



# SUSTAINABILITY REPORT 2014

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

**Flughafen Wien AG**

Including environmental statement 2015 pursuant to the EMAS regulations

› **KEY DATA OF FLUGHAFEN WIEN Group**



# Selected key data of

## › Selected key data

	Einheit	2012	2013	2014
Area covered by Vienna International Airport	km <sup>2</sup>	10	10	10
Passengers	in millions	22.2	22.0	22.5
Cargo (air cargo and trucking)	Tonnes	252,276	256,194	277,532
Aircraft movements (scheduled and charter)	Number	244,650	231,179	230,781
Traffic Units <sup>1</sup>	Number	24,040,383	23,878,338	24,508,038
Total sales	million €	607.4	622.0	630.2
EBIT	million €	108.0	112.1	119.8
Net profit after non-controlling interests	million €	71.9	73.3	82.5
Equity ratio	%	41.3	46.4	50.3
Investments	million €	101.2	72.8	75.1
Working population at the site	Number	~ 20,000	~ 20,000	~ 20,000
Employees <sup>2</sup>	FTE	4,306	4,247	4,208
Headcount <sup>3</sup>	Number	5,685	5,898	5,823
Proportion of women	%	19.2	19.1	18.8

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

2) Weighted full-time-equivalent ( FTE) on an annual average

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

# Flughafen Wien Group

	Einheit	2012	2013	2014
Average age	Years	38.9	39.3	39.4
Employees on parental leave (m/f)	Number	9/67	12/74	17/62
Number of female executives	%	16.5	17.6	18.1
Reportable accidents at work	Number	145	115	115
Electricity consumption	kWh/TU	4.42	4.29	3.99
Heating consumption	kWh/TU	2.42	2.50	2.15
Cooling consumption	kWh/TU	1.72	1.39	1.26
Fuel consumption	kWh/TU	1.41	1.44	1.20
Total energy requirement	kWh/TU	8.25	8.23	7.34
CO <sub>2</sub> emissions	kg/TU	1.95	1.73	1.54
Total amount of waste	kg/TU	0.13	0.14	0.14
Water consumption	Litres/TU	19.7	17.4	15.9
Volume of wastewater	Litres/TU	19.7	24.1	17.9

# Awards in 2014/2015

- › SKYTRAX - Best Airport Staff in Europe 2015
- › SKYTRAX - 4-Star Airport
- › "Stock Exchange Award" (Börsepreis) for Small Cap and Mid Cap companies, 3rd place in 2014
- › "Stock Exchange Award" (Börsepreis) for ATX listed companies, 3rd place in 2015
- › ACAS Level 1 Certificate
- › Sustainability Certificate of DGNB – German Sustainable Building Council awarded by ÖGNI – Austrian Sustainable Building Council
- › Green Blue Building Award for sustainable construction
- › Certificate „Reconciling Career and Family Life“ of Federal Ministry for Family and Youth
- › "Most family friendly company 2015" award of the Federal State of Lower Austria
- › Beryll-Award of the Austrian Association in Support of the Blind and Visually Impaired



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Julian Jäger

Günther Ofner

# Dear Readers



Sustainability is an important corporate objective for us – our corporate strategy aims at sustainably increasing our enterprise value.

The Vienna International Airport site in Schwechat is one of Austria's largest employers and is very much in the public eye due its economic role and its environmental impact. We are committed unconditionally to our ecological, social and economic responsibility. It is our utmost concern here to pursue these goals in a balanced way and to play an active part in the sustainable development both of our company and of the region.

Building on our values of customer focus, professionalism, economic efficiency and respect, Flughafen Wien AG has developed a comprehensive energy and sustainability management system.

We have been able to make significant improvements in all key dimensions, something which is underlined by economic results that have shown continual improvements and a concurrent 11% increase in energy efficiency from 2012 to 2014, while it has even proved possible to reduce CO<sub>2</sub> emissions per traffic unit by 20%.

The improvement in the quality of the service provided to our customers is confirmed by the award of the "Best Airport Staff Europe 2015" prize and the "4-Star Airport" rating. As shareholders, our employees also participate directly in the success of the company.

With the publication of the 2003/2004 sustainability report, Vienna International Airport was one of the first commercial airports in Europe to address the issue of sustainability / social corporate responsibility in its own separate report. This first step has been followed by numerous activities, such as the conclusion of the mediation procedure on the third runway, the establishment of the Dialogue Forum (Dialogforum), measures to combat noise pollution and a variety of environmental activities.

Flughafen Wien AG will print and publish an updated sustainability report every three years. The key performance indicators are updated every year and posted on the Internet.

In the interests of credibility and transparency, it is important for us that we use the services of an external institution for the expert assessment, namely the renowned rating agency "TÜV Süd".

We would like at this point to thank our stakeholders for the constructive co-operation they have offered on the basis of mutual trust.

### The Management Board



**Günther Ofner**  
CFO



**Julian Jäger**  
COO



# About this report

This is now the second time that Flughafen Wien AG has published a sustainability report. With this report, the company wishes to provide our stakeholders, including our employees, shareholders, customers, business partners, local residents and non-governmental organisations (NGOs) with comprehensive information about our activities, developments and key performance indicators in the economic, social and environmental fields and at the same time to intensify dialogue and co-operation with all groups.

The content, data and figures have been selected and are presented in accordance with the international guidelines of the Global Reporting Initiative (GRI), version G4. 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 64 ff.) and the environmental part of the sustainability programme also serve as the 2014 environmental statement in accordance with the Eco-Management and Audit Scheme (EMAS). Exclusively this part has 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 2012 to 2014. In order to close the gaps to the first sustainability report from 2004, developments over the last ten years are also mentioned. To ensure the report is up to date, measures and projects from the first half of 2015 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 32 - 33

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### > Materiality matrix

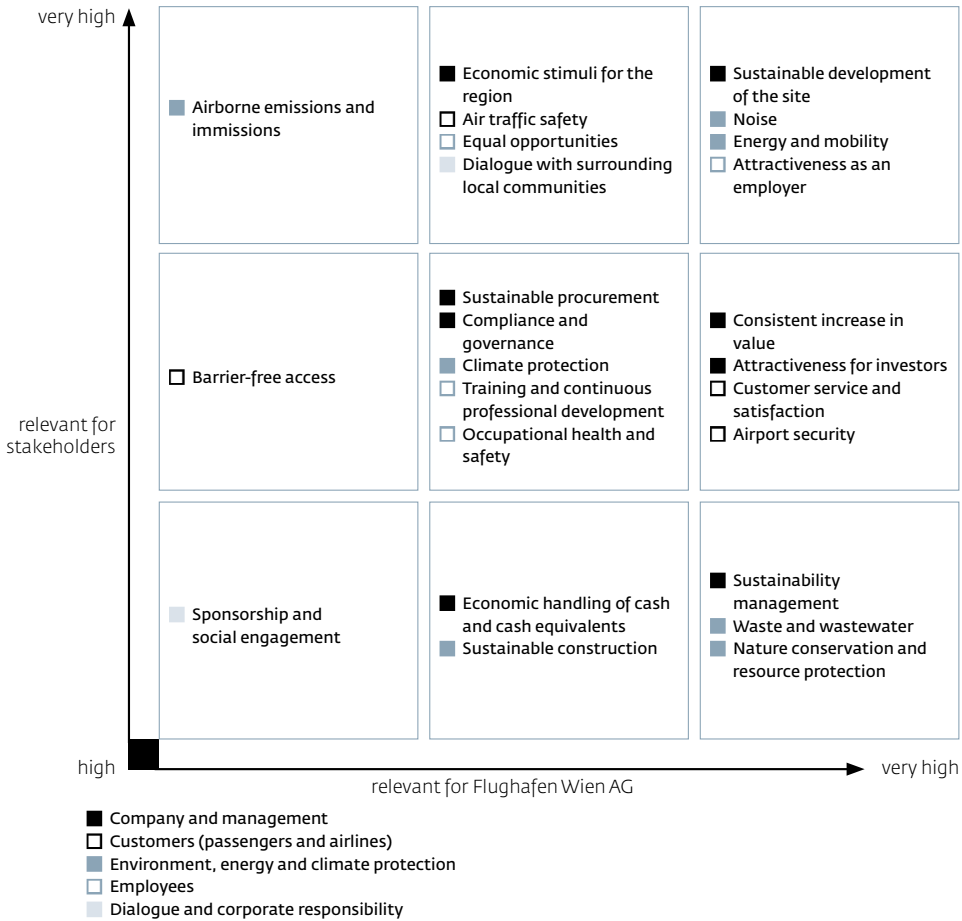


Figure 1: Materiality matrix of Flughafen Wien AG

for this). Amendments in the classification of data or key performance indicators, for example in a consideration of the entire site, or data that relates to the parent company (Flughafen Wien AG) are identified at the relevant place in the report.

### > Selection of themes and materiality process:

In 2013, as the basis for extended sustainability management a cross-divisional project team, accompanied by external experts, started a multi-stage process in order to define the essential

sustainability aspects of the company. Both employees and relevant external stakeholders were involved in this process. The results are incorporated among other things in the objectives and ongoing activities of the company-wide sustainability programme.

As a first step, the business activities of Vienna International Airport were systematically scanned, analysed and assessed. This „sustainability check“ produced an overview of existing activities and opportunities, but also risks faced by the company in terms of sustainability topics.

The relevant themes were subsequently discussed, identified and defined together with the Management Board and senior executives as part of a workshop 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 within the framework of the regular stakeholder communications among other things, 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.

