompanied by a market analysis of suitable products (electric vehicles, batteries, charging stations, etc.). Continuously sharing experience with other airports and operators of electric vehicles ensures that the project is always at the cutting edge of developments.

The effects of electric mobility on FWAG's electricity network are also evaluated and the implementation of "pit in systems" to supply vehicles and equipment with electricity on the extended apron examined. The charging stations to be erected are included in the Vienna Airport infrastructure plan.



The e-storage facility is also to be supplied with electricity generated by our photovoltaic plants.

The research project is also exploring new avenues for the supply of aircraft with electrical energy by developing a prototype of a battery-powered ground power unit (GPU – 400 Hz).

As electric mobility is an important element for Flughafen Wien AG in its transformation into a climate neutral airport, forward-looking planning is of great importance. An exact charging strategy has to be drawn up that is aligned to the network capacity and operations of the vehicles and is continually optimised.

Therefore, a concept for corresponding charging infrastructure by way of mobile and stationary e-batteries is being drawn up and load management adapted accordingly.

The first findings of the study were already presented at the management conference in spring 2018.

The potential energy saving due to the implementation of energy-efficient electric drives, such as catering lifting vehicles, passenger buses and GPUs,

is calculated at around 1.5 GWh/year.

The consumption of diesel fuel alone could be reduced by around 375,000 litres per year; CO₂ emissions would fall by up to 1,400 tonnes/year.

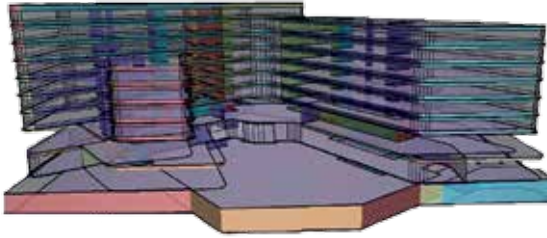
The additional electricity used would amount to approximately 2.2 GWh/year, and the implementation of the project would also have major effects on energy network planning and for future construction projects.

We will continue to keep you up to date about the further development of this outstanding project.

› Vienna Airport: virtual city

Flughafen Wien AG's corporate strategy includes the continuous advancement of ecological awareness. Its environmental policy is aimed not only at combating environmental problems, but also at reducing them or – if possible – avoiding them completely with effective measures.

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The “Virtual City” grants a holistic view at the Flughafen Wien System.

As the location for around 230 businesses, Vienna Airport is confronted with all the environmental problems of a medium-sized city. In 2017, Flughafen Wien AG, together with the University of Technology initiated a research and development project to visualise the consumption of electrical energy and the supply of individual buildings with cooling and heat.

This project is developing a prototype of a computer-assisted “virtual city”, which can simulate and estimate the effects of measures and management decisions on the consumption of energy, cooling or heat.

On this basis, it models scenarios for the maintenance, improvement and expansion of the Airport City. The analyses encompass the effects on the utilisation of electrical infrastructure, air conditioning and hot water and on the consumption of electrical energy.

This comprehensive view of the Vienna Airport system will subsequently allow the development of a technologically, economically and ecologically optimum strategy. High supply reliability and customer satisfaction are key conditions here. The research project aims to develop a strategy that generates savings of energy supply costs and, in the long-term, will allow the airport to be operated in a greenhouse-gas-neutral manner.

The “virtual city” has already been deployed for the first time in the planning phase of the new Office Park 4 and the terminal development project.

As part of the research project, the planning, contract awarding, execution and commissioning process for the Office Park 4, Terminal 2, Pier East and southern extension buildings are assisted by the project partners in such a way that the virtual modelling of the buildings will enable targeted support for decisions on the following issues:

- › Analysis and visualisation of alternatives for the building envelope
 - › Analysis and visualisation of alternatives for the building services
 - › Analysis of the luminous characteristics of alternatives for the building envelope
 - › Analysis of effects of different users
 - › Spatial acoustic measures
 - › Detailed calibration of existing models using consumption data
 - › Planning of flexible cooling supply
 - › Analysis of airflows in the building ensemble
- › Detailed analysis of night ventilation concepts
 - › Solutions to avoid high-energy air conditioning
 - › Analysis of food service, business and handling areas with regard to service quality
 - › Minimum operation in unused areas
 - › Analysis and visualisation of comfort in the event of large crowds
 - › Degree of self-sufficiency of supply in the building ensemble of the future “Vienna Airport City”
 - › Effect on overall infrastructure

A review of a successful 2015-2017

The central priorities of our corporate activities are to use natural resources as sparingly as possible, to be considerate of our neighbours and to implement an employee-focused corporate culture. Flughafen Wien AG therefore provides comprehensive information to its stakeholders, including employees, owners, customers, business partners, local residents and non-governmental organisations (NGOs), about its activities, developments and key performance indicators in the areas of business, social matters and the environment in order to intensify dialogue and co-operation with all groups at the same time.

The key performance indicators quoted in the sustainability report are updated annually on our website (www.viennaairport.com/sustainability_report). In addition, we are now publishing a new printed version of the sustainability report,

in which we intend to report on the attainment of the targets set in previous years and on new plans.

The report firstly documents the numerous projects and the gratifyingly significant successes that we have achieved with regard to material social and ecological targets since the last report. Secondly, it outlines the new, expanded targets and the associated measures. There is a particular focus on our ambitious, ongoing research projects to optimise energy and promote e-mobility.

The content, data and figures have been selected and are presented in accordance with the current standards of the Global Reporting Initiative (GRI Standards). The international stakeholder initiative – GRI – has developed recognised standards for sustainability reporting that ensure transparency and guarantee comparability. This report 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 audited externally by TÜV Süd.

› **Environmental statement pursuant to EMAS**

The section "Environment and Climate Protection" (pages 72 ff.) and the environmental part of the sustainability programme also serve as the 2017 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 limits**

The contents and key data presented in the report refer essentially to the years

2015 to 2017. To ensure the report is up to date, measures and projects from 2018 are additionally described. The subject matter of the report and the scope of application of the environmental management system pursuant to the EMAS regulations primarily encompass the Flughafen Wien Group, including all domestic subsidiaries where an investment of more than 50% is held (see the organisational chart on page 38 - 39 for this). Amendments in the classification of data or key performance indicators compared to the last report 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. They are regularly updated in a multi-step process. Building on the 2014 Materiality Matrix, the relevant topics

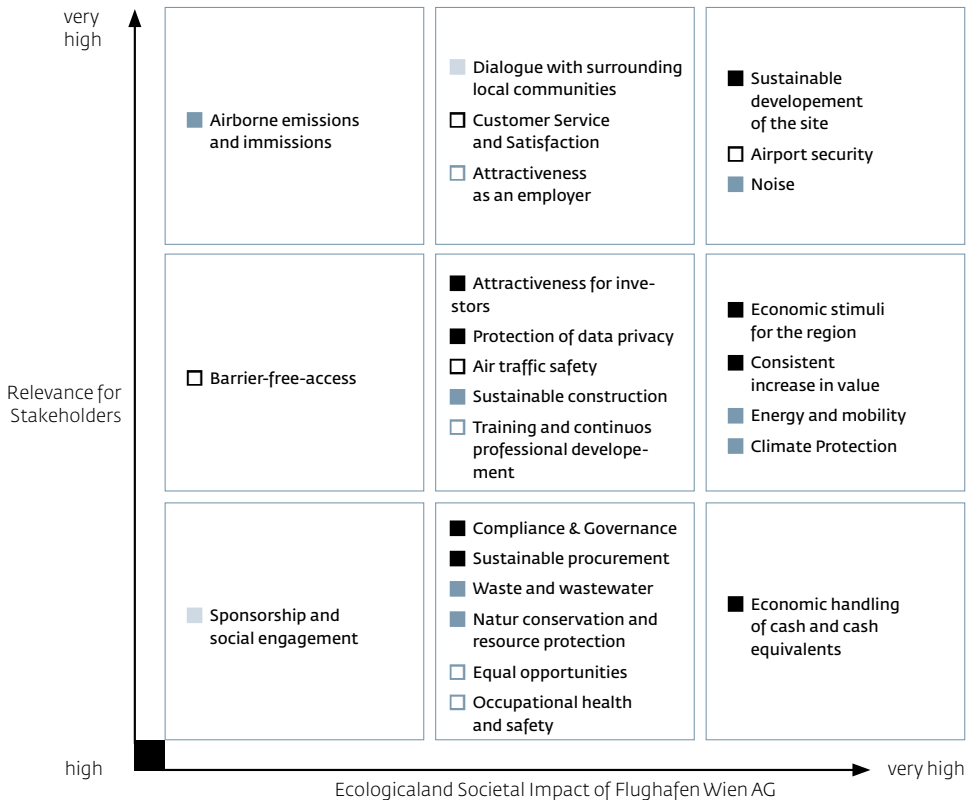
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were discussed, identified and defined in several workshops together with the relevant managers in order to draw up the Materiality Matrix from the company's perspective. This "rough matrix" was evaluated and adapted in the next step with regard to the requirements of selected stakeholders. This took place among other things using a questionnaire aimed at selected stakeholder representatives and within the framework of regular stakeholder communication, such as the

established Dialogue Forum or in regular customer surveys. In addition, aspects and issues arising from the environmental, quality management and social areas were 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? And where does the airport have a big impact

› Materiality matrix of Flughafen Wien AG



- Company & management
- Customers (passengers & airlines)
- Environment, energy and climate protection
- Employees
- Dialogue and corporate responsibility

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, 26 topics were defined as material for Flughafen Wien AG. They are grouped into five topic areas and presented in detail in this report.

The Materiality Matrix is regularly reviewed and revised with the

involvement of the stakeholders as part of sustainability management.

The key performance indicators that are quoted in this 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.

Acting responsibly



Every employee is aware of his immense responsibility.





Everything under control: A look at the security centre.



Corporate governance in practice: The Supervisory Board convenes.



Highest degree of professionalism and commitment.

Acting responsibly

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 set the direction of our sustainable commitment.

› 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 therefore strives to strengthen its position in the growing international air traffic strategically in the coming years and thus to generate passenger growth higher than the European average. In addition, there is still considerable potential for growth in the area of retail and properties.

The overriding strategic objective is the continuous and sustainable increase in the value of the company while minimising the ecological impact. **Four strategic approaches** serve as the key factors for achieving this goal:

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› **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.

OUR STRATEGY IS ALSO EXPRESSED IN OUR 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:**

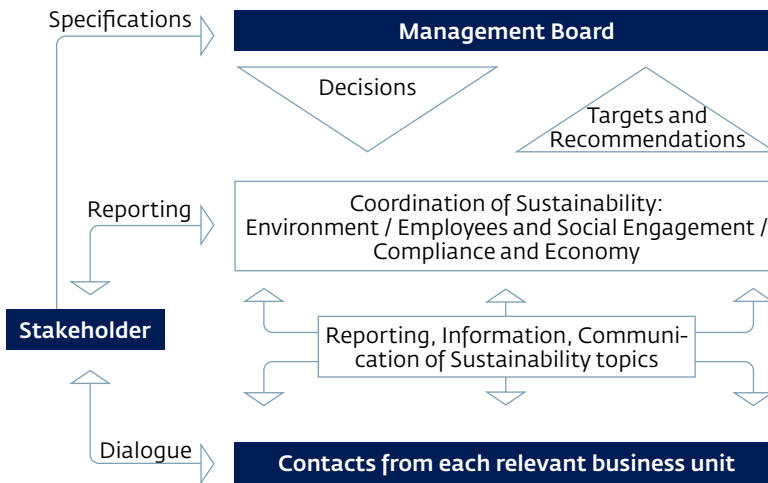
Our work is characterised by the highest levels of professionalism and commitment. We are proud that we perform our tasks carefully, reliably and safely, and we integrate new technologies and procedures into our processes to make further improvements. As professionals we manage the various aspects of sustainability and deal with current challenges in a professional manner. We set sustainability targets and report regularly on our progress. For example, with climate protection where we are treading new paths with Airport Carbon Accreditation. Or in the matter of security, where our security concept ensures airport operations without danger.