#### **Company and management**

- › Consistent increase in value
- › Attractiveness for investors
- › Sustainable development of the site
- › Economic stimuli for the region
- › Sustainability management
- › Compliance and governance
- › Economic handling of cash and cash equivalents
- › Sustainable procurement

#### **Customers (passengers and airlines)**

- › Barrier-free access
- › Air traffic safety
- › Airport security
- › Customer service and satisfaction

#### **Environment, energy and climate protection**

- › Noise
- › Sustainable construction
- › Energy and mobility, Climate protection
- › Waste and wastewater
- › Nature conservation and resource protection
- › Airborne emissions and immissions

#### **Employees**

- › Attractiveness as an employer
- › Equal opportunities
- › Training and continuous professional development
- › Occupational health and safety

#### **Dialogue and corporate responsibility**

- › Dialogue with surrounding local communities
- › Sponsorship and social engagement

The materiality matrix is regularly reviewed and revised with the involvement of the stakeholders as part of sustainability management. The sustainability report of Flughafen Wien AG will be published every third year in future and report on the progress that the company is making.

The key performance indicators that are quoted in this report are updated annually on the Internet at [www.viennaairport.com/sustainability\\_report](http://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



Safety has utmost priority: technical check on the apron



## Sustainability as a management principle

› The Flughafen Wien Group pursues a growth strategy focused on sustainably increasing the enterprise value. We therefore act according to a general precautionary principle: Our products, services and processes must keep being enhanced not only in economic terms, but also from ecological and social perspectives.

› We see the goal of all-encompassing sustainability as part of a continuous process in our company. Targets and measures are derived from the sustainability programme we defined (see annexe), which are continuously monitored and enhanced.

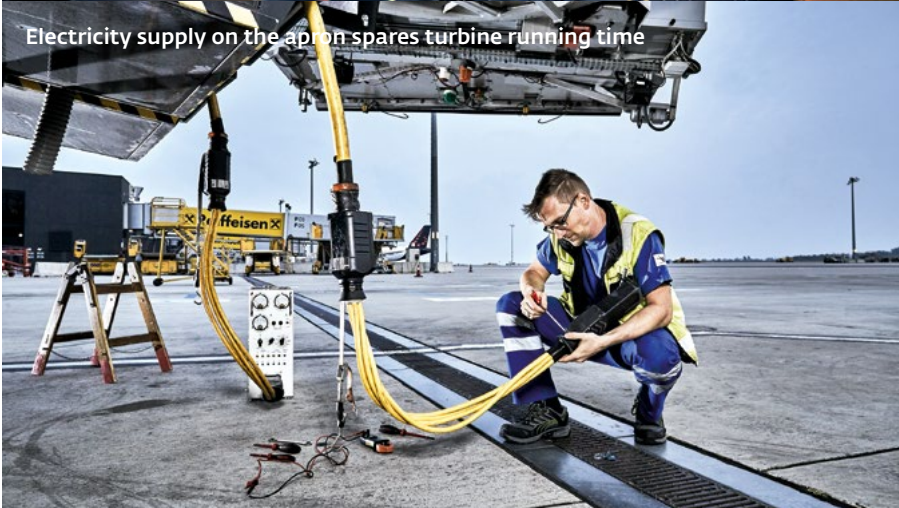
› This sustainability report gives an account of how far the targets derived from the sustainability programme have been achieved and sets new targets.

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Equipment service in the company's own workshop



Electricity supply on the apron spares turbine running time



Energy-efficient LED signs in front of the terminal





# Acting responsibly

We regard sustainable business activity as a precondition for the success of Flughafen Wien AG (FWAG). 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.

## › Our vision

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

## The object of the company

Flughafen Wien AG 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 has the ambition 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 focus of the FWAG corporate strategy is formed by four primary approaches that target the sustainable increase or strengthening of the enterprise value.

- › **Strengthen its position as a hub and satisfy customer requirements even better**
- › **Develop earnings potential and make use of existing potential**
- › **Ensure high productivity and profitability**
- › **Ensure that new capital expenditure can be financed**

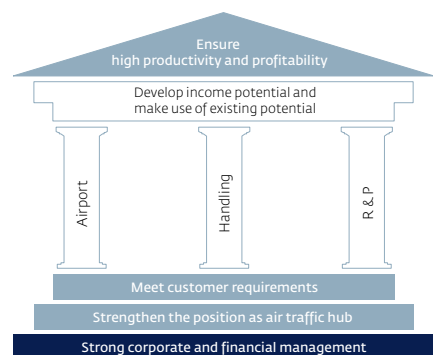


Figure 2: The corporate strategy of Flughafen Wien AG

## Our strategy is expressed in our four corporate values

- › **Customer focus:** Fulfilling the requirements of our customers is our top priority. We see our role as a service provider and respond to our customers in a friendly and respectful manner and with an understanding of their individual requirements. It is important to us that we deal fairly and communicate honestly with our customers and business partners. But we do not leave anything to chance here, and we set high standards with our compliance system.
- › **Professionalism:** The highest degree of professionalism and commitment characterise our work. We take pride in fulfilling our duties accurately, reliably and with a focus on safety, and we integrate new technologies and procedures in our processes in order to improve still further.  
As professionals, we manage the various aspects of sustainability and deal with current challenges in a professional way. We set sustainability targets and report regularly on our progress, for example in climate protection, where we are breaking new ground with Airport Carbon Accreditation, or in the issue of security, where our security concept provides for hazard-free airport operation.
- › **Economic efficiency:** We handle our economic and natural resources as well as energy economically, efficiently and responsibly.  
We see ourselves as an economic engine for the region and seek to steer a course that promotes the region through a considered development of the site into an Airport City. An intensive dialogue with our stakeholders stands at the forefront of this process – for we are seeking to construct a sustainable (regional) development together with them.
- › **Respect:** We treat each other with trust and honesty and see mistakes as a spur to get better. We respect the opinions and accomplishments of others and provide each other with mutual support.  
In their diversity, the employees of Flughafen Wien AG are the key factor in the success of our company, and it is a factor that we wish to nurture and develop. That is why we intend to invest more efforts in creating an attractive working environment, equality of opportunities and interesting career possibilities.

## › Sustainability management of Flughafen Wien AG

In order to continually pursue the goal of sustainability and to anchor it as an important and integral part of the company's activities, Flughafen Wien AG has defined a sustainability programme from which objectives and measures are derived, which are constantly reviewed and further developed. 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 co-ordinating and implementing the sustainability agendas. Regular meetings are held at which current developments are discussed, the status of the sustainability programme is evaluated and the progress that has been made is reported to the Management Board. These officers are provided with contacts from each relevant business unit, who report on the targets achieved and their development at half-yearly meetings.

Key performance indicators and data that were collected for the first time for the sustainability report are updated on

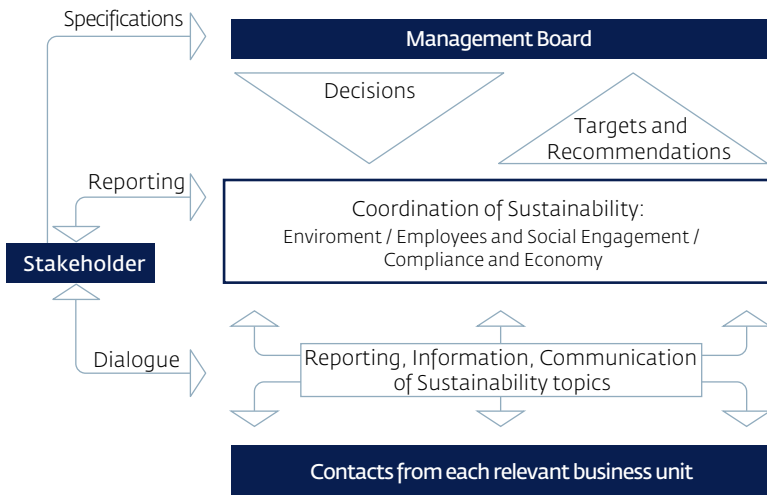


Figure 3: Sustainability organisation of Flughafen Wien AG

an ongoing basis. 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](http://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. (See figure 3: Sustainability organisation of Flughafen Wien AG).

### › 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](http://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](http://www.viennaairport.com/en/company/investor_relations/corporate_governance).

#### **Mode of operation of the Management Board**

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

### **Mode of operation of the Supervisory Board**

The Supervisory Board is composed of ten shareholder representatives and five members delegated by the works council. All members of the Supervisory Board of Flughafen Wien AG have declared that they are independent in accordance with the guidelines relating to independence that have been defined by the Supervisory Board pursuant to the requirements of the Austrian Corporate Governance Code.

The Supervisory Board monitors the management and has set up committees that help to increase the efficiency of supervisory board work and that serve to handle complex issues.

The **Presidium and Personnel Committee** deals with the personnel agendas of the members of the Management Board, including succession planning, and provides the chairman of the Supervisory Board with support especially in the preparation of the meetings of the Supervisory Board.

The **Audit Committee** has been established to report on questions relating to the accounting, the internal control system (ICS) and the audit work of the group. In addition, it evaluates the audit reports of the auditor of the annual financial statements and reports on this to the Supervisory Board.

The **Strategy Committee** regularly discusses the further development of the business strategy with the Management Board and draws up the details of the strategy and the measures for all business units.

The **Construction Committee** deals in particular with project development for the revitalisation and expansion of the terminal and monitors the related activities.

### **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 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 Controlling department, from where it co-ordinates all risk management activities on a central basis. All employees of FWAG are additionally requested, however, to play an active role in risk management in their sphere of activity in order to integrate the function in the ongoing business processes. The internal department risk managers and officers are responsible for this in particular. Risk agendas within the meaning of ensuring the reliability of the operational reporting, compliance with the related laws and regulations and safeguarding the assets are perceived

ved as part of the company-wide internal control system.

### **Compliance**

The company communicates the corporate objectives actively to all employees through clear regulations and regular training courses. The mediation of basic values such as morality, ethics and integrity in the company and treating each other with respect are of the greatest importance here. The guidelines for this are provided by the FWAG code of conduct. A whistleblower hotline has been in operation since the autumn of 2015, which allows abuses in the company to be reported anonymously.

In organisational terms, the Secretary General is responsible for the necessary support and sees to it that conduct is in compliance with the law; the head of the department is the senior group compliance officer at the same time. The Secretary General also arranges training for the relevant staff and provides information on current new legal requirements (for example in the area of anti-corruption law) in internal workshops.