› **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 with a well thought out site development set steering accents for the "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 give each other mutual support. In their diversity, the employees of Flughafen Wien AG are a factor driving the success of the 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 organisation of Flughafen Wien AG

› Sustainability management of Flughafen Wien AG

In order to track the “sustainability” target on an ongoing basis and as an important element of corporate activity, Flughafen Wien AG has defined a sustainability programme from which the targets and measures are derived. These are then examined and further developed on an ongoing basis. The sustainability programme can be found in the annex.

Three officers in charge of the fields of Environment / Human Resources and Social / Compliance and Economy are responsible for coordinating and implementing the sustainability agendas. In regular meetings, current developments are discussed, the status of the sustainability programme evaluated and progress reported to the Management Board. The employees have contacts in each relevant

corporate unit with whom they discuss the individual targets and their development.

Key performance indicators and data that are also shown in the sustainability report are updated on an ongoing basis.

› Sustainability report

The sustainability report gives an account of how far the targets derived from the sustainability programme have been achieved and sets new 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 always 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.

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› Governance and compliance

The management is committed to responsible corporate management 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 methods of the Management Board

The activities of the Management Board are defined by law, the Articles of Association and its Rules of Procedure. Julian Jäger and Günther Ofner are responsible as equal members of the Management Board for the management of the company. The duties and departments are divided between the two board members in line with the board's rules of procedure. Management work is conducted together with the division heads on a co-operative basis and as a management team.

Work processes of the Supervisory Board

The Supervisory Board comprises ten shareholder representatives and five delegates from the Works Committee. 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:

The **Presidium and Personnel Committee** is responsible for personnel issues related to the members of the Management Board, including succession planning, prepares the content of employment contracts and the remuneration of the Management Board members for the Supervisory Board, and makes decisions on these issues. This committee also determines the acceptability of additional activities by the Management Board members and assists the Chairman, above all in preparing the Supervisory Board meetings.

The **Audit Committee** deals with issues regarding accounting for the annual financial statements and the audit of the company and the Group. In addition, it evaluates the report by the auditor on the audit of the annual financial statements and reports on this to the Supervisory Board, as well as dealing with the audit of the accounting system and the monitoring and effectiveness of the internal control system (ICS), the internal audit system and risk management.

The **Strategy Committee** works on strategic issues together with the Management Board and, if necessary, also with other experts. The related decisions are taken by the full Supervisory Board.

The **Construction Committee** works on current planning and construction issues, especially with regard to terminal development, together with the Management Board and, if necessary, also with other experts. The related decisions are taken by the full Supervisory Board.

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 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

The Flughafen Wien Group has a comprehensive risk management system that ensures that relevant risks are identified, analysed, assessed and also minimised within the framework of suitable measures. In terms of organisation, Risk Management is located in the Strategy department, from where it coordinates all risk management activities on a central basis. All employees of FWAG are additionally required, however, to actively participate in risk management in their areas of activity in order to integrate the function into their ongoing business processes. The internal department risk managers and officers are responsible for this in particular.

Respect of 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, the Flughafen Wien Group also obtains finished end products from its suppliers and has no influence on their supply chain. Alongside the corporate values, the Code of Conduct contains important principles for the cooperation of all employees with internal and external partners. As the trust of customers, shareholders, employees and the public has a material impact on the performance of the Flughafen Wien Group, integrity is a key element within the corporation. The Code of Conduct has rules on accepting gifts and invitations to meals, but also general regulations on dealing with business partners. The corporate values of the Flughafen Wien Group are reflected in the daily work, where there is respect for all employees, customers and business partners. This is achieved above all with intensive communication measures in the company.

Combating corruption and bribery

Imparting basic values such as ethics and integrity to all employees in the company and treating each other with respect are of the greatest importance here. The guidelines are provided by the Code of Conduct of Flughafen Wien AG. A whistleblower hotline has also been in operation since the autumn of 2015, which allows abuses in the company to be reported anonymously. 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, who also arranges training for the relevant staff and provides information on current new legal requirements in internal workshops. As a sectoral contracting entity, for all of its procurement Flughafen Wien AG is subject to the regulations of the Austrian Federal Contracts Act. This implements all precautions for avoiding incipient corruption. This is supported by the activities of corporate procurement and corporate controlling combined by the vigorous implementation of the two-person principle.

Issuers compliance

Flughafen Wien AG has been listed on the Vienna Stock Exchange since 1992 and has since been subject to the Austrian Stock Exchange Act and the stock exchange regulations of Austria and since 1996 of the European Union. A central and constantly developing aspect of stock exchange law are the regulations for the prevention of market abuse and the implementation of effective measures. These regulations are essential for investors' trust and the functioning of the capital markets.

Since the first introduction of compliance measures in 1993, legislators have continuously tightened the related requirements. On 3 July 2016, the EU Market Abuse Regulation (MAR) entered into force as a central foundation of market abuse law in addition to the Austrian Stock Exchange Act and the Compliance Regulation of the Austrian Financial Market Authority (FMA).

As the MAR is applicable in all EU member states, numerous provisions regarding market abuse previously stipulated in the Austrian Stock Exchange Act were adjusted and the FMA Compliance Regulation was rescinded on 1 January 2018 and replaced by the MAR.

The obligations arising from the EU Market Abuse Regulation and the Austrian Stock Exchange Act based upon it were 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 has 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 for "Issuers Compliance" in the rest of the company, all employees are informed on this topic via the intranet or articles in 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.

Company portrait





Sustainable location development: The Airport City is growing.



Vienna Airport – an international flight hub for passengers and cargo.



Prepared for all eventualities: Refrigerated containers on the hot airport apron.



All operations from a single provider ensures outstanding turnaround times.

Company portrait

› 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

Since the expansion of its catchment area after the fall of the Iron Curtain, Vienna Airport sees itself as an important hub for destinations in Central and Eastern Europe as well in the Near and Middle East. An extensive offer comprising 195 destinations in 74 countries in 2017, 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

1954 saw the Wiener Flughafenbetriebsgesellschaft (Vienna airport operations company) take over the administration and ground handling services at Vienna Airport.

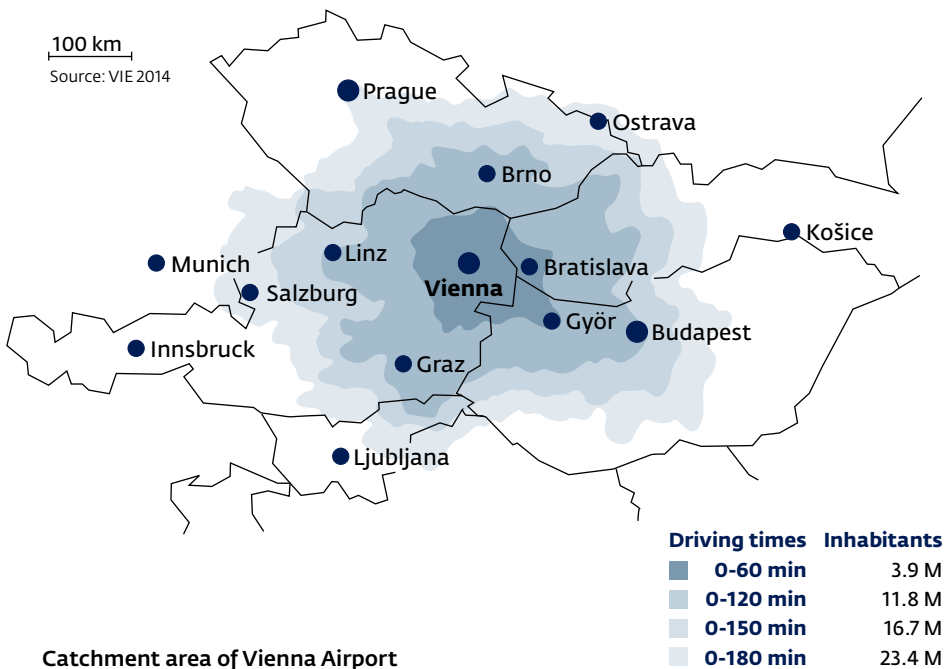
The new terminal building was opened in 1960.

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

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Catchment area of Vienna Airport

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.

The renovation and expansion of Terminal 2 and Pier East and the “southern extension” are already in the planning phase. 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 granted.

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 (as of 31 December 2017) include Airports Group Europe S.à.r.l, a company of the fund manager IFM Investors, which holds 39.8%, 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 fund) also holds 10.0%. The remaining 10.2% of the shares are in free float.

› Activities of Flughafen Wien AG and importance for the region

As the concession holder (the concession is for an unlimited period), developer, builder, landowner and general operator, Flughafen Wien AG is responsible with its subsidiaries for the airport operations and is developing the non-aviation area into "Airport City".

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, gastronomy 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 is true not only for the approximately 24.4 million passengers per year at the site (as of 2017), who are accompanied or picked up by a further around ten million people, but primarily for all local residents and employees. Many people live in the neighbourhood with the beneficial effects and 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 despite the increasing passenger volume over the long term.

› Focus on sustainable development of the site

Airport City

Airports' non-aviation business is becoming increasingly important. In addition to the retail and food and beverage service spaces, the "Airport City 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 expansion plans revolve around the strategic development of a site with cleverly designed facilities and services that have the character of a city for the more than 20,000 "inhabitants" and over 230 resident businesses. This includes hotels, office and logistics spaces, commercial land for companies to move in, local amenities and of course the infrastructure facilities and services that make up a city. Great attention is paid to sustainable ecological and economic development.

Together with the Vienna University of Technology, concepts and strategies are being 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,

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Moxy Hotel: Opening in 2017 with 405 rooms.

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 – the largest of its kind in Europe – can, for example, 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.

The first projects to be implemented for Airport City were a gym, an additional hotel, a post office, electric vehicle charging stations, a dry cleaner's and

a motor vehicle registration centre. A health centre covering all fields of medicine will be opened in autumn 2018. The ground-breaking ceremony for the new Office Park 4, with around 26,000 m² of extra office space, was held in April 2018.

The sustainability aspect is afforded particular importance in the new Office Park 4. For example, the innovative building uses geothermal energy via concrete-pile activation for pre-heating and a photovoltaic system on the roof to generate electricity. The offer is topped off by extraordinary architecture, a bilingual day care centre and modern co-working spaces.

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 the 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). The site was evaluated according to various criteria, such as ecological and economic quality and sociocultural and functional features. Moreover, the Office Park 4 project was awarded with the ÖGNI Platinum Pre-Certificate.

Terminal renovation and expansion

The investment program of up to €500 million agreed in 2016 for the further expansion and improvement of the terminal infrastructure will be intensively pursued and implemented from mid-2018 onwards. The “Terminal 2” project is focused on more convenience for passengers, additional shopping and dining options and the creation of a cross-terminal security area. To this end, the old buildings – Pier East and Terminal 2 (the oldest building in the airport) – are being modernised, renovated and augmented with new functions such as a central security control. A new building is being 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 and food service spaces and waiting spaces. The project is at the planning stage and is expected to be completed by 2023. Energy-efficient

and sustainable construction is also a high priority in this project.

Vienna Airport Region as international trademark

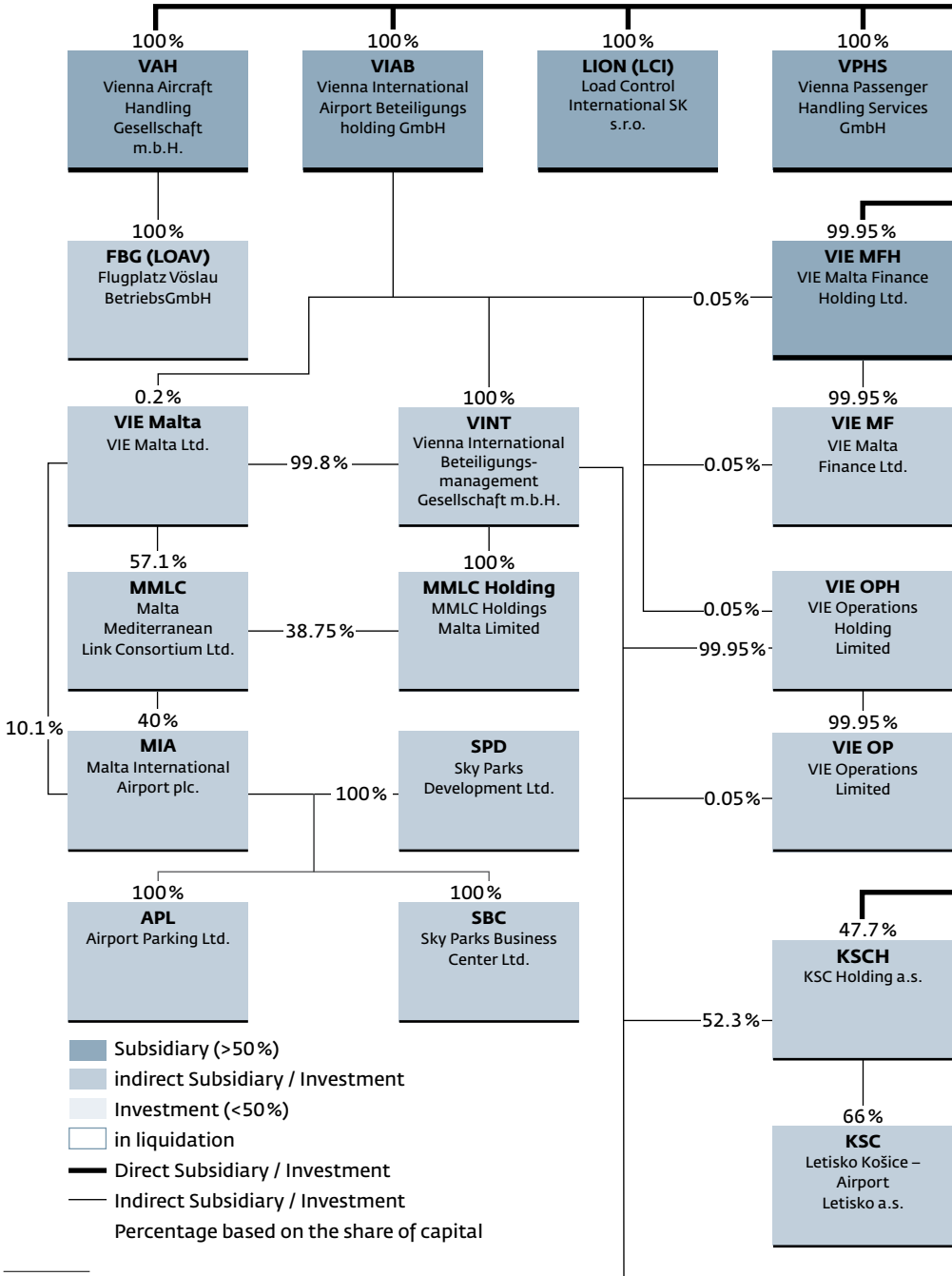
Another key concern for Vienna Airport is the successful development of the airport region. A cooperative development programme ensures that the entire region surrounding Vienna Airport benefits from the growth opportunities. For example, the airport and the local communities have stepped up their intensive 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. To this end, a new internet platform, www.viennaairportregion.com, was recently created to provide extensive information about the region and community activities. For example, residential properties and available business premises in the entire Vienna 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. There is a plan to construct a biomass power plant as another project to benefit the region.

Third runway

Global aviation remains a growth market. It must be ensured through the tailored expansion of the infrastructure and capacity that the increasing passenger and cargo demand can also be served. If growth forecasts are met in the coming years, the capacity limit on the existing runway system (consisting of two runways) will be reached after 2025. >



Flughafen Wien AG





Area covered by Vienna Airport

Facility Site - Vienna Airport

Air Cargo Center



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› Financial indicators¹

in € million	2015	2016	2017
Total revenue	720.2	741.6	753.2
Thereof Airport	359.2	370.8	368.2
Thereof Handling & Security Services	151.3	158.4	160.7
Thereof Retail & Properties	128.2	123.9	126.2
Thereof Malta	67.0	73.1	82.4
Thereof Other Segments	14.5	15.4	15.7
EBITDA	312.5	329.8	326.5
EBIT	171.8	172.0	191.8
Net profit ²	111.8	112.6	126.9
Cash flow from operating activities	255.5	255.1	277.9
Equity	1,139.3	1,144.0	1,211.0
Equity ratio (in %)	52.5	56.7	58.7
Net debt	487.8	355.5	227.0
Total assets	2,170.9	2,018.3	2,063.0
Gearing (in %)	42.8	31.1	18.7
Capital expenditure ³	87.1	92.0	103.6
Income taxes	39.9	40.8	46.5
Dividend per share (in €) ⁴	0.500	0.625	0.680

1) Consolidated Flughafen Wien Group

2) Net profit for the period before non-controlling interests

3) Not including financial assets

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

In order to react to this projected demand, an application was filed with the responsible authorities in the provincial government of the province of Lower Austria in March 2007 to request approval for the realisation of the project "parallel runway 11R/29L" (the third runway). It was the result of the most extensive mediation procedure ever conducted in Europe, which took place from 2000 to 2005. Around 50 parties to the procedure (citizens' initiatives, local communities, Austrian Airlines, the air traffic control organisation Austro Control, etc.) invested thousands of hours in working

together to find amicable solutions. This process was concluded with the mediation contract, binding under civil law, the establishment of the Dialogue Forum as a communication platform and the formation of the environmental fund. Flughafen Wien AG took on voluntary obligations in this process that – in the interests of the people who live in the vicinity of the airport – extend far beyond the scope provided for by law. These obligations are listed in the mediation agreement and available at www.dialogforum.at/dialogforum/mediationsvertrag (in German language). Please see the "Dialogue

› Operational indicators

	2015	2016	2017
Area covered by Vienna Airport	10 km ²	10 km ²	10 km ²
Number of passengers (in millions) ¹	22.8	23.4	24.4
thereof transfer passengers (in million)	6.3	6.2	6.4
Cargo in tonnes (air cargo and trucking)	272,575	282,726	287,962
Traffic units ¹	24,763,288	25,415,025	26,496,620
Aircraft movements (scheduled and charter)	226,811	226,395	224,568
Aircraft movements (based on IFR) ² from 11:30 p.m. to 5:30 a.m.	4,116	4,158	4,959
Working population at the airport site in total	~ 20,000	~ 20,000	~ 20.0000
Group employees ³	4,380	4,322	4,328
FWAG employees ³	3,129	3,120	3,133
Employee headcount ⁴	5,800	5,731	5,772

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

and corporate responsibility” section for more details about the Dialogue Forum.

The positive ruling of the court of first instance in favour of the third runway was sent to FWAG in July 2012. After the positive first instance ruling, a second instance hearing in the approval proceedings was held at the Austrian Federal Administrative Court at the beginning of January 2015. On 9 February 2017, a ruling from the Federal Administrative Court overturning the project was served. 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. The opponents of the third runway lodged an extraordinary appeal against this ruling with the Austrian Constitutional Court and the Federal Administrative Court. Until the possible realisation of this project, work will be carried out in close co-operation with the system partners to optimise the capacity of the existing two-runway system.

Our customers



Information counter
at the airport:
Ready to listen to
your concerns.

in focus





Relaxed atmosphere in the airport lounges.



Shopping for young and old alike on about 20,000m².



Highest quality of service: "Best Airport Staff in Europe".

Our customers in focus

› Best Airport Staff in Europe

The Flughafen Wien Group's quality strategy is also recognised internationally: Skytrax, the international market research institute specialising in aviation, has bestowed the award for the "Best Airport Staff in Europe" to Vienna Airport three times in a row since 2014. This involved a survey conducted at the site and worldwide in which more than 13 million travellers were asked to evaluate the service focus and service quality of all staff in the passenger areas, including in the terminal, at security checkpoints, at the information counters, in the shopping and food and beverage outlets and many other customer-related interfaces.

› Airport Service Quality Award in Gold from ACI

In 2017, Flughafen Wien AG was awarded the Service Quality Award in Gold by Airports Council International Europe (ACI) in the "Europe/15 to 25 million passengers" category. After taking third place in 2015, this award is proof that the efforts to constantly improve service and quality are being recognised. 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 checks", "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.

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› 4-Star Airport

The airport was honoured with the Skytrax “4-Star Airport” award in September 2015. This international accolade, which has so far (as of May 2018) been awarded to just twelve out of several hundred airports in Europe, primarily evaluates and recognises the quality of services for passengers, the shopping and gastronomy 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 only nine 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 in 2013 for all topics with a “passenger quality” focus. The starting point for this project originated in the above-mentioned Airport Service Quality Panel (ASQ) of ACI. 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 gastronomy. It has already proved possible to successfully implement more than 120 individual measures that have led to a significant improvement in passenger satisfaction.

› Safety factor

At the airport, the highest priority is given to safe and smooth flight operations. Safety management, the security concept, medical care and emergency services combine here to provide the highest level of safety.

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.

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.

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 controls has considerably improved efficiency in the last few years. Thus, for example, the time spent waiting at the central security control is currently between zero and five minutes for 90% of passengers. The waiting time 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.

Medical care at Vienna Airport

The medical centre at Vienna Airport is staffed by a qualified nurse, an emergency

paramedic and an emergency doctor around the clock to provide emergency care and first aid as well as vaccinations. 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. In addition to these deployments, providing first aid for injuries and treatment for passengers, airport employees and visitors also form part of the daily routine of the Medical Centre. Treatment is provided free of charge for all medically insured EU citizens.

The WHO-approved vaccination centre in the Medical Centre offers the necessary vaccinations for trips and general preventive protection (e.g. against tick-borne encephalitis or flu) around the clock. Furthermore, free phone consultation on prophylactic measures (e.g. vaccinations against malaria) and on travel preparations (e.g. deep-vein thrombosis) is offered.

For emergencies, a total of 25 defibrillators are available at the airport – two professional devices in the Medical Centre and 23 public user defibrillators distributed across the entire site. Vienna Airport is also home to a pharmacy and a dental clinic. The plans for a medical centre with general practitioners and specialist consultants are well advanced, and the opening is scheduled for autumn 2018.

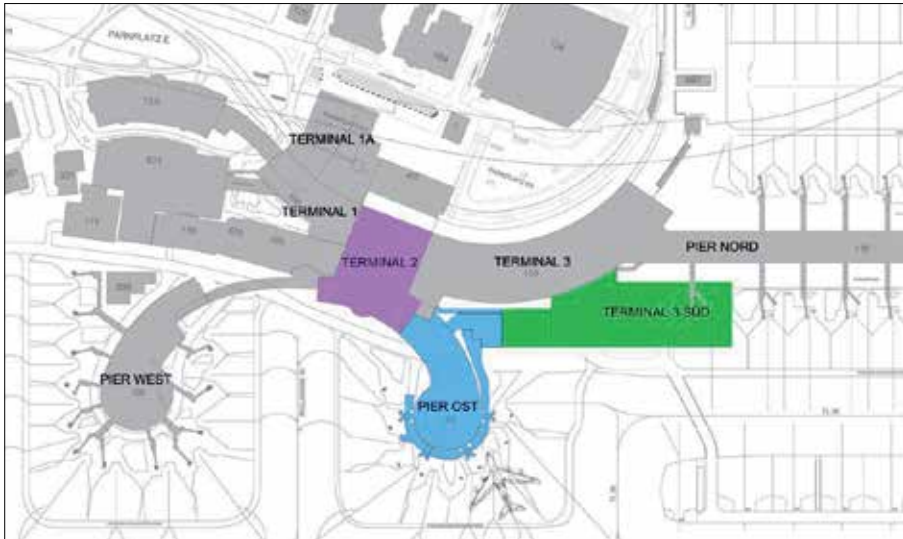
› Barrier-free access

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, the majority of which have also already been 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. In 2015, 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 for the visually impaired.

› Shopping and food & beverage

The Retail & Properties segment generated around 17% of the Flughafen Wien Group's total revenue in 2017. It is especially in the gastronomy and commercial sector 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 the key performance indicator "Retail Revenue per Passenger". 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. By 2023, the renovation and expansion of the current terminal will generate an additional 10,000 m² of shopping and food service space and up to 4,000 m² additional lounge space.