As a sectoral awarding authority, Flughafen Wien AG is subject to the rules of the Austrian Federal Public Procurement Act (Bundesvergabegesetz) in all procurements. Precautions are also implemented here that are intended to avoid corruption from the outset. This is supported by the activities of the central purchasing department and an activity of the central controlling department as well as the consistent implementation of the dual control principle.

### **Issuer Compliance Rules**

The Emittenten-Compliance-Verordnung (ECV – Issuer Compliance Regulation) has been implemented by Flughafen Wien AG through an internal corporate guideline. To avoid any misuse or disclosure of insider information, permanent confidentiality areas have been set up, which can also be supplemented by ad hoc areas when necessary. All employees and management bodies of Flughafen Wien AG working in Austria and abroad, but also external service providers that are given access to insider information are covered here. Organisational measures and control mechanisms have been implemented to provide constant monitoring. Thus, every employee who works in an area of relevance for compliance is given individual training on how they must handle confidential information. In order to raise awareness of the topic of issuer compliance in the rest of the company as well, an online training programme in the form of a presentation and concluding test is conducted by the end of 2015 for all employees with a PC workstation. This training programme is repeated every two years.


The compliance officer of Flughafen Wien AG reports to the Supervisory Board on an annual basis, draws up an activity report and sends this to the Austrian Financial Market Authority (FMA).

### **Reporting**

The Annual Report 2013 was honoured with the AAA Trend Award in the Category Corporate Governance. In the years 2013, 2014 and 2015 the company was awarded the Börsepreis (Stock Exchange Prize) – dimensions of company reporting are major criteria for the award.

# Company portrait





The Vienna International Airport site is the workplace for around 20,000 employees

## Quality of life despite growth

› The Flughafen Wien Group is the operator of Vienna International Airport in Schwechat and controls nearly all the processes required for safe and professional flight operations. 22.5 million passengers frequent the airport every year, accompanied or picked up by another 10 million. With roughly 20,000 employees and around 200 businesses on the site, the airport is one of the largest employees in eastern Austria.

› The Flughafen Wien Group therefore has a special social role and responsibility towards its stakeholders, especially to employees and local residents. Neighbourly relations and an intensive dialogue with all stakeholders are a top priority in our sustainability strategy.

› We are committed to caring for the environment, reducing the consumption of resources and sustainably safeguarding the quality of life in the region despite the increasing passenger volume.

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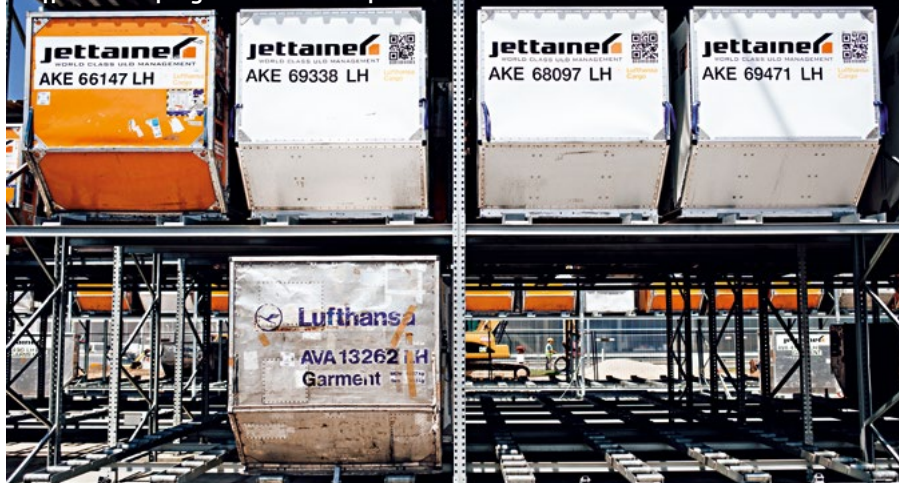
Fast transfer times thanks to professional handling



The new, modern Terminal 3



Efficient air freight is a vital site factor





# Company profile

## **The development into Flughafen Wien AG**

Vienna International Airport began operations in 1938 initially as a military airbase. It took over the role of Vienna's civil airport from the airport in Aspern after the Second World War. In the autumn of 1945, the facility would be taken over as agreed by the British occupation forces, which set up the Schwechat Royal Air Force Station (RAF Schwechat) on the site. British European Airways began operating a scheduled service to Vienna in 1946. 1954 saw the Wiener Flughafenbetriebsgesellschaft (Vienna airport operations company) take over the administration and ground handling services at Vienna International Airport. The new terminal building was opened in 1960. By 1973, Vienna International Airport had already 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 International Airport continued in the years from 1990 to 1996 with the construction of Car Park 3, the Air Cargo Centre and Pier West.

Other important phases in the work included the construction of Office Park 1 and Office Park 2, the erection of Car Park 4 and the expansion of the terminal building by Terminal 3. 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 Flughafenbetriebsgesell-

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Figure 4: Aerial view of Vienna International Airport

schaft was converted into Flughafen Wien AG in 1992 and subsequently part-privatised. The shares have been listed on the Vienna Stock Exchange ever since. FWAG is one of the few listed airports in Europe where the majority of shares are in private hands. The major shareholders currently include Airports Group Europe S.à r.l, a company of the fund manager IFM Investors, which holds 29.9%, 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%, and the Flughafen Wien Mitarbeiterstiftung (Vienna Airport employee fund), which holds 10.0%. The remaining 20.1% of the shares are in free float. The City of Vienna and the Federal State of Lower Austria have syndicated their shares.

Vienna International Airport occupies a total area extending over approximately 10 km<sup>2</sup>. 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

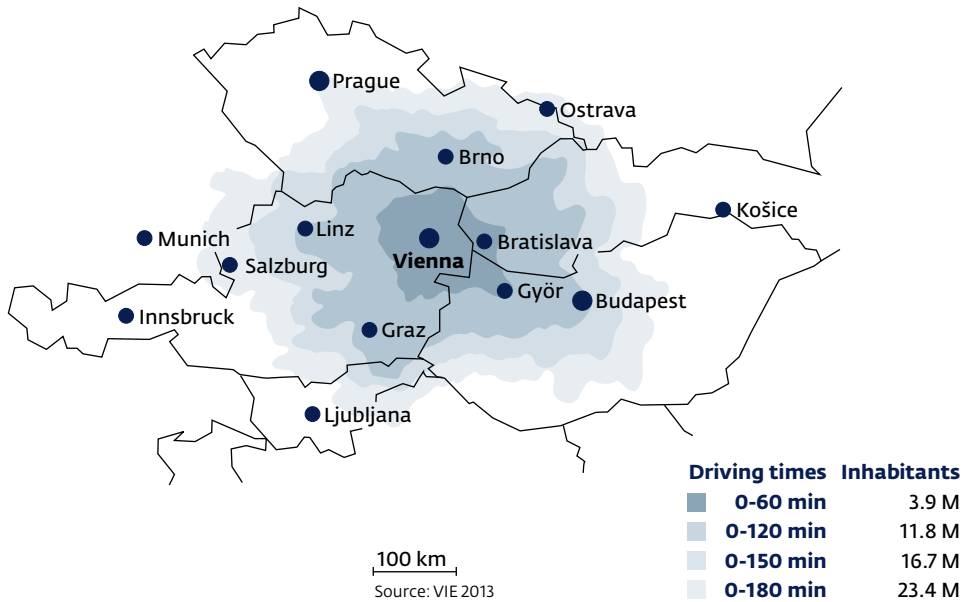


Figure 5: Catchment area of Vienna International Airport

transport connections such as the bus, the rapid transit train and the City Airport Train.

#### **Expanded catchment area since the fall of the Iron Curtain**

Benefiting from its geographical location, Vienna-International 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 172 destinations in 71 countries in 2014 as well as 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-International 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 even be reached by 23.4 citizens within three hours.

As the concession holder (the concession is for an unlimited period), developer,

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### › Key economic Data

in million €	2012	2013	2014
Total sales	607.4	622.0	630.2
of which Airport <sup>1</sup>	315.3	331.4	344.1
of which Handling <sup>1</sup>	155.9	151.9	145.7
of which Retail & Properties <sup>1</sup>	119.5	121.2	123.8
of which Other Segments <sup>1</sup>	16.6	17.5	16.6
EBITDA	221.4	241.5	250.2
EBIT	108.0	112.1	119.8
Net profit after non-controlling interests	71.9	73.3	82.5
Cash flow from operating activities	179.7	204.4	220.6
Equity	851.6	905.9	952.5
Equity ratio (in %)	41.3	46.4	50.3
Net debt	719.6	633.4	506.2
Balance sheet total	2,061.8	1,953.9	1,892.2
Gearing (in %)	84.5	69.9	53.1
Investments <sup>2</sup>	101.2	72.8	75.1
Income taxes	21.4	23.5	24.8
Dividend	1.05	1.30	1.65

Table 1 (pages 28 & 29):

Key economic data of the consolidated Flughafen Wien Group for 2012 to 2014

1) 2012 adjusted

2) excluding financial assets

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

operations are divided into four segments: Airport, Handling, Retail & Properties 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 22.5 million passengers per year (as of 2014), who are accompanied or picked up by around a further 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

## › Key operational Data

	2012	2013	2014
Area covered by Vienna International Airport	10km <sup>2</sup>	10km <sup>2</sup>	10km <sup>2</sup>
Number of passengers (in millions) <sup>1</sup>	22.2	22.0	22.5
of which transfer passengers (in millions)	7.1	6.8	6.5
Cargo in tonnes (air cargo and trucking)	252,276	256,194	277,532
Traffic Units <sup>2</sup>	24,040,383	23,878,338	24,508,038
Aircraft movements (scheduled and charter)	244,650	231,179	230,781
Aircraft movements (based on IFR) from 11:30 p.m. to 5:30 a.m. <sup>3</sup>	4,204	4,157	4,395
Working population at the airport site in total	~ 20,000	~ 20,000	~ 20,000
Group employees <sup>4</sup>	4,306	4,247	4,208
FWAG employees <sup>4</sup>	3,098	3,035	3,087
Employee headcount <sup>5</sup>	5,685	5,898	5,823

1) For a detailed list of the regional split, see annual report

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

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

4) Weighted full-time equivalent (FTE) as an annual average

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

the flight operations.