Constant dialogue with the operators of the shopping and food and beverage 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 gastronomy companies, among other things, and mystery shopping campaigns are also launched in consultation with the operators.



10,000m² of additional shopping and food & beverage space will be created thanks to the modernisation and expansion of the existing terminal.

› Handling & Security Services

The Handling & Security Services segment supplies a variety of services for the handling of aircraft and passengers on scheduled and charter flights. It is also responsible for handling general aviation aircraft and passengers. The General Aviation Center is also home to the VIP lounges and the Business Center. In addition, security controls for persons and luggage are performed by the Handling segment. To be able to process the numerous requirements in the area of Handling 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 segment.

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 (see page 85 for details on the CDM).

Employees



Professional and highly trained:
Our employees ensure smooth
operations at Vienna Airport.





Competent, committed and service oriented: Together we do big things.



Special kind of employees: Explosive detection dogs at work.



Human resources development: Sound training ensures smooth operations.

Employees

Motivated, engaged and highly qualified – we seek to attract and support 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 2017, more than 20,000 employees worked at the site for around 230 businesses. The number of employees is currently rising sharply both in the airlines and as a result of the companies moving in; around 2,500 additional new jobs will be created in 2018.

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.

In 2017, full-time equivalents of the Flughafen Wien Group declined slightly from 4,322 to 4,320. The headcount of the consolidated Flughafen Wien Group was 5,772 (2016: 5,731).

› Positive corporate culture is being enhanced

The Flughafen Wien Group sees its employees as the company's most important resource, so human resources development is a key activity. The Group-wide core tasks of the Human Resources (HR) department are recruitment, training and continuing professional development, strategic staff 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 was started with an extensive vision process and is now supported by many individual measures and pro-active education and training. The issue of corporate culture is also continuously advanced by the employee surveys implemented over the last few years.

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› Key employee indicators

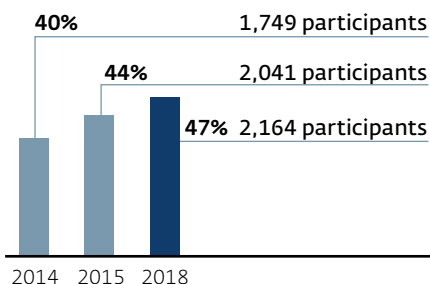
	Unit	2015	2016	2017
Total employees	Number	4,380	4,322	4,320
thereof women	Number	1,021	1,011	777
thereof men	Number	3,359	3,311	3,543
Headcount ¹	Number	5,800	5,731	5,772
Proportion of women	%	23.3	23.4	18.0
Average age ²	Years	39.4	39.8	41.9
Employees on parental leave (m/f)	Number	14/59	18/58	17/65
Number of female executives ²	%	16.5	15.2	14.1
People with disabilities	Ratio	2.6	2.6	2.4

1) Headcount: number of all employment relationships of the consolidated Flughafen Wien Group in the relevant year
 2) Relates to Flughafen Wien AG

Employee survey

To evaluate the working situation and the progress made in the implementation of the values in the everyday life of the company, an initial employee survey was conducted in the autumn of 2014 and repeated in 2015 and 2018. The survey was carried out by an external opinion research institute. In 2018, 2,164 employees took part from the Flughafen Wien Group, which represents a rate of around 47%. This high level of participation documents the employees' keen interest in taking an active part in the process of improvement.

Response rate vs. number of employees



The Flughafen Wien Group improved in many areas. For example, it is again achieved very good scores in the parameters for identification with the company.

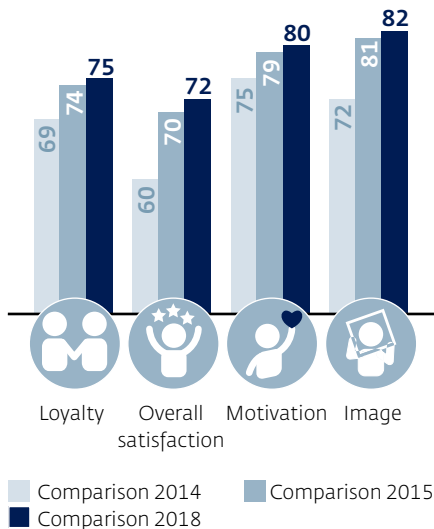
Room for improvement was found primarily on the following issues:

› Improvements to working hours

› Following up positive developments in the long term

Further strengthening of respect, appreciation and transparency, support for error culture and conflict resolution, promotion of cooperation between departments and divisions, workplace design and health promotion. The development and implementation of suitable improvement measures derived from the results of the employee survey will be the priority in the coming year.

Identification: Development 2014-2018



› 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. Safe work performance and the related accident-free operating processes also contribute to customer satisfaction.

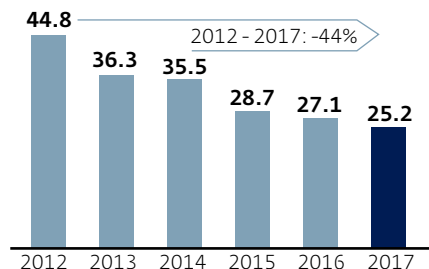
The ratio of reportable work accidents per 1,000 employees was again further reduced from 27.1 to 25.2 in 2017. There has been a 44% decline since 2012. As in previous years, in the context of evaluating psychological stress in the workplace there were regular works on designing and implementing measures to improve the work situation.

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. Safety and health are recognised as key factors for employee satisfaction and performance.

Workplace design is a major sphere of activity for workplace health promotion. An ergonomist provides advice on the design and redesign of workplaces, and a new office furniture concept is intended to enable alternating work postures. In addition, employees are given workshop training in optimum ergonomic behaviour at the workplace.

Under the heading "Gesunde FüÙe – starker Auftritt" ("Healthy Feet – Strong Performance"), 26 employees from 18 departments tried out 15 different pairs of safety shoes in a large-scale wearability test. The interpretation of the test logs resulted in new models of shoe with improved quality and comfort, which have been available to all wearers of safety shoes since January 2018.

1,000 employee-ratio in %



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› Occupational health and safety¹

	Einheiten	2015	2016 ²	2017
Ratio of reportable accidents per 1,000 employees	Number/1,000 employees	28.7	27.1	25.2
Days lost following an accident at work	Days	2,814	1,508	1,940
Days lost following an accident at work	Number/employee	0.7	0.5	0.6
Days lost from other sick leave	Days	38,893	39,691	42,284
Reportable accidents	Number	126	119	110
Days lost from other sick leave	Number/employee	12.0	12.3	13.0
Deaths	Number	0	0	1 (accident while commuting)

1) Relates to Flughafen Wien AG

2) The figures for 2016 were corrected in that the days lost for spa stays were moved to days lost from other sick leave

In the context of occupational medicine, support is provided for the rehabilitation of employees, Group-wide vaccination programmes 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.

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.

In autumn 2018, a health centre will open at Vienna Airport that offers all employees of Flughafen Wien AG a comprehensive medical concept plus complementary medicine.

› Reconciling family life and work

Flughafen Wien has introduced flexible and individualised working time models to meet the needs of employees to the best possible extent. Flexitime schemes are found, above all, in the company's commercial functions. In addition, there is the option of working part-time in many areas. In order to achieve a further major increase in the flexibility of working time, a project for mobile work in the IT area was started very successfully in 2017. Furthermore, the option was created for all employees to consume pay components (e.g. service bonuses) as time off, in addition to the offer of part-time training or training leave models.

The company's family-friendly policies are of crucial importance for an appropriate work-life balance. Day care facilities

› Parental leave and return ratio

	2015	2016	2017
Parental leave in total	73	76	82
Sex m/f	14/59	18/58	17/65
Took parental leave	36	42	43
Returned from parental leave	37	38	44
Spent a minimum of 12 months with the company after returning	28	33	39

are available for all companies at the Vienna Airport site. The extended, flexible opening hours provide employees even in shift jobs with reliable supervision for their children once they start crawling. The airport day care centre has received numerous awards for its excellent services and high pedagogical standards.

To facilitate their return to work, employees on parental leave are kept up to date about current events and important developments in the company. Employees on leave can thus maintain contact with the company, with an increasing number of men taking up child care.

Since 2012, Flughafen Wien AG has granted a so-called "Daddy's month" for employees. Within the first three months after the birth of his child, the employee has the right to take leave for up to 28 consecutive calendar days while still receiving 50% of their monthly pay. 77

fathers took advantage of this opportunity in 2017.

In 2017, Vienna Airport stepped up its activities as part of the career and family audit. This is a government certification awarded to companies for implementing a family-friendly human resources policy. The audit process lasts for three years and is carried out by auditors who have been specially trained for the purpose. On top of this, our company received the honour of being named the most family-friendly company in Lower Austria in 2015.

› 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. In addition, on the basis of the findings of the company-wide employee survey at the end of 2015 the provision of meals for employees was reorganised and financial support provided.

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 company 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.

Vienna Airport employee fund

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. Dividend income of € 5.3 million was paid out in 2017 for the 2016 financial year, € 5.7 million in 2018 for 2017. On average, this corresponds to around 60% of a monthly 2016 basic salary or basic wage per employee, or around 65% for 2017.

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. Eight employees joined the Steyr labour trust in 2017, raising the total number of employees who have undergone training with this initiative to 97.

› Continuous professional development and knowledge transfer

Human resources development is an essential part of the HR strategy. 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. This is done by filling open positions through 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.

Employees' training needs are discussed and noted at the annual performance appraisal. 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 summarised in the annual training catalogue.

The training management system which was started in 2016 at Vienna Airport aims to put the entire system of the administration and documentation of training and continuing professional development on an efficient and effective basis.

At Vienna Airport a broad-based manager development programme was launched back in 2015. After individually

determining the position 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. For 2017, the key area for management development was securing the transfer. Under the motto "Manage Yourself", executives were and are invited to meet and exchange information, expand on what has been learnt and reflect together. At regular intervals, all executives are informed about current, management-related topics via a newsletter published by the Human Resources department. An online knowledge platform has been set up – a Management Wikipedia – to pass on contents. To retain and even extend the high level of knowledge and skills is a key area for the next three years.

In 2017, Flughafen Wien AG, the parent company, had expenses of € 2.0 million for training measures, equivalent to approximately € 600 per employee (related to the average of 3,133 FTEs over the year in the parent company).

Training apprentices and trainees is very important at Flughafen Wien AG. On the basis of theoretical training in the vocational school and practical deployment in the company, apprentices and trainees receive additional assistance on the basis of numerous seminars. English courses, IT training, group and one-on-one coaching are important elements of the training. As part of the three-week "Leonardo da Vinci" exchange with Munich Airport, the trainees and apprentices are given the opportunity to get to know what happens in other companies.

› Performance-related remuneration for management

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

› 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 54 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 consolidated Flughafen Wien Group was approximately 20% in 2017, in the Flughafen Wien AG it was at 18%. This can be attributed to the proportion of specialist activities at Vienna Airport – two thirds of employees working at the airport perform heavy manual labour. 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 in the long term – especially in management positions. The share of women at Flughafen Wien AG is currently 14.1% across all four management levels. Equal opportunities and equal treatment at the workplace are a fundamental requirement in the Flughafen Wien Group. 20% of the shareholder representatives on the Supervisory Board of Flughafen Wien AG are female.

The company takes part in the “Wiener Töchertag” (“Vienna Daughters’ Day”) every year and through this gives girls an increased insight into the technical professions – six female industrial apprentices were employed in 2017.

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. Appropriate programmes and accompanying measures, the facilitation of mobility within the company and the preferred offer of suitable jobs to this group of employees are currently being developed and implemented in stages.

Dialogue and corporate responsibility



A very special experience: Our new Visitors World "Visitair".





The Dialogue Forum harmonises the different interests of individual stakeholders.



Numerous measures in surrounding areas: Promoting the installation of soundproof windows.



Life Ball: Sponsoring for a good cause.

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 these groups.

› 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, Rauchentwarth, 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 region. 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 by the establishment of Vienna Airport Region.

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› Stakeholder and communication activities of Flughafen Wien AG at a glance

Stakeholders	Publications	New Media	Other
Employees	"Blockzeit" in-house magazine	Intranet "Bee – clever", Facebook	"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, mobile app	Complaints management
Companies on site		Customer surveys among tenants, "Airport City" 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 institutional investors, conference calls, participation at the "Gewinnmesse" investment fair
Federal states Vienna and Lower Austria		www.viennaairport.com, Facebook,	Conference calls, Supervisory Board, Public Affairs Management
Local residents	Vis a Vis, environment and aviation brochure, newsletter, Dialogue Forum	www.viennaairport.com, Facebook, 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 brochure, newsletter, Dialogue Forum	www.viennaairport.com, Facebook, 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	Press interviews, press conferences
Visitors	General media reports	www.viennaairport.com	Visitor world, "VisitAir", visitors' terrace

Overview of the stakeholders and communication measures of Flughafen Wien AG

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 (page 80). 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 altitude, time and type of engine (propeller or jet) of each individual flight can be seen. Thanks to improved storage capacity, it proved possible in 2015 to extend the available time period from 32 days in such a way that flight tracks up to 1 January of the previous year can now be displayed. 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. For data protection reasons, the information can be viewed only with a time lag, but it has proved possible since 2013 to reduce the time lag to six hours (previously 24 hours). In 2017, www.flugspuren.at logged a total of 10,547 visitors (2016: 11,893), and they accessed the website 17,514 times (2016: 21,086 times). That is equivalent to around 48 visits per day (2016: 58). The information platform www.flugspuren.at was redesigned in 2015. 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).

Visitor world

Together with the international renowned children's author and TV star Thomas Brezina, Vienna Airport has developed a virtual, aviation-themed experience that opened in October 2017.

Over more than 600 m², cutting-edge technology was used to create multimedia exhibition elements that enthrall 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.

Over 118,000 aviation enthusiasts used Vienna Airport's offers for visitors in 2017. 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 in to 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 happening on the airport apron, the daily handling operations and the planes taking off and landing. All information on the visitor world offer and booking can be found at www.viennaairport.com/besucherwelt.

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 3,333 enquiries were received by phone and by Internet and e-mail in 2017. That represents a decrease in contacts of 30.3% over 2016. Of these enquiries, 65% originated from Vienna and 35% 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).

› Corporate social responsibility

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

› **Contacts (enquiries, suggestions and complaints) received by Flughafen Wien AG from 2015 to 2017**

Year	2015		2016		2017	
	Suggestion	156	3.6%	156	3.6%	90
Question	3,441	79.7%	3,363	76.8%	3,431	78.2%
Criticism	627	14.5%	795	18.2%	798	18.1%
Praise	92	2.1%	62	1.4%	70	1.6%
Total	4,316	100.0%	4,376	100.0%	4,389	100.0%
Passengers total	22,775,054		23,352,016		24,392,805	

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.

A total of € 840,236 was spent on cultural, social and sports sponsorship in 2017. 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 thus recorded only 4,389 complaints in 2017, for example, while handling 24.4 million passengers. 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.

Environmental and climate protection





On the roof of the Air Cargo Center:
One of Austria's largest photovoltaic plants.



25 years of the flight path and noise monitoring system FANOMOS at Vienna Airport.



Gradual conversion of the vehicle fleet to alternative drive systems.



Sustainable construction: The New Office Park 4 will be put into operation in 2020.

Environmental and climate protection

› 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, further cutting the CO₂ emissions attributable to Vienna Airport and becoming climate-neutral in the medium term. 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.

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, as well as to the ISO 14001.

Initial entry in the EMAS register took place in December 2015, with monitoring audits being conducted in October 2016 and October 2017. The company is being recertified in 2018.

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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.

In addition, with EMAS the airport meets the requirements of the Austrian Energy Efficiency Act.

Within the scope of EMS, 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

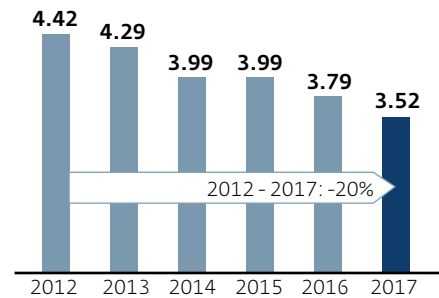
audits. EMS also secures legal compliance of the operation in respect to environmental law. To do this all regulations relating to the environment (laws, directives, notifications) are identified, recorded in an environmental database with the resulting obligations being implemented and monitored. Responsibility for the successful implementation of EMS is with the Management Board and the executives according to the Flughafen Wien AG line organisation. The environmental manager in the Operations Environmental Management department coordinates and manages all internal and external activities relating to environmental protection. The environmental manager is supported here by an environmental team constituted from those responsible for specific topics in the various corporate divisions. As part of sustainability management, the environment manager is also the interface to the sustainability management of the company.

› Energy

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

In 2017, approximately 93.4 million kilowatt-hours of electricity were consumed by Flughafen Wien AG and its subsidiaries at the site. The electrical power is drawn on the one hand from the photovoltaic systems installed at Vienna Airport (around 0.5%) and on the other hand from the grid of the utility company Wien Energie (no nuclear power). 53.5% (50 GWh) were supplied from green electricity, i.e. electricity from renewable sources. The remaining share is generated with the greatest efficiency in modern combined heat and power plants, where electricity and district heating are

Electricity consumption FAWG in kWh/TU



2012 –2017: Electricity consumption down by 20%

generated at the same time by the electricity supplier. 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.

In the event of a power cut, four emergency power generators with a total capacity of 6.5 MW take over the supply of the key facilities. The capacity will be increased to 8.9 MW from autumn 2018. 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.

The heating energy, totalling 53.3 million kilowatt-hours in 2017, has been transported to the airport since 1982 as waste heat from the Schwechat refinery. The individual heating systems of the airport grounds are supplied here through an underground pipeline system.

All air-conditioned buildings are cooled via an in-house pipeline network for air conditioning water, which is supplied by three separate cooling plants with a total output of 26 MW.

The company's own vehicles were filled with a total of around 3 million litres of >

› Key performance indicators

Environmental aspect	Unit	2015	2016	2017
Traffic units	[-]	24,763,288	25,415,025	26,496,620
Passengers	[-]	22,775,054	23,352,016	24,392,805
Electricity consumption FWAG	kWh/TU	3.99	3.79	3.52
Electricity consumption FWAG	MWh	98,747	96,278	93,358
Heat consumption FWAG	kWh/TU	2.33	2.29	2.01
Heat consumption FWAG	MWh	57,734	58,315	53,304
Cooling consumption FWAG	kWh/TU	1.31	1.25	1.09
Cooling consumption FWAG	MWh	32,557	31,856	28,846
Fuel consumption FWAG	kWh/TU	1.13	1.20	1.20
Fuel consumption FWAG	MWh	28,041	30,447	31,733
Total energy requirements FWAG	kWh/TU	7.45	7.28	6.73
Total energy requirements FWAG	MWh	184,522	185,040	178,395
Total energy requirements from renewable sources FWAG ¹⁾	kWh/TU	2.40	2.28	2.68
Total energy requirements from renewable sources FWAG ¹⁾	MWh	59,436	58,050	70,883
Share of renewable energy in total energy requirements FWAG ¹⁾	%	32.2%	31.4%	39.7%

1) Restructuring of consumption of renewable energy (photovoltaics)

fuel, of which 2.9 million litres of diesel, at Vienna Airport in 2017. More than 84% of this was used to fill the roughly 670 ramp handling vehicles and machines.

While aviation fuel (kerosene) is pumped via a pipeline directly from the Schwechat refinery (OMV) to the airport, 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.

The third photovoltaic system was taken into operation on the roof of the Air Cargo Center in 2017. On space of approximately 8,000 m², it is one of the largest photovoltaic systems in Austria. The rated output of the 2,640 solar modules is 720 kWp, meaning that an annual yield of approximately 750,000 kWh

› Energy efficiency targets of the Flughafen Wien Group

Environmental aspect	Unit	Initial 2012 value	2022 target value	Targeted 2012 - 2022 efficiency increase	Value as of 2017
Electrical energy Flughafen Wien Group	kWh/TU	4.42	3.49	21%	3.52
Heat consumption Flughafen Wien Group	kWh/TU	2.42	2.01	17%	2.01
Cooling consumption Flughafen Wien Group	kWh/TU	1.72	1.24	28%	1.09
Fuel consumption Flughafen Wien Group	kWh/TU	1.41	1.17	17%	1.20
Greenhouse gas CO ₂ Flughafen Wien Group	kg/TU	1.95	1.36	30%	1.12

For the continuous improvement of the company's environmental performance, Flughafen Wien AG has set itself environmental targets with regard to individual environmental aspects.

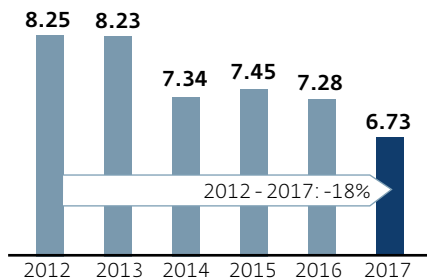
can be generated. The next system of around 8,000 m² is scheduled to go into operation in 2018 above the wastewater treatment plant.

Other measures in the years to come include the further conversion of the vehicle fleet to electric drive and the associated research project, the erection of further photovoltaic systems and the realisation of the research project with the Technical University Vienna (TU Wien) on the topics of "smart airport city" and "virtual city".

› Noise

Throughout Europe, road 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.

Total energy requirements in kWh/TU



2012 – 2017: Total energy requirements down by 18%

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› Noise

	2015	2016	2017
The area of each flight noise zone within which the day-time LEQ1 during the six busiest traffic months of the year in question was over 54 dB (in km ²)	75.36	76.85	82.33
The area of each flight noise zone within which the night-time LEQ during the six busiest traffic months of the year in question was over 45 dB (in km ²)	100.28	104.95	106.42

1) LEQ: equivalent continuous sound level

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.

The “curved approach” is currently being evaluated and negotiated as a noise-mitigation measures as part of the Dialogue Forum. By the end of 2017 approximately 200 landings took place on runway 16 using this method, as currently the curved approach cannot be applied by all types of aircrafts.

FANOMOS

A flight track and noise monitoring system – FANOMOS – has been in operation at Vienna Airport for around 25 years. 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. In summer 2018, the implementation of new software and hardware will be completed, making the FANOMOS system more resistant to failure.

The increase in the area of the above flight noise zones is due to a considerable move from smaller to larger aircraft types. However, the number of aircraft movements in the six busiest traffic months remained stable despite an increase in the number of passengers handled of more than 4%.

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 2017, building expert opinions were prepared for 6,289 properties, and optimal noise protection was installed in 2,913 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.

Flughafen Wien AG has also agreed to purchase, at fair value, the properties located in a noise zone where the continuous sound level exceeds 65 dB(A) during the day and 57 dB(A) at night. So far, this option has been taken up by two of the approximately 60 property owners who were offered it.

Funds totalling € 51.5 million have been provided for measures to implement the noise protection programme.

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, compen-

sates 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.

Flughafen Wien AG pays approximately € 0.20 into the fund for every passenger, including transfer passengers. Passengers who arrive or depart at night are weighted by a factor of three, i.e. € 0.60. The sum thus calculated is measured with a weighted noise factor. Three quarters of the funds are earmarked for projects in the communities complying with guidelines. 25% are used to promote projects for investigating the environmental burden caused by flight operations and measures to reduce or minimise the negative impact of flight operations and to promote measures to compensate for the environmental burden caused by flight operations and to contribute to the increase in quality of life. In 2017, € 7 million was provided for this fund.

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. The actual number of aircraft movements in 2017 was 259 more than the level of 4,700 defined in the mediation contract. Over the entire term of this regulation from 2007 to 2017, the actual number of aircraft movements was 1,859 (around 3.5%) fewer than the cumulative target of 53,398 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

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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.