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 from the airport.

On the supply side, too, the airport is a key driver of jobs for business and tourism. Above all, the more than 300 company headquarters that are established in eastern Austria as intermediate holding companies for businesses in the CEE

regions require efficient morning and evening connections to Eastern Europe and a good link to the global economy.

Neighbourly relations and an intensive dialogue with all stakeholders are a top priority for Vienna International 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.

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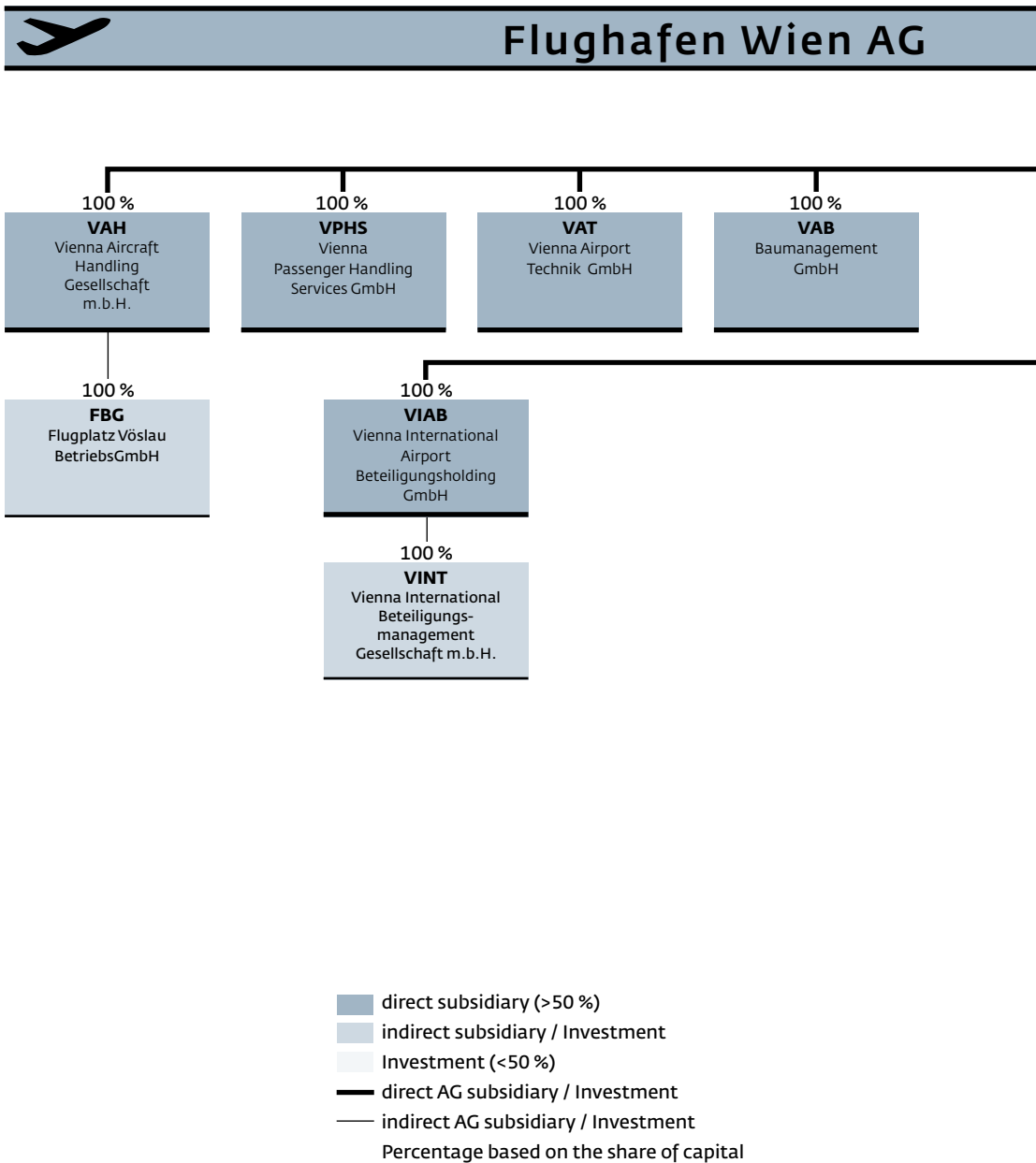
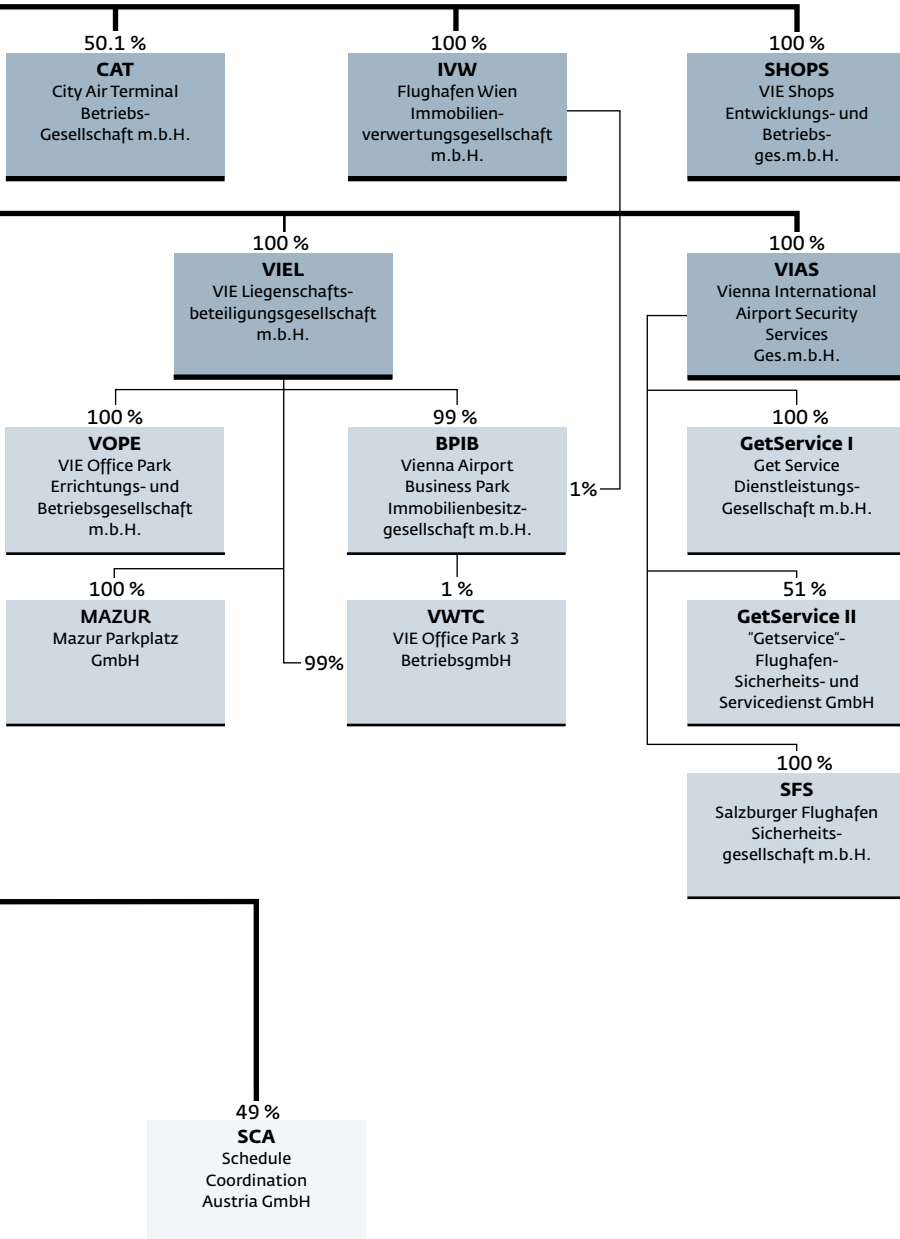


Figure 6: Corporate structure of the Flughafen Wien Group (Source: VIE)