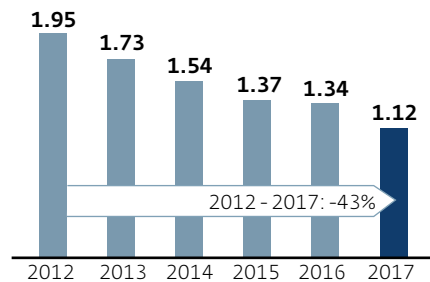
› Emissions and climate protection

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. It is for that reason that the aviation sector has set itself ambitious climate targets: the intention is that growth in air traffic will be climate-neutral from 2020 onwards. In other words: fewer or constant emissions despite increasing aircraft movements (source: IATA – International Air Transport Association – climate targets). More information can be found at: 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. 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 was reaffirmed by ACI in October 2017. Level 3 certification involves 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 in kg/TU



Flughafen Wien Group reduced its CO₂ emissions per traffic unit by 43% between 2012 and 2017

› Greenhouse gas CO₂ emissions of the Flughafen Wien Group (in tonnes)

	Unit	2015	2016	2017
CO ₂ in tonnes (Flughafen Wien Group)	33,941	34,175	29,784	37,692
CO ₂ emissions in kilograms per traffic unit	1.37	1.34	1.12	1.54

CO₂ Emissions of the various source groups (in total 376,282 tonnes CO₂)

2.0% Landside motor traffic

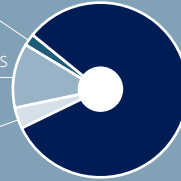
7,414 tonnes

12.0% Stationary or infrastructure-related sources

45,787 tonnes

4.0% Aircraft handling

16,439 tonnes



Air traffic **82%**
307,282 tonnes

› 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 direly, Scope 2 emissions only partially and Scope 3 emissions not at all.

› Emissions per scopes at the Vienna Airport site (in tonnes)

	2015	2016	2017
SCOPE 1	11,461	11,796	8,455
SCOPE 2	46,714	46,710	45,732
SCOPE 3	258,050	262,743	322,735
Total	316,225	321,249	376,922

Source: Annual carbon footprint "LUA"

CO₂ emissions which can be either influenced or not be influenced by the airport operator (total 376,922 tonnes CO₂)

92% / 347,138 tonnes
not directly influenceable
by the airport operator



8.0% / 29,784 tonnes
directly influenceable
by the airport operator

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› Airborne emissions 2015 - 2017

	2015	2016	2017
SO ₂ in kilograms Flughafen Wien Group	451	484	61 ¹
SO ₂ in grams per traffic unit	0.0182	0.0190	0.0024 ¹
NOx in kilograms Flughafen Wien Group	55,117	58,420	54,737
NOx in grams per traffic unit	2.23	2.30	2.15
PM10 in kilograms Flughafen Wien Group	6,740	7,310	6,862
PM10 in grams per traffic unit	0.27	0.29	0.27
Total emissions in kilograms Flughafen Wien Group	62,308	66,214	61,660
Total emissions in grams per traffic unit	2.51	2.61	2.33

1) The methodology was changed in 2017. The previous year's figures are therefore not directly comparable.

The carbon footprint was also compiled in 2017 by the Laboratorium für Umweltanalytik. The result for the entire site, including air traffic, apron, handling, energy consumption and feed traffic, shows an increase in emissions of 17.3% to around 376,922 tonnes of CO₂ in 2017 compared to 2016. However, this increase is based on a change to the basis of measurement in 2017. The previous year's figures are therefore not directly comparable.

Only around 8% of these emissions can be directly influenced by the airport, with the majority attributable to the energy supply. This corresponds to a share of the total emissions in Vienna and Lower Austria of less than 1% or of 0.04% in relation to Austria as a whole (source: Environment Agency Austria's 2016 climate protection report). If these influenceable CO₂ emissions are now looked at in relation to the traffic units, then the result is a reduction of the CO₂ emissions (kg/TU) of around 18.2% in comparison with 2015. The results furthermore show that, at 82%, air traffic accounts for the major share of the CO₂ emissions.

For each of the emission sources specified above, the CO₂ emissions are divided in line with international stan-

dards into three areas. Thus the CO₂ emissions from the company's own operating activities are shown on the one hand, as are those arising from the supply of energy and those created by third-party companies on the site. A distinction is additionally drawn between the ability to influence emissions directly or indirectly.

Other airborne emissions

In addition to CO₂, mainly NOx and CO but to a lesser extent also SOx, 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 "Aquella Study" (long-distance transport of airborne pollutants), Prof. 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%.

An emissions inventory of these airborne pollutant parameters was drawn up by the Laboratorium für Umweltanalytik for 2015, 2016 and 2017 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 in to account. With regard to aircraft handling, the approximately 2.6% higher emissions are due to higher diesel consumption in handling. The directly influenceable emissions from aircraft handling increased by 4.7%. 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 2.2% due to the purchased certificates. The reduction in directly influenceable emissions from stationary sources is likewise attributable to the purchased certificates. CO₂ emissions due to landside motor vehicle traffic are around 3% higher than in the previous year.

Measurement of pollutants

Air quality measurements have been taken at the site in the immediate apron and runway area for 25 years. The pollutant monitoring system is managed by the state government of Lower Austria and is integrated in the regional air quality monitoring network. This consists of a total of 39 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.

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.

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› Waste

	Unit	2015	2016	2017
Total waste	kg/TU	0.15	0.15	0.17
	tonnes	3,650	3,887	4,457
Total hazardous waste	kg/TU	0.01	0.01	0.01
	tonnes	145	147	151
Industrial waste	kg/TU	0.09	0.10	0.11
	tonnes	2,240	2,597	2,981
Paper and cardboard	kg/TU	0.01	0.02	0.02
	tonnes	360	398	414

2015-2017: Waste generated by Flughafen Wien AG in tonnes and per Traffic Units

The complex issue of aircraft de-icing was successfully added to CDM in 2017. The next step, which is currently planned for the end of 2019, will be to link up to the European NMOC network (Network Manager Operations Centre).

› 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 waste paper/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 Abfall-trenn 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. A project is currently being implemented in order to convert waste containers in the

› Water consumption

	Unit	2015	2016	2017
Water consumption FWAG	I/TU	17.3	18.4	16.8
	m ³	427,931	468,169	445,698
Waste water	I/TU	16.2	14.8	14.0
	m ³	401,152	376,799	371,511

2015-2017: Water consumption and Waste water by Flughafen Wien AG in tonnes and per traffic units

terminal area so that only residual waste and PET bottles are collected separately in the future. The new containers are equipped with sensors that automatically inform the cleaning service when the defined fill level is reached.

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.

› Water

While 1.2 million m³ of water was consumed at Vienna Airport in 1984, the consumption in 2017 amounted to 445,698 m³. Behind this massive saving stands primarily 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 online 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.

Aircraft de-icing

For safety reasons, aircraft must be cleared of ice and snow before take-off. The de-icing agents used in this process

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› Aircraft de-icing

	Unit	2015	2016	2017
Sealed area	m ²	3,982,162	3,982,162	4,004,180
De-icing agent per traffic unit	l/TU	0.03	0.05	0.05
De-icing agent	l	671,897	1,296,945	1,371,301

2015-2017 Sealed area, de-icing agent per traffic unit and by litres

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.

› 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.

› Sustainable procurement

Sustainable and ecological procurement, i.e. the purchasing of environmentally friendly products and services where social standards are complied with in their production or performance, is an important company objective. Local sources are also taken into consideration here. The “Nationale Aktionsplan für nachhaltige Beschaffung” (“National action plan for sustainable procurement”, known for short as the “naBe-Aktionsplan”) has been launched in Austria under the aegis of the Ministry of the Environment. The aim of the plan is to procure sustainable products and services and to promote the development of the sustainable market offer through this major purchasing power. The action plan has been implemented since the autumn of 2010 at the Bundesbeschaffung GmbH (BBG for short), and all contracts of the BBG will be adapted to this new standard – during re-tendering processes at the latest. Some

› Modal split at Vienna Airport

Basis: departing local passengers		2015	2016	2017
Means of transport to the airport	Private/company car	25.6%	25.0%	24.0%
	Car sharing ¹	-	-	0.7%
	Rental car (e.g. Sixt, Avis, Europcar)	2.6%	2.4%	1.7%
	Taxi and chauffeured rental car	20.8%	22.0%	19.3%
	Public bus (e.g. Vienna Airport Lines, Blaguss)	9.5%	8.5%	8.3%
	Coach	2.6%	3.5%	2.5%
	Rapid transit train	23.6%	20.9%	25.4%
	CAT - City Airport Train	10.9%	9.5%	8.8%
	ÖBB long-distance transport (e.g. from Salzburg, Linz, St. Pölten, Meidling, Vienna Hauptbahnhof)	4.3%	7.8%	9.2%
	Other	0.1%	0.1%	0.1%

1) New as of 2017

of Flughafen Wien AG's procurement is also made through the BBG. In this way, sustainable criteria are taken into consideration in the procurement process, and the naBe action plan is jointly implemented. In addition, Vienna Airport is subject to the stipulations of the Bundesvergabegesetz (Austrian Federal Public Procurement Act). In total, Flughafen Wien AG purchased external goods and services worth a total order value of approximately € 449 million in the years from 2015 to 2017. The 35 largest suppliers account for around 45% of this order value. The largest suppliers (in terms of the 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 by the order

value, the majority of the contractors come from the region immediately surrounding the airport: 69% of the 35 largest suppliers come from Vienna and Lower Austria, 14% come from other federal states in Austria and 17% from Europe.

› 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.

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› Flughafen Wien AG e-fleet

Equipment type	Quantity	Brands
Electric towing vehicles	190	Spijkstaal, Fuma, Jungheinrich, Still
Floor conveyors/electric stackers	50	Jungheinrich, Linde
Electric mopeds	8	Govecs, Emax, IO
Scooters	46	U-Carver
Cars	4	BMW, Mercedes, Renault
Passenger stairs	7	Tips
Baggage conveyors	65	Caljan, Meyer, Tips

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: in 2017, approximately 54.2% of all passengers and visitors to the airport travelled there or back by public transport.

Flughafen Wien AG e-fleet

Flughafen Wien AG is working continuously to improve air quality at the airport and has – where financially sustainable – gradually converted its fleet to electric vehicles. The following electric vehicles were in use in 2017 as shown in the table above.

In 2017, the 37 exiting catering vehicles began to be successively replaced by electric catering vehicles, and a tendering

process was carried out for around 30 electric passenger buses. One of the next targets to convert the lifting platforms to electric drive.

Expansion of cycling paths

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.

› Biodiversity

The importance of the issue of species conservation cannot be underestimated also for airports, for airports require a lot of space, large parts of which are in turn sealed off (2017: 4,004,180 m²). In addition to heavily built-up areas and sealed areas, the grounds of Vienna Airport are also

› Bird strikes

	2015	2016	2017
Bird strikes per 10,000 aircraft movements	2.5	2.8	2.9

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.

› 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 landside 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 “Airport City” 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 “Airport City Vienna” brand was recognised as Austria’s strongest business location brand.

The new office building Office Park 4, which is currently under construction, was awarded a Platinum Pre-Certificate by ÖGNI in 2017. In addition, the project team observed ecological principles in the building services and selection of materials in order to guarantee the minimisation of energy requirements. The use of regenerative energy is also a priority. Office Park 4 is the first property in Austria to have been pre-certified according to the new “New Office and Administration Building, Version 2017” system variant.