## Subsidiaries and Investments



as of 30. 10. 2015



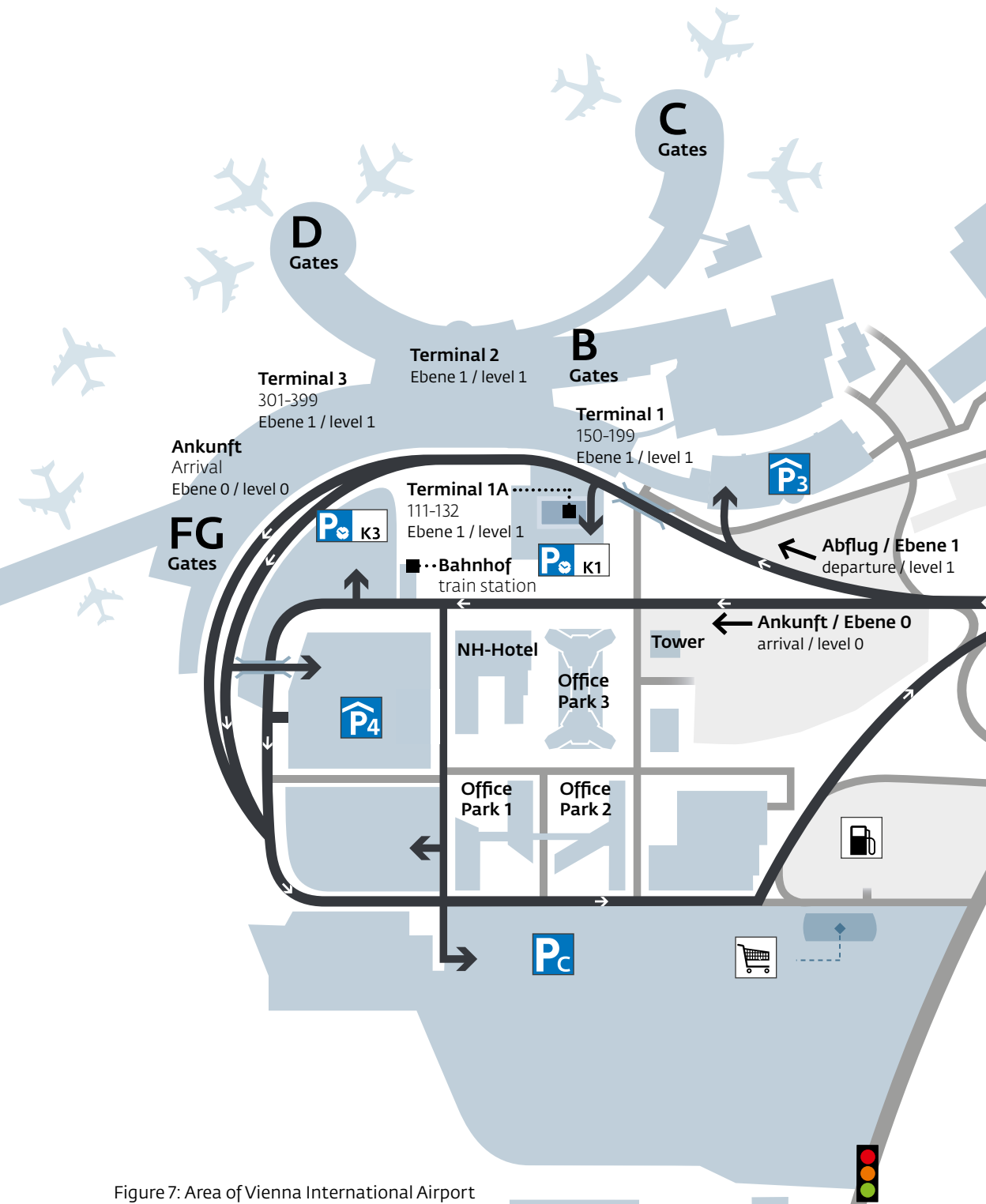


Figure 7: Area of Vienna International Airport



Facility Site – Vienna International Airport

Air Cargo Center

B9 Pressburger Straße

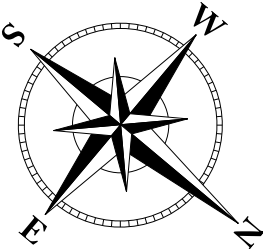
Schwechat →

Bratislava

Wien →  
Vienna



Fischamend



› **Macroeconomic effects by economic sector**

Aviation Industry			Share of the macroeconomic effects in %		
			Production	Value added	Employment type
iWS	ieS	Air Transport Services	54.0%	39.1%	31.3%
		Services for Aviation	23.0%	43.0%	39.8%
		Travel Agencies	18.3%	12.0%	25.0%
		Spacecraft and Airline Manufacturer	4.7%	5.3%	3.8%
Aviation Industry in total			100.0%	100.0%	100.0%

Source: IWI (2015)

Table 2: Macroeconomic effects by economic sector

› **Sustainable site development and consistent increase in value**

**Third runway**

Global aviation remains a growth market. Traffic volume is expected to double in the next 20 years. It must be ensured through the tailored expansion of the infrastructure and capacity that the increasing passenger and cargo demand can also be served. The new extension of the terminal building, Terminal 3, thus commenced operations in 2012.

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 2020. 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). This project will continue to be pursued forcefully by FWAG in order to

secure the site. 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 can be found in the mediation agreement at [www.dialogforum.at/mediationsvertrag](http://www.dialogforum.at/mediationsvertrag) (in german language).

Please see page 54 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. The hearing at the Federal Administrative Court relating to the appeals filed against the current decision was held at the beginning of 2015, but the relevant ruling has not yet been issued. It can be expected, however, that even in the event of a positive ruling, the highest courts will become involved in the matter.

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.

### › The aviation industry as an economic engine

The renowned Industriewissenschaftliche Institut (IWI – Institute of Industrial Science) was commissioned by the Österreichischer Luftfahrtverband (Austrian Aviation Association) to investigate the economic importance of the aviation industry for the domestic economy and published its study in May 2015. Adding in its importance for tourism, the sector (airlines, airports and ground infrastructure as well as suppliers) generates in Austria around 72,700 direct and indirect jobs and creates a net product of € 4 billion or 1.7% of GDP. Extrapolated, this volume of employment is equivalent to around € 2.8 billion in employee compensation paid out and represents a considerable contribution to domestic purchasing power.

Excluding the air travel tax introduced in 2011, the aviation industry and its employees produce around € 1.6 billion in taxes and social security contributions for

the Austrian treasury.

Of the net product of € 4 billion generated in macroeconomic terms, € 1.3 billion can be attributed directly to the companies in the aviation industry, another € 1.3 to indirect and € 1.3 to induced effects. Measured by the value added, the sectors in Austria that benefit most from the activities of the aviation industry in indirect and induced ways are warehousing, the performance of support services for transportation, real estate and housing as well as accommodation and gastronomy.

Compared with 2009 (thus within the space of five years), the value added from aviation for Austria has increased by 11.1% and the number of employees by 13,200, that is by a disproportionate 22.2%. GDP growth in the same five years has totalled 15%.

# Our customers in focus



Info at the airport: always open for questions, praise and criticism



## On the way to best service quality

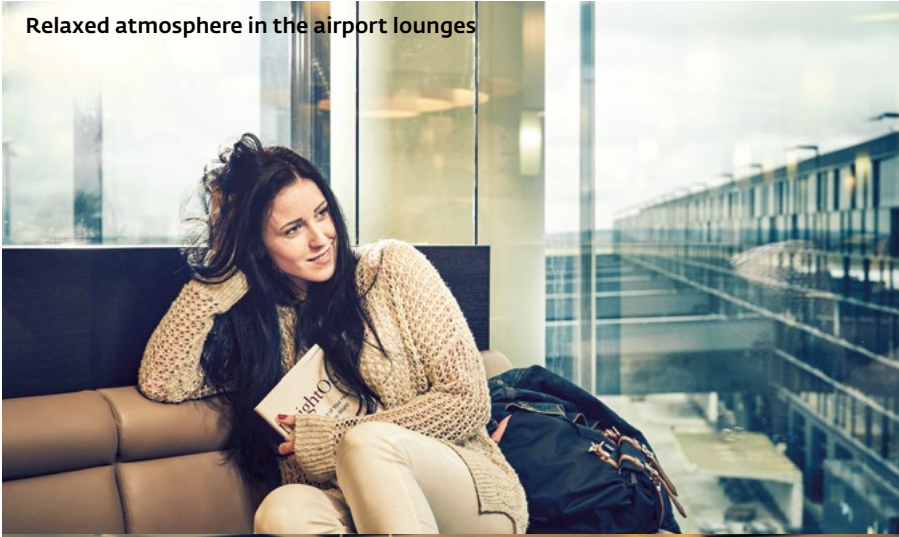
› We endeavour to cater to the requirements of the various customer groups as best we can. This applies to areas as diverse as security, accessibility, shopping and gastronomy, but also to transfer times and baggage-handling reliability.

› In 2015, Vienna International Airport was awarded the prize for the best airport staff in Europe from Skytrax, the rating agency specialising in aviation. In addition, Skytrax conferred us the status of a four-star airport – a rating that we share with just nine other airports in Europe.

› As new hotels, service companies and commercial enterprises move in, Vienna International Airport is evolving into Airport City. The site has already received multiple awards for its sustainable development this year.

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Relaxed atmosphere in the airport lounges



Shopping and gastronomy over roughly 20,000m<sup>2</sup>



Special support for specific needs



## Our customers in focus

Vienna International Airport is visited by almost a hundred thousand people every day. In addition to actual passengers, the airlines, "meters and greeters", the airport's employees, employees of the companies and transport facilities working at the site, public officials (police, customs) and interested visitors who want to look behind the scenes of an airport operation are counted among our customers. Flughafen Wien AG endeavours to become ever more proficient in catering to the various requirements of the different customer groups.

### › **Best Airport Staff in Europe**

The quality strategy of Vienna Interna-

tional Airport has also received international attention and recognition: the market research consultancy Skytrax honoured Vienna International Airport with the award for the "Best Airport Staff in Europe" in 2015. 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 gastronomy outlets and many other customer-related interfaces.

In the overall ranking of the "World's Best Airports", Vienna International Airport has risen to 38 (after occupying

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46th position in 2014) and thus counts as one of the top 100 airports of the 550 that have been analysed.

### › 4-Star Airport

In addition, the airport was honoured with the award “4-Star Airport” in September 2015. This international accolade, which has so far been awarded to just ten airports in Europe, primarily evaluates and recognises the quality of service provided to passengers, the shopping and gastronomy facilities on offer and the quality of the terminal and the site.

### › Service World Cup

In order to increase service quality in a measurable and objective way, a “Service World Cup” was created in 2013 for all topics with a “passenger quality” focus. The starting point for this project originated in the Airport Service Quality Panel (ASQ) of the Airports Council International Europe (ACI), the umbrella association for airports. 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 100 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 airport operations. Safety management, the security concept, medical care and emergency services combine here to provide the highest level of 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. Security targets the prevention of criminal activities that are committed against an airport as a result of wilful intent. Security sets out to prevent illegal intrusion into the aviation system.

The safety management system implemented at Vienna International 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 as a result.

### Declining accident frequency

Despite the far higher passenger numbers, both the number of accidents involving damage to vehicles and property and the number of those involving damage to aircraft stood in 2014 at the lowest level in the past ten years.

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

In the field of security, security management at the airport has been certified since 2010 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 and the accompanying increase in efficiency are consistently developed and have improved significantly in the last few years. Thus, for example, the time spent waiting at the central security control is currently between zero and three minutes for 93% of passengers. The waiting time has been publicly displayed for passengers in the terminal since 2015.

In January 2014, the new regulation governing checks on liquids was implemented, which allows transfer passengers to take their duty-free purchases from third countries with them in their hand luggage when they change flights at Vienna International Airport.

Since September 2015, passengers, hand luggage, laptops, tablets and mobile phones are searched for signs of explosive materials and of tampering.

### **Fire Brigade and Police**

The fire brigade and emergency services at Vienna International 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 International 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 International Airport**

The medical centre at Vienna International 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.

In 2014, 4,427 people – including 2,100 employees – were treated. Treatment is provided free of charge for all medically insured EU citizens.

The 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.

&gt;

deep-vein thrombosis) is offered.

In 2014, 846 people came to the Medical Centre at the airport to be vaccinated, including 450 employees of FWAG.

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 International 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 should be realised in 2016.

### › **Barrier-free access**

Since the summer of 2012, Vienna International Airport has worked intensively together with nine charities, associations and institutions to continually improve barrier-free access. 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 accompanied by the individual working groups with the representatives of the charity organisations. The working groups that have been set up will also be intensively involved in future construction projects at Vienna International Airport. 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 gastronomy**

The Retail & Properties segment generated around 19.6% of the company's entire sales in 2014.

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 airports in our peer group in the key data "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.

Constant dialogue with the operators of the shopping and gastronomy outlets is therefore 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.

### › **Development of "Airport City"**

In the field of real estate, a balanced development strategy geared towards the concept of an "Airport City" is being pursued. The areas of the hotel business, facilities for conferences and meetings,

office space, cargo and logistics properties and general services such as a medical centre, fitness centre, car care, postal services, etc., will be expanded in line with demand over the next few years. FWAG will get involved in the added value chain here to varying degrees depending on the project. Sustainability and environmental awareness are ecological and economic focal points of our real estate strategy here.

We are 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). In 2014, ÖGNI awarded the first Austrian district certificate for sustainable property development to Flughafen Wien AG for its “Airport City” site project.

Another hotel will be built at Vienna International Airport by 2017. Moxy Hotels came out on top against more than 60 operators and investors at the end of tender procedure and will open its first hotel in Austria, with 400 rooms, at the airport. The project developer attaches great importance to a sustainable construction method and seeks an international seal of quality for building certification.

### › Handling

The Handling segment provides services for the handling of aircraft and passengers on scheduled and charter flights as well as for the handling of aircraft and passengers in general aviation. The General Aviation Centre is also home to the VIP and Business Centre. In addition, the Handling segment is responsible for

security controls – people and hand luggage are checked here. 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 was introduced in 2013 for the division Handling Services.

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.

Furthermore, Airport Collaborative Decision Making (Airport CDM) has been implemented in the area of Handling. The goals of Airport CDM are 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 aircrafts.

The basic idea here is that the partners (airport operator, aircraft operators, handling services, air traffic control and other parties involved) co-operate and communicate efficiently and transparently. This should make a significant contribution to the reduction, for example, of fuel consumption, among others as a result of shorter ground running times of the aircraft engines, improved co-ordination of the ground handling processes, etc.

# Employees



Highest expertise at a height of 100 meters: antenna service on the tower



## The key factor for our success

- ▶ The professionalism, dedication and experience of our employees are crucial for the success of the company. We have a very special responsibility towards them. Training, career paths for older colleagues and a maximum of occupational safety are therefore among our company's most important objectives.
- ▶ Work at Vienna International Airport is based on shared corporate values: customer focus, professionalism, economic efficiency and respect. In 2012, they were developed into a transparent process involving all employees.
- ▶ The working situation was comprehensively evaluated in autumn 2014 by way of an employee survey with a very high response rate of 40%. As a result, numerous measures for improvement were developed and implemented. The employee survey will now be repeated on a regular basis – the next date is mid-December 2015.

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More and more women are conquering traditionally male occupations



Optimisation of ventilation saves energy



Checking the luminous markings on the apron

# 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 International Airport site in Schwechat is one of Austria's largest employers. In 2014, there were on average around 20,000 employees working in around 230 fields and seeing to the punctuality, comfort and safety of travellers and visitors. 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, commitment and dedication of each and every employee. In 2014, the

Flughafen Wien Group employed 4,306 employees on average throughout the year (weighted full-time equivalent as an annual average). A further 300 employees or so in subsidiaries that are not fully consolidated can be added to that number. Measured by headcount, the number of all employees of the Flughafen Wien Group was 5,823 in 2014.

## › Vision process, employee survey and assessment of executives

A company can be successful on a sustainable basis only when its employees know the long-term objectives of the company and identify with its vision for the future and with its common values.

### High level of identification with the company

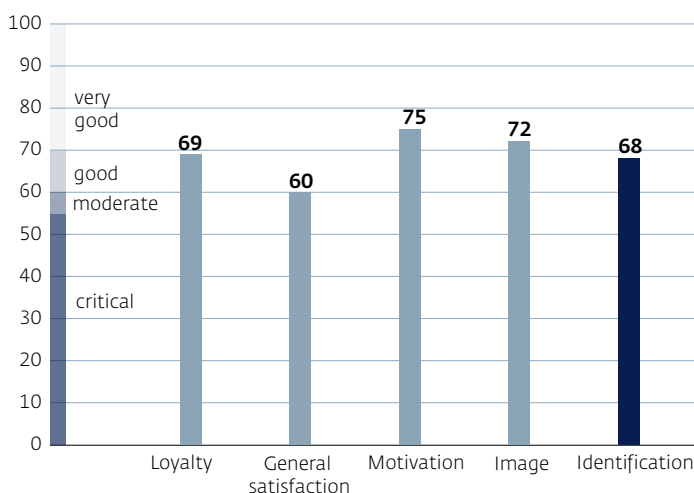


Figure 8: Results of the employee survey - level of identification and its components such as loyalty, general satisfaction, motivation an image

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## › Employees

	Einheiten	2012	2013	2014
Employees in total <sup>1</sup>	Number	4,306	4,247	4,208
of which women	Number	829	809	793
of which men	Number	3,477	3,438	3,415
Headcount <sup>2</sup>	Number	5,685	5,898	5,823
Proportion of women	%	19.2	19.1	18.8
Average age	Years	38.9	39.3	39.4
Employees on parental leave (m/f)	Number	9/67	12/74	17/62
Number of female executives	%	16.5	17.6	18.1
People with disabilities <sup>3</sup>	Ratio	1.9	2.0	2.1

Table 3: Key data relating to employees of the Flughafen Wien Group for 2012 to 2014

1) Flughafen Wien Group weighted FTE on an annual average

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

3) Reference value: Flughafen Wien AG

The foundation for the shared path is formed by cross-functional co-operation, which is defined by four core corporate values: customer focus, professionalism, economic efficiency and respect. To lay this foundation, the "vision process" was launched in 2012 as a company-wide campaign, which explains the vision and goals of the company to all employees transparently and comprehensibly and shows the contribution required of each individual.

To evaluate the working situation and the progress made in the implementation of these values in the everyday life of the company, an employee survey was conducted in the autumn of 2014, which will be repeated regularly in future. The survey was carried out by an external opinion research institute. 1,749 employ-

ees took part from the Flughafen Wien Group, which represents a participation rate of around 40%. This high level of participation documents a keen interest of the employees in wanting to take an active part in the process of improvement.

The development and implementation of suitable improvement measures derived from the results of the employee survey has been an important focus in 2015. A large number of suggestions have thus been developed and implemented in all departments and divisions, but also on an inter-company basis. A key measure here was the assessment of all executives based on a multi-year support programme. The employee survey will be conducted again at the end of 2015.



## › Occupational safety and health promotion

Safe and healthy workstations provide the basis for motivation and commitment on the part of employees and thus play a role in the sustainable success of the company. The safe performance of the work and the related trouble-free and accident-free operating procedures contribute to efficiency and customer satisfaction. Occupational safety is a very high priority at Vienna International Airport.

### Decline in days lost as a result of accidents

All new employees joining the company are provided with information about and made aware of the topic of "Working safely" in ongoing training events. Extensive consultancy is provided by the occupational health and safety officer and his/her team in particular for executives on issues arising in the field of employee protection, such as the

ergonomic design of workstations, accident prevention, fitness for work of employees with illnesses/injuries, first aid training, mental stresses at work and maternity protection. Our efforts are bearing fruit. It was thus possible to reduce the number of days lost to absence after an accident at work from 3,641 to 2,501 between 2012 and 2014.

The implementation of aptitude and follow-up tests stipulated by law represent a further important cornerstone of the company medical services. For example, respiratory protection fitness tests for the airport fire brigade, welding fume tests for exposed workshop personnel and noise monitoring for relevant employees are conducted at regular intervals.

All measures are co-ordinated by the occupational health and safety committee of Flughafen Wien AG that has been specifically established for this. The committee deals with issues of occupational health and safety and accident

## › Occupational health and safety

	Unit	2012	2013	2014
Days lost following an accident at work	Days	3,641	2,837	2,501
Days lost following an accident at work	Number/employee	1.1	0.9	0.8
Days lost from other sick leave	Days	40,225	40,117	36,599
Reportable accidents at work	Number	145	115	115
Days lost from other sick leave	Number/employee	13.0	13.2	11.9
Deaths	Number	0	0	0

Table 4: Key data on occupational health and safety of the Flughafen Wien Group from 2012 to 2014 of Flughafen Wien AG

### › Parental leave and return ratio

	2012	2013	2014
Parental leave in total	76	86	79
Sex m/f	9/67	12/74	17/62
Took parental leave	31	38	26
Returned from parental leave	34	22	28
Spent a minimum of 12 months with the company after returning	30	20	22

Table 5: Parental leave and return ratio at the Flughafen Wien Group for 2012 to 2014

prevention and meets on a regular basis to discuss measures and provide the management with the basis for decisions.