Appendix







Appendix

Overview of memberships

- › abta - austrian business travel association
- › ACB - Austrian Convention Bureau
- › ACI Europe
- › ADV - Arbeitsgemeinschaft Deutscher Verkehrsflughäfen (German Airports Association)
- › AED - Agency for Economic Cooperation and Development
- › AHK - Deutsche Handelskammer in Ö (German chambers of commerce in Austria)
- › AIRIC - Aviation Infrastructure Research & Innovation Centre
- › Aktienforum (Share forum)
- › ARBÖ
- › BMÖ - Bundesverband Materialwirtschaft, Einkauf und Logistik in Ö
- › BVL – Bundesvereinigung Logistik Österreich (Austrian federal logistics association)
- › CEETRA - Central and Eastern European Travel
- › CIRA - Cercle Investor Relations Austria
- › Club NÖ (Club Lower Austria)
- › DMVÖ - Dialog Marketing Verband Ö (Austrian dialogue marketing association)
- › DSAG - Deutschsprachige SAP Anwendergruppe (German-speaking SAP user group)
- › FH Krems – WirtschaftsBoard (Krems University of Applied Sciences – Economics Board)
- › Flight Safety Foundation
- › Flughafenfreunde Wien (Friends of Vienna International Airport)
- › FMA - Facility Management Austria
- › Freunde des Zisterzienserstiftes Zwettl (Friends of the Cistercian monastery in Zwettl)
- › GEFMA - German Facility Management Association

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- › Gesellschaft für Ö-Arabische Beziehungen (Society for Austrian-Arab relations)
- › gif - Gesellschaft für Immobilienwirtschaftliche Forschung e.v. (Association for real estate research, and customary key numbers)
- › GSV – Ö Gesellschaft für Straßen- und Verkehrswesen (Austrian society for road and transport systems)
- › Hauptverband der Gerichtssachverständigen (Association of court experts)
- › IAA - International Advertising Association
- › ICV - Internationaler Controller Verein (International Controller Association)
- › IGHC - IATA Ground Handling Council
- › IIA - Institut für Interne Revision (International audit institute)
- › ImmQu - Verein zur Förderung der Qualität in der Immobilienwirtschaft (Association for the promotion of quality in the real estate industry)
- › INARA GmbH
- › Iv – Industriellenvereinigung (Federation of Austrian Industries)
- › IWI – Industriewissenschaftliches Institut (Industrial science institute)
- › Jade Austria - Board of Advisors
- › KSÖ - Kuratorium Sicheres Ö (Board of trustees for a safe Austria)
- › Kuratorium der HTL – Donaustadt (Board of Trustees of HTL – Donaustadt)
- › Marketing Club Österreich (Austria)
- › MMM-Club Ö (Austria)
- › NÖ Landesfeuerwehrkommando - AFKDO Schwechat Stadt (Lower Austria regional fire brigade - AFKDO City of Schwechat)
- › NÖ Landesfeuerwehrkommando - BFKDO Wien-Umgebung (Lower Austria regional fire brigade – BFKDO Greater Vienna Area)
- › NÖ Landesfeuerwehrverband (Lower Austria regional fire brigade association)
- › Ö Journalisten Club (Austrian journalists club)
- › Ö Marketing Gesellschaft (Austrian marketing society)
- › Ö Nationalbibliothek - van Swieten Club (Austrian National Library)
- › Ö Slowakische Gesellschaft (Austrian Slovak Society)
- › Ö Wasser- und Abfallwirtschaftsverband (Austrian water and waste management association)
- › ÖAMTC
- › ÖBV - Ö Bautechnik Vereinigung Austria (Association Structural Engineering)
- › ÖCI - Ö Controller-Institut (Austrian controllers institute)
- › ÖDG - Ö - D – Gesellschaft (Austrian – German society)
- › ÖGAVN - Ö Gesellschaft für Außenpolitik und die Vereinten Nationen (Austrian Society for Foreign Policy and United Nations)
- › ÖGNI - Ö Gesellschaft für Nachhaltige Immobilienwirtschaft (Austrian society for the sustainable real estate industry)
- › ÖPAV - Ö Public Affairs Vereinigung (Austrian public affairs association)
- › ÖPWZ
- › ÖRV - Ö Reisebüroverband (Austrian travel agents association)
- › ÖVFA - Ö Vereinigung für Finanzanalyse und Asset Management (Austrian association for financial analyses and asset management)
- › ÖVG - Ö Verkehrswissenschaftliche Gesellschaft (Austrian transport research association)
- › ÖVT - Ö Verein für Touristik (Austrian tourism association)

- › PaN - Dachverband aller
ö-ausländischen Gesellschaften
(Umbrella association for all
Austrian-foreign companies)
- › PRVA - Public Relation Verband Austria
- › RICS - Royal Institution
of Chartered Surveyors
- › Römerland Carnuntum
- › Skal International Wien
- › Strategie Austria
- › TIACA - The International
Air Cargo Association
- › TU Wien - alumni club
(Technical University Vienna –
alumni club)
- › TVA - Travel Value Association
- › Verein der Freunde der Altenburger
Sängerknaben (Association of the
friends of the Altenburger Boys' Choir)
- › Verein der Freunde der Wienbibliothek
(Association of the friends of the
Vienna City Library)
- › Verein ö betrieblicher und behördlicher
Datenschutzbeauftragter
(Austrian association of operational
and regulatory data protection officers)
- › Verein zur Erhaltung der Basilika Maria
Taferl (Association for the conservation
of the basilica Maria Taferl)
- › VFW - Verein zur Förderung
des Wirtschaftsjournalismus
(Association for the promotion
of the business journalism)
- › VIKOM - Verband für interne
Kommunikation (Association
for internal communication)
- › Visit USA Comittee Austria
- › VMÖ - Verband der Marktforscher Ö
(Association of market researchers,
Austria)
- › VÖWG - Verband der öffentlichen
Wirtschaft und Gemeinwirtschaft Ö
(Association of public and social
economy, Austria)
- › WdF - Wirtschaftsforum für
Führungskräfte (Economy
forum for executives)
- › Wiener Börse - 21st Austria
(Vienna Stock Exchange - 21st Austria)
- › Wirtschaft für Kunst
(Business for art)
- › Wirtschaftskammer NÖ
(Chamber of commerce,
Lower Austria)
- › Wirtschaftsplattform Schwechat
(Business platform)
- › WWG - Ö Werbewissenschaftliche
Gesellschaft
(Austrian Advertising
Science Society)

Sustainability programme Flughafen Wien Group

Target	Measure	Time frame
Economy and customers		
Optimise service quality for passengers and visitors	Maintain or extend leading position in the rankings of the Airport Service Quality Review (ASQ)	Ongoing
	Continue and expand the "Service World Cup"	Ongoing
	Ongoing quality control through mystery shopping for gastronomy outlets and shops	Ongoing up to 2017
Promote sustainable development of the site	Construction of Office Park 4 according to sustainable criteria (ÖGNI Platinum Certificate)	2020
	Construction of a biomass power plant on airport premises	2020
	Foundation of the Airport Region association, joint implementation of measures	From 2017
	Implementation of a feedback survey among all businesses at the site	2018
Ensure best quality standards for airline customers (handling)	Consistent development of the quality management in the area of ground handling services	ISO 9001 Re-certification 2016
	Expansion of the CDM system	Ongoing
Ensure the highest level of security	Optimisation and further development of the security concept	Ongoing
	Improvement of the quality and efficiency at security checkpoints (target: 90% of passengers have to wait for a maximum of five minutes)	Ongoing
	Implementation of the EU explosive directive	End of 2015
	Consistent deployment of new technologies	Ongoing
Enable sustainable corporate growth while taking local residents and environmental aspects into consideration	Conclusion of the environmental impact assessment for the third runway	2018

Target	Measure	Time frame
Management, organisational governance		
Further development of the strategic sustainability process	Design and implementation of Group-wide sustainability management	2016
Further development of compliance management	Launch of a whistle-blower portal	2015
	Ongoing training courses in the fields of anti-corruption, compliance	Ongoing
	Set-up of a legal database in the field of environment/energy	November 2015
	Implementation of the EU General Data Protection Regulation within the company	May 2018
Roll-out of the vision process in the company	Establishment of vision ambassadors, who anchor vision and values in a sector-specific way through small steps	Ongoing
Integration of values	Integration of the values in the management work as part of the executive programme and as part of the employee performance review	Ongoing
Further development of the company suggestion scheme	Implementation of annual campaigns	Annual
Employees		
Develop critical professional skills in the company	Improvement of the employer branding through e-recruiting and improvement of the public image	2015
	Implementation of the company-wide continuous professional development and career development programme	Ongoing
	Launch of a education management tool	2018
	Set-up of a Career and Development Centre	2018
Improvement of the work-life balance	Implementation of the "berufundfamilie" ("career and family") auditing process	2017
	Evaluation and further development of flexible working time models	Ongoing
	Mobile working: pilot programme in administration	2018 onward

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Target	Measure	Time frame
Enable and support diversity in the company	Implementation of the executive development programme with regular executive conferences (twice a year)	2015
	Further development of generation management with focus on older employees	Ongoing
	Promotion of employees through mentoring programmes	Ongoing
	Promotion of a multicultural corporate culture (currently 54 nationalities employed in the company)	Ongoing
Promote the health and well-being of the employees	Implementation of workshops to evaluate mental, work-related stress	Ongoing
	Introduction of regular employee surveys (annually)	2015
	Support for employees during change processes	Ongoing
	Construction of a health centre at the site	2018

Environment		
Reduction in the number of people affected by noise	Development and support of measures from the Dialogue Forum	Ongoing
Raising of environmental awareness	Awareness campaign for general environmental issues with the focus on building use	Ongoing
Increase in energy efficiency	Further optimisation of energy management and appointment of an energy manager	2016
	Construction of the Moxy Hotel at Car Park C according to LEED Gold (classification for ecological building) standard and passive house standard	2017
	Development and implementation of energy efficiency monitoring software and establishment of a meter structure at airport site	2019
	VirVirtual City Airport Vienna	2018
Reduction in consumption	Energy task force - technical review unit to examine the developments in consumption and define corresponding measures	Ongoing
Reduction in energy consumption	Vacancy inspection by property management and energy management	Ongoing

Target	Measure	Time frame
Reduction in energy consumption and increase in energy efficiency	Energy optimisation in Office Park 2	2017
Data provision for consumption analyses	Reorganisation of meter management (Smart Airport City)	2018
Achievement of a high sustainability standard for construction	Research project on the topic of "sustainability", extensive analysis of the site, opportunities to develop energy-efficient infrastructure solutions with the aim of reducing energy consumption and revealing potential optimisations	2019
Increase in regenerative power generation	Installation of two new PV plants each with 300 kW peak (generation of 700 MWh per year)	2016
	Construction of an additional PV system with 800 kW peak	2017
	Construction of an additional PV system with 1,000 kW peak (above the wastewater treatment plant)	2018
Increase in energy efficiency - electricity	Car Park 8 - conversion from conventional fluorescent tubes to LED, addition of lighting control	2016
	Conversion from conventional fluorescent tubes to LED	2016
	Car Park 4 - installation of needs-based lighting control	2017
	Car Park 7 - installation of needs-based lighting control	2017
	Ongoing building control system energy analyses and measure implementation by energy management with regard to electricity, heat, cooling and water	Ongoing
	Car Park 3 - conversion from conventional fluorescent tubes to LED	2018
	Car Park 7 - conversion from conventional fluorescent tubes to LED	2018
	Renovation of cooling units in the central cooling plant WEST (saving of 350 MWh per year)	2016
	Optimise ventilation systems in the terminal network (saving of 3,500 MWh per year)	2015
	Retrofitting of the escalator lighting from fluorescent tubes to LEDs (approximately 1,300 fluorescent tubes, saving of 160 MWh per year)	2016
	Renovation of transformer substations (saving of 145 MWh per year)	2017

Target	Measure	Time frame
Increase in energy efficiency - electricity	Increase in the number of blade servers (25% by 2020): priority switch from traditional virtualisation platforms to UCS blade server platforms (saving of 34 MWh per year) ¹	2020
	Deployment of a new, more energy efficient block storage (approximately 71% lower power consumption) in two computer centres (saving of 95 MWh per year)	2015
	Retrofitting of the escalator lighting and stop bar LED lights (saving of 8 MWh per year)	2015
	Car Park 3, Levels -1 and -2 - conversion from conventional fluorescent tubes to LED and optimisation of lighting control	2016
Reduction in energy consumption and increase in energy efficiency - electricity	Lighting offensive all over the site (survey, analysis, measures)	2018
	Energy optimisation in VIP GAC	2018
Increase in energy efficiency - heating	Replacement and reinforcement of the insulation of the pipelines to reduce line losses (saving of 1,600 MWh per year)	2016
Increase in energy efficiency - cooling	Raising in line with demand of the target values for flow temperatures of all cooling circuits (saving of 426 MWh per year)	2017
Increase in energy efficiency - fuels	Switch from approximately 30 diesel-operated passenger buses to electrically driven e-buses	2020
	Continuation of the fuel-saving training courses in co-operation with "klimaaktiv" (saving of 13,500 litres of diesel per year)	2016
	Use of cars and small lorries up to 3.5 tons for a maximum of five years (saving of 200,000 litres of diesel per year)	2020
	Switch from approximately 30 diesel-operated catering lifting vehicles to electrically driven vehicles	2020
	Conversion of lifting platforms to electric drive	2018
	Switch from two diesel-operated refuse collection vehicle 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
	Review of electric towing vehicles (for up to 120 diesel towing vehicles)	2017