Since autumn 2013, the mental stresses at the workplace have been evaluated at Flughafen Wien AG by the occupational physician in co-operation with the occupational health and safety team. The aim is to create working conditions that are well-designed and are based on psychological criteria in order to reduce or even eliminate stress, dissatisfaction and any reduction in operating performance.

To be able to offer employees immediate help in stressful work but also private situations, FWAG signed a contract at the end of 2013 with the operator of a specialised hotline, which employees can call around the clock in total anonymity and free of charge to talk to consultants trained in psychology about their problems. There are no limits on the range of issues, and they include bullying, symptoms of burn-out, tensions at the workplace and, in the private sphere, divorce, death or children's school problems.

Carrying on from previous years, first aid courses were organised in 2014.

Special medical services such as consultation on ergonomics (correct sitting, lifting and carrying posture), pulmonary function tests, eye tests, blood pressure measurements and performance diagnostics based on sports medicine are offered all year round. The opportunity to undergo an individual medical preventive examination has also been offered. Tick vaccination campaigns and free flu vaccinations for employees have supplemented the range of preventive services. In addition to the occupational healthcare, the travel medical service (consultation and vaccinations) is also available to all employees.

### › Reconciling family life and work

The needs of the employees are taken into account in the best possible way by means of flexible and individual working hour models. Flexitime schemes are used to an increased extent especially in the commercial areas. In addition, there is the option of working part-time in many areas. In the traffic-related areas, faultless operations must be ensured 24 hours a day, seven days a week. Several different shift models are used here.

A company kindergarten is available on the premises of Vienna International Airport for the children of all companies located at the site. The lengthy and flexible opening hours also allow employees working shifts to have their children securely cared for. The kindergarten has already been honoured on several occasions for the outstanding service on offer and its high educational achievements.

In order to facilitate the return to work after parental leave, the employees are also kept informed of current outcomes in the company during their leave. An increasing number of men are also taking on childcare duties. 17 men took paternity leave in 2014. The company has given its employees a "Daddy's Month" since 2012. An employee who has become a father has the right to be put on leave for a maximum of 28 consecutive calendar days within the first three months of the birth of his child living in the joint household with him and the mother. The employee is paid 50% of the monthly salary he received before starting their "Daddy's Month" for the duration of their "Daddy's Month". "Daddy's Month" is increasingly being used by our employees. A total of 47 fathers took up this option in 2014.

In 2015, our company took part in the "berufundfamilie" ("career and family") audit. This is a government mark of quality that is 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 increases the motivation and identification with the company of our employees by means of voluntary social benefits. For example, free company transport on the City Airport Train (CAT) and on buses to Vienna and the surrounding communities is offered. In addition, employees receive a food allowance for each working day. Employees are supported with subsidies when they take out additional private accident and health insurance. Furthermore, there are organised and sponsored sports and recreation clubs as well as numerous discounts on leisure and sports activities. A pension fund top-up payment is now made only for employees who joined the company before 1 November 2014.

### **New collective agreements**

The necessary adjustment to economic changes took place in 2014 with the conclusion of new collective agreements for both technical and clerical staff. They were preceded by extensive negotiations with unions and works councils. The adjusted conditions for new employees have led to an improvement in starting salaries accompanied at the same time by a flattening of the final salaries that can be achieved. The new collective agreements will make a decisive contribution to safeguarding the future of the company. The terms and conditions of the new collective agreements will also allow the company to continue the previous strategy of covering the entire value added chain with its own employees, where the most recently implemented insourcing measures have had a positive impact both on productivity and on service quality.

### **Vienna Airport employee fund**

An independent private employee participation foundation was established by Flughafen Wien AG over ten years ago. All employees thus have a direct share in the success of the company. The Vienna Airport employee fund holds 10% of the shares in Flughafen Wien AG and pays the dividends from this equity holding to the employees. The executive bodies of the employee foundation are defined in the articles of association and act totally independently of Flughafen Wien AG. In 2014, a total dividend of € 2.73 million was paid out for the 2013 financial year. This was equivalent per employee to 34% of the monthly salary on average. € 3.47 million was paid out for the 2014 financial year, which corresponds to around 42% of the average gross salary. The allocation was made in line with the annual gross basic salaries.

### **Labour trust**

The Steyr labour trust (Arbeitsstiftung Steyr) was founded in 1993 to provide goal-oriented support for the professional reintegration of employees who lose their jobs in economically difficult times. FWAG has been a member of this trust for many years, in keeping with its responsibility to former employees. Twelve employees joined the trust in 2014. Up to 2014, a total of 68 employees have thus been offered training by the public Arbeitsstiftung Steyr with the support of the company.

### **› Continuous professional development and knowledge transfer**

Systematic human resources development is an essential part of our strategy. Employees must possess the necessary

abilities and knowledge to be able to meet difficult challenges also in the future. In the compulsory performance review that takes place every year, the training requirements of the employee are discussed and recorded in addition to the important leadership issues.

"Welcome on board" is the name of the half-day event that is held every month for new employees, during which the members of the Management Board and other executives introduce the company to their new colleagues.

The "Airport Know-How" event offers a good opportunity to acquire airport-specific knowledge.

It is not only professional training, but also personal development activities that form the focal point of the offer presented in the training and continuous professional development catalogue, which is updated every year.

A valuable contribution to the development of future executives and to the exchange of know-how across national borders is made by the Airport Management Training Programme (AMTP). A seventh group comprising airport employees from Košice, Malta and Vienna is currently graduating from this one-year programme.

All executives completed a professional assessment in 2014 and will receive an individually tailored continuous professional development and coaching offer based on the results. In future, this assessment will also be provided on a compulsory basis when staffing executive positions.

The training of apprentices is an important duty for us, and in 2014 we had 56 apprentices undergoing training. They are additionally supported by numerous seminars, e.g. English courses,

IT training, group and personal training. To expand employees' social skills, a one-week seminar is held every year on the themes of "addiction prevention and experiential education". As part of the three-week "Leonardo da Vinci" exchange with Munich Airport, our apprentices are offered the opportunity to get to know other enterprises.

### ► Diversity and equality of opportunity

A positive example of the successful accomplishment of diversity is demonstrated by the fact that 52 nationalities, belonging to at least twelve different faiths, are currently represented among the employees of FWAG and its subsidiaries. That all service processes run smoothly despite this is primarily due to the comprehensive training measures, which make it easier for employees to integrate and understand their duties.

The proportion of women within the Flughafen Wien Group was 18.8% in 2014. This can be attributed to the relatively small proportion in the specialist activities at Vienna International Airport – two thirds of the employees working at the airport perform heavy physical work.

It is a clear goal of the company to increase the proportion of women as a whole – especially also in management positions. The proportion of women in management positions currently runs to 18.1% across all four management levels. The proportion of women among the shareholder representatives on the Supervisory Board is 30%.

The company takes part in the "Wiener Töchtertag" ("Vienna Daughters' Day") every year and through this gives girls an increased insight into the technical professions – the average number of

female industrial apprentices over the year in 2014 was four.

A special emphasis is provided by the measures of the "Elderly Employees" project. The raising of the actual retirement age requires employees to stay longer in the company. This in turn requires extensive preventive and organisational measures to be implemented in advance, as many of our employees are permanently 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



In the Airport Dialogue Forum Association, federal states, communities, citizens' initiatives and the aviation industry develop solutions to make flight operations as environmentally friendly as possible.



## Honest communication with all interest groups

› On all issues, especially expansion projects, the Flughafen Wien Group makes recourse to open dialogue with all affected stakeholders and does not exclude anyone. Continuous talks and discussions are arranged in bodies such as the Dialogue Forum or Neighbourhood Advisory Board.

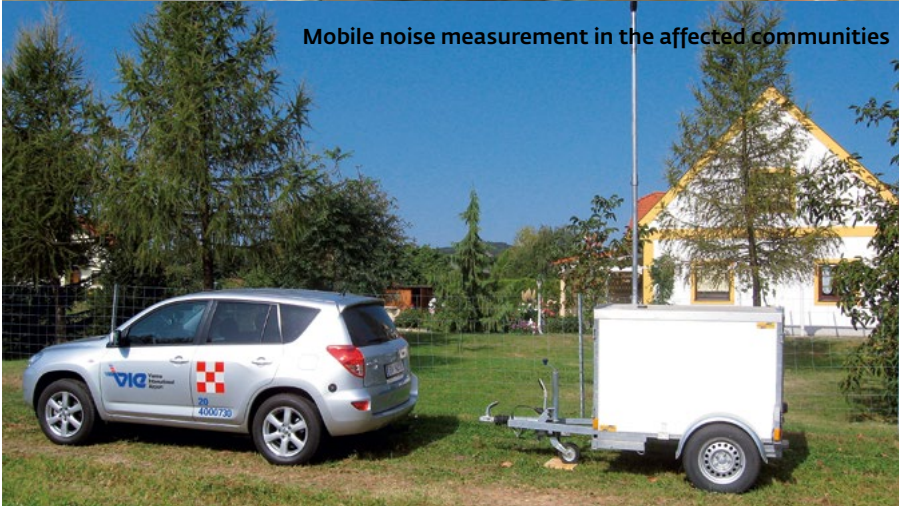
› We also face up to our social responsibility in unanticipated emergency situations, such as the refugee crisis. In autumn 2015, 240 refugees were provided with improvised accommodation. A permanent residence for 400 refugees is currently being constructed on the airport site, which should be ready for occupancy in December 2015.