Target	Measure	Time frame
Reduction of fuel requirements by establishing a post office and Vienna Airport	Opening of a post office at Vienna Airport for all resident companies. This eliminates trips to the post office in Schwechat.	2016
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 the proportion of users of public transport	Creation of a mobility concept for the airport region	2025
	Participation in various programmes, such as the optimisation of the public transport services in the airport region, Planning Sustainable Regional-Urban Mobility in the Alpine Space (PUMAS), Sustainable Urban Mobility Plan (SUMP)	Ongoing
Reduction of the airport's CO ₂ emissions	Operation of the carpooling platform "Drive2VIE" for employees (co-operation with "klimaaktiv") (saving of 290 tonnes of CO ₂ per year)	Ongoing
	CDM - Collaborative Decision Making, continual optimisation of the taxiing and waiting times (saving of 1,250 tonnes of CO ₂ per year)	2016
	Attainment of Level 2 of the Airport Carbon Accreditation Programme (creation of programme of measures and, from that, "Reduction" status)	2016
Reduction of CO ₂ emissions	Conversion to electricity from renewable energy sources (green electricity)	2018
	Attainment of Level 3 of the Airport Carbon Accreditation Programme (engagement of other companies and resulting optimisations)	2017
	Installation of a particulate matter measuring instrument	2016
	Attainment of Level 3+ of the Airport Carbon Accreditation Programme (CO ₂ neutrality)	2030
	Consortium partnership in the COMET project to research methods to produce hydrocarbons from photosynthesis or photocatalysis	2030
Reduction of the residual waste in the terminals	Improvement of waste separation in the terminals. Reduction to two categories (PET, residual waste), New containers equipped with sensors that automatically inform the cleaning service when the defined fill level is reached for an efficient cleaning process	2017

Target	Measure	Time frame
Reduction of paper consumption	Company-wide change of the printer settings to "double-sided" on central printers (saving of 29,000 pages per year)	2016
Develop and implement sustainable procurement strategy for central purchasing	Tender with CO ₂ requirements (various threshold values) for around 200 cars and small lorries up to 3.5 tonnes	2020
Optimisation of occupational and environmental safety	Creation of an electronic hazardous materials register, electronic filing of the safety data sheets and introduction of an approval process for the procurement of hazardous working substances	2016
	Training of one fire protection officer per business division	2018

Company		
Continues dialogue with neighbouring local authorities and stakeholders	Maintain and further develop existing tools and platforms (Dialogue Forum, Neighbourhood Advisory Board)	Ongoing
Ensure and optimise barrier-free access at the airport	Continue the dialogue with associations for the disabled	Ongoing
	Further development and implementation of the joint programme of measures	Ongoing
Boost regional value creation	Ongoing investments in the region's infrastructure; continuation of measures such as creation of bicycle paths, emergency responses	Ongoing
	Further development of Airport Region & Airport City	Ongoing
Promote social engagement	Focus on local communities and charity organisations	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 subject to an external audit. 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	Company portrait
102-3	Location of headquarters	Austria
102-4	Location of operations	Austria
102-5	Ownership and legal form	Company portrait
102-6	Markets served	Company portrait
102-7	Scale of the organisation	Company portrait
102-8	Information on employees and other workers	Employees
102-9	Supply chain	Sustainable procurement
102-10	Significant changes to the organisation and its supply chain	Company portrait
102-11	Precautionary principle or approach	Risk management
102-12	External initiatives	In dialogue with the stakeholders
102-13	Membership of associations	Notes
Strategy		
102-14	Statement from senior decision-maker	Foreword
Ethics and integrity		
102-16	Values, principles, standards, and norms of behaviour	Governance and compliance
Governance		
102-18	Governance structure	Governance and compliance

Code	Content according to GRI Standards (Core)	Reference (section or heading) or comments
Stakeholder engagement		
102-40	List of stakeholder groups	Stakeholder and communication measures of Flughafen Wien AG
102-41	Collective bargaining agreements	100% of employees with collective bargaining agreements
102-42	Identifying and selecting stakeholders	Stakeholder and communication measures of Flughafen Wien AG
102-43	Approach to stakeholder engagement	In dialogue with the stakeholders
102-44	Key topics and concerns raised	In dialogue with the stakeholders, About this report
Reporting practice		
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	2015
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	Notes
102-56	External assurance	External verification

› Spezifische 33 topic-specific standards (incl. management approaches)

Economic standards (GRI 201 to 206)

Topic	Aspects	Reference/comments	
Economic performance	DMA	Economic performance	Company portrait
	201-1	Direct economic value generated and distributed	Financial indicators
	201-3	Defined benefit plan obligations and other retirement plans	Pension provisions – company pension fund
Market presence	DMA	Market presence	Company portrait
	AO1	Number of passengers	Operational indicators, annual report 2017
	AO2	Number of aircraft movements	Operational indicators
	AO3	Volume of air cargo	Operational indicators
Indirect economic impacts	DMA	Indirect economic impacts	Company portrait
	203-1	Infrastructure investments and services supported	Activities of Flughafen Wien AG and importance for the region
	203-2	Significant indirect economic impacts	Focus on sustainable development of the site
Procurement practices	DMA	Procurement practices	Sustainable procurement
	204-1	Proportion of spending on local suppliers	Sustainable procurement
Anti-corruption	DMA	Anti-corruption	Combating corruption and bribery
	205-1	Operations assessed for risks related to corruption	Combating corruption and bribery
	205-2	Communication and training about anti-corruption policies and procedures	Combating corruption and bribery
	205-3	Confirmed incidents of corruption and actions taken	No incidents in the reporting period

Environmental standards (GRI 301 to 308)

Topic	Aspects		Reference/comments
Energy	DMA	Energy	Energy
	302-1	Energy consumption within the organisation	Energy
	302-2	Energy consumption outside the organisation	Energy
	302-3	Energy intensity	Energy
	302-4	Reduction of energy consumption	Energy
Water	DMA	Water	Water
	303-1	Water withdrawal by source	Water
	AO4	Quality of the surface water (storm water)	Water
Biodiversity	DMA	Biodiversity	Biodiversity
	304-2	Significant impacts of activities, products, and services on biodiversity	
Emissions	DMA	Emissions	Emissions and climate protection
	305-1	Direct greenhouse gas emissions	Emissionen und Klimaschutz
	305-2	Energy indirect (Scope 2) greenhouse gas emissions	Emissions and climate protection
	305-3	Other indirect (Scope 3) greenhouse gas emissions	Emissions and climate protection
	305-4	Greenhouse gas emissions intensity	Emissions and climate protection
	305-5	Reduction of greenhouse gas emissions	Emissions and climate protection
	305-7	Nitrogen oxides (NOX), sulphur oxides (SOX) other significant air emissions	Emissions and climate protection
	AO5	Air quality around the airport	Emissions and climate protection

Topic	Aspects		Reference/comments
Effluents and waste	DMA	Effluents and waste	Waste, water
	306-1	Water discharge by quality and destination	Water
	306-2	Waste by type and disposal method	Waste
	AO6	Use of de-icing agents and disposal	Water
Environmental compliance	DMA	Environmental compliance	Environment, strategy
	307-1	Non-compliance with environmental laws and regulations	No incidents in the reporting period
Intermodality	DMA	Plans and projects to reduce negative environmental impacts	Mobility
Noise	DMA	Plans, initiatives and projects to reduce noise generation around the airport	Noise
	AO7	Number of people/local residents affected by noise	Noise

Social standards (GRI 401 to 419)

Topic	Aspects	Reference/comments	
Employment	DMA	Employment	Employees
	401-2	Benefits provided to full-time employees	Corporate social benefits
	401-3	Parental leave	Reconciling family life and work
Occupational health and safety	DMA	Occupational health and safety	Occupational safety and health promotion
	403-1	Workers representation in formal joint management-worker health and safety committees	Occupational safety and health promotion
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational health and safety
Training and education	DMA	Training and education	Continuous professional development and knowledge transfer
	404-3	Percentage of employees receiving regular performance and career development reviews	Continuous professional development and knowledge transfer
Diversity and equal opportunity	DMA	Diversity and equal opportunity	Diversity
	405-1	Diversity of governance bodies and employees	Key employee indicators, diversity
Non-discrimination	DMA	Non-discrimination	Diversity
	406-1	Incidents of discrimination and corrective actions taken	No incidents in the reporting period
Local communities	DMA	Local communities	In dialogue with the stakeholders
	413-1	Operations with local community engagement, impact assessments and development programmes	In dialogue with the 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
Public policy	DMA	Public policy	In dialogue with the stakeholders
	415-1	Political contributions	Sponsoring
Customer health and	DMA	Customer health and safety	Safety factor
	416-1	Assessment of the health and safety impacts of product and service categories	Safety factor
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents in the reporting period
Socioeconomic compliance	DMA	Socioeconomic compliance	Issuers compliance
	419-1	Non-compliance with laws and regulations in the social and economic area	No incidents in the reporting period
Failure security and emergency standby	DMA	Programmes to maintain business operations in emergencies	Safety factor
Service quality	DMA	Programmes/initiatives to monitor and improve service quality	Our customers in focus
Barrier-free access	DMA	Programmes/initiatives and special services for people with disabilities	Barrier-free access

External audit of the sustainability report 2017

Flughafen Wien AG
1300 Wien-Flughafen

Assignment and auditing principles:

TÜV SÜD Landesgesellschaft Österreich GmbH was engaged to audit the compliance of the sustainability 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 sustainability disclosures on the basis of the Sustainability Reporting Standards of the Global Reporting Initiative. Economic and financial data were not audited.

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
- › If management system aspects are relevant, the auditing methods are also guided by ISO/IEC 17021.

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 GRI Sustainability Reporting Standards 2016 in accordance with the "Core Option"
- › Confirmation of Flughafen Wien AG's self-declaration in accordance with the "Core Option" of the GRI 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 issue that would lead us to the conclusion that the sustainability report of Flughafen Wien AG for the period from 1 January to 31 December 2017 were not in all material aspects prepared in compliance with the relevant Sustainability Reporting Standards of the Global Reporting Initiative.

TÜVSÜD Landesgesellschaft Österreich GmbH
Vienna, 28 June 2018



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

TÜV SÜD Landesgesellschaft Österreich GmbH,
Europaring A04301 2345 Brunn am Gebirge, Austria
(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,
- ▶ 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.

Jenbach, 29 June 2018



Leading environmental verifier with signing authority of TÜV SÜD
Landesgesellschaft Österreich GmbH
Campus 21, Europaring A04301, 2345 Brunn am Gebirge, Austria >

Impressum

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Flughafen Wien AG website

www.viennaairport.com

Investor Relations:

www.viennaairport.com/en/company/investor_relations

Noise protection programme at Vienna Airport:

www.laermschutzprogramm.at

The environment and sustainability:

www.viennaairport.com/sustainability_report

Facts & figures on the third runway:

www.viennaairport.com/company/flughafen_wien_ag/third_runway_project

Dialogue forum at Vienna Airport:

www.dialogforum.at

Mediation process (archive):

www.viemediation.at

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Disclaimer: This Sustainability Report contains assumptions and forecasts, which are based on information available up to the copy deadline in June 2018. 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 2017 of Flughafen Wien AG is also available on our homepage http://www.viennaairport.com/en/company/investor_relations under the menu point „Publications and reports“.





www.viennaairport.com