› The Flughafen Wien Group has a professional feedback management system available 24 hours a day via a call centre. All criticism is dealt with thoroughly and serves as the basis for potential improvements. From 2012 to 2014, the number of complaints fell from 1,338 to 842 – out of 22.5 million passengers. >

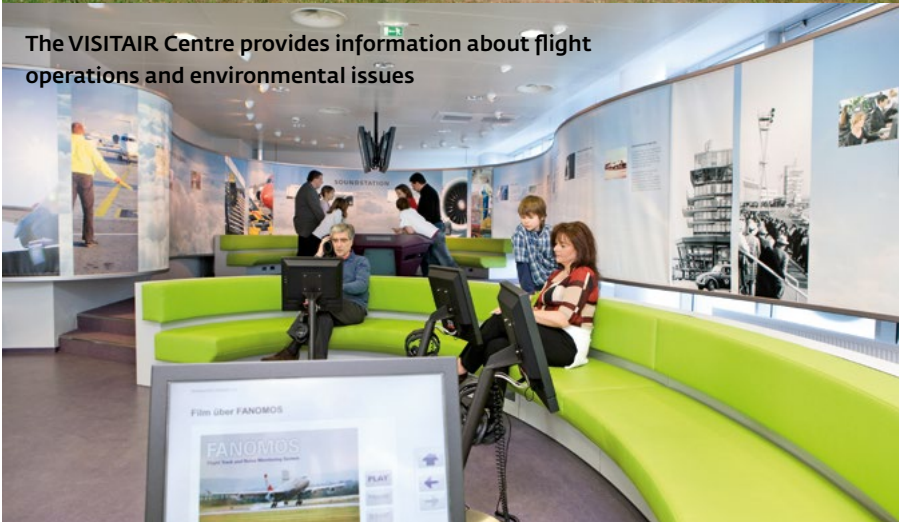
A residence for 240 refugees was constructed on the airport site, which is currently being expanded to offer 400 places.



Mobile noise measurement in the affected communities



The VISITAIR Centre provides information about flight operations and environmental issues





# 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.

## › Stakeholder of Flughafen Wien AG

Stakeholder	Publications	New media	Others
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 phone app	Complaints management
Companies on site		Customer surveys among tenants partner network "Airport City"	Meetings working groups Newsletter
Suppliers, business partners, freight forwarders		www.viennaairport.com	Meetings
Shareholders	Reports, presentations	www.viennaairport.com	Private shareholder day, roadshows, conferences, discussions with potential investors, conference calls, participation at the "Gewinnmesse" - investment fair
Federal states Vienna and Lower Austria		www.viennaairport.com Facebook	Conference calls Supervisory Board, Public Affairs department

Stakeholder	Publications	New media	Others
Local residents	Vis a Vis, Environment and aviation Dialogue Forum newsletter	www.viennaairport.com Facebook www.dialogforum.at www.laermschutzprogramm.at www.flugspuren.at	Forum 11 Neighbourhood Advisory Board Dialogue Forum Environment hotline Complaints hotline
Citizens' initiatives	Vis a Vis Environment and aviation Dialogue Forum newsletter	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 department mandatory reporting
Social partners			Regular meetings
Medien	Press releases reports	www.viennaairport.com Facebook	Press interviews press conferences
Visitors	General media reports	www.viennaairport.com	Visit Air Centre Visitors' terrace

Table 6: Stakeholder and communication activities of Flughafen Wien AG at a glance

### › In dialogue with the stakeholders

In all relevant issues, especially in expansion projects, Vienna International Airport relies on open and constructive dialogue with local communities and stakeholders. The newly established Public Affairs team 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**

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

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

### Dialogue Forum

The Dialogue Forum consists of FWAG 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 themes 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.dialog-forum.at/evaluierungsberichte](http://www.dialog-forum.at/evaluierungsberichte). Focal points here include the development of noise zones, compliance with the corridors agreed for air traffic, distribution quotas and night flights rules as well as the success of the noise charges model. The further development of possibilities

for reducing the negative impacts of air traffic is another important focus in order to improve the quality of life of the people affected. The joint work of all the parties involved in the Dialogue Forum is also attracting significant international attention and is being used by many airports as a model for their own regional relations work.

### flugspuren.at

The presentation of flight tracks on the Internet allows the general public to trace the measures discussed and implemented in the Dialogue Forum in an easily understandable and transparent way. The website [www.flugspuren.at](http://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 2014, [www.flugspuren.at](http://www.flugspuren.at) logged a total of 13,718 visitors (2013: 12,727), and they accessed the website 25,118 times (2013: 22,630 times). That is equivalent to around 69 visits per day (2013: 62). The information platform [www.flugspuren.at](http://www.flugspuren.at) was redesigned in 2015.

In addition to the flight tracks, the

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

### **Environment and aviation call centre**

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

A total of 8,300 enquiries were received by phone and by Internet and e-mail in 2014. That represents an increase in contacts of 35.4% over 2013. Of these enquiries, 75% originated from Vienna and 25% from Lower Austria and Burgenland.

More details in German language can be found in the evaluation report of the Vienna International Airport Dialogue Forum ([www.dialogforum.at/evaluation-berichte](http://www.dialogforum.at/evaluation-berichte)).

## **› Corporate Social Responsibility**

### **Sponsorship**

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, FWAG 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, political, social, cultural, environmental and other comparable contents. The decision-making process and responsibilities are laid down in detail in an internal sponsorship policy resolved by the Management Board and notified to the Supervisory Board so as to ensure complete compliance with the relevant statutory standards. Sponsorship projects are intended to provide support for the company goals among the stakeholders and the public and to enhance the image of FWAG. A total of € 528,776.41 was spent on cultural, social and sports sponsorship in 2014.

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 (section 2 Z 1–3 of the Parteiengesetz 2012 (Austrian political parties act), parliamentary groups in accordance with section 1 of the Klubfinanzierungsgesetz (Act on the financing of parliamentary groups), legal entities pursuant to section 1 of the Publizistikförderungsgesetz 1984 (Act on subsidies for journalism), authorities or their legal entities.

**Reception and care of refugees**

With the active assistance of our workforce, our company took in around 250 refugees in the north equipment hangar in August 2015 as a short-term emergency aid measure. Their care is being provided by the Red Cross. A winterproof container village for 400 people will subsequently be erected in the Cargo North area, which will be available as a permanent facility from November 2015 onwards.

**› 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](http://www.viennaairport.com/en/contact). Enquiries and information are received and managed around the clock by the Telephone Contact Centre of Vienna International 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 International Airport thus recorded only 842 complaints in 2014, for example, while handling 22.5 million passengers. Vienna International 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.

**› Contacts (enquiries, suggestions and complaints)**

Year	2012		2013		2014	
Suggestion	302	5.6%	232	4.4%	150	2.9%
Question	3,768	69.5%	4,040	75.8%	4,189	79.8%
Criticism	1,338	24.7%	1,031	19.3%	842	16.0%
Praise	10	0.2%	26	0.5%	66	1.3%
Total	5,418	100.0%	5,329	100.0%	5,247	100.0%
Passengers total	22,165,794		21,999,926		22,483,158	

Table 7: Contacts (enquiries, suggestions and complaints) received by Flughafen Wien AG from 2012 to 2014

# Environmental and climate protect



# ion

Measuring exhaust air on the terminal roof:  
regular checks ensure low emissions



## Significant reduction in energy consumption and CO<sub>2</sub> emissions

› We are committed to a careful approach to all natural resources. Our environmental management measures aim to reduce the consumption of raw materials and emissions of pollutants and noise. We thus want to minimise the impact of aviation on the environment – especially on local residents.

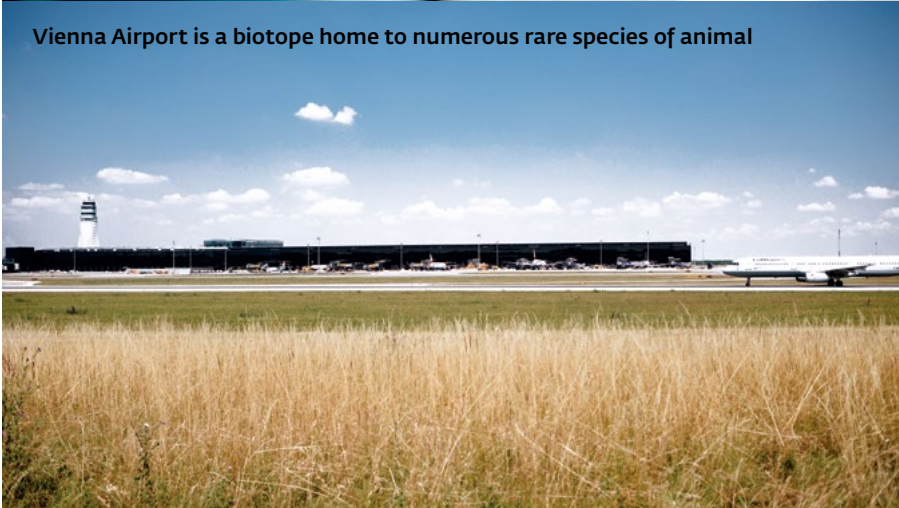
› The total energy consumption of Flughafen Wien AG per traffic unit has been cut by a significant 11% since 2012; CO<sub>2</sub> emissions fell by as much as 21% in the same period. We operate one of Austria's biggest fleets of vehicles powered by natural gas and provide our customers with charging stations for electric cars.

› Since 2005, an extensive noise protection programme has been helping to minimise the effects of flight noise pollution on local residents. >

Modern refuelling reduces the emission of pollutants



Vienna Airport is a biotope home to numerous rare species of animal



FWAG has one of the largest natural gas fleets in Austria





# Environmental and climate protection

The aviation sector is a cornerstone of our increasingly globalised economic and social system. Eurocontrol, the European air safety organisation, expects that demand for aviation services will almost double in Europa by 2030 (in comparison with 2007).

At the same time, however, air traffic and airport operations also have negative impacts on our environment. Noise disturbs local residents and nature, harmful emissions such as nitrogen oxides and particulates pollute the atmosphere and the emission of

greenhouse gases accelerates climate change.

We see these facts as a challenge and as a job order. We are committed to a careful and conscious approach to the environment. We pursue two strategies here: on the one hand, we focus on measures and projects in our own airport operations; on the other, we take part in international initiatives and develop standards and programmes in partnership in order to give the aviation industry a more ecological design, for example by introducing the CDM system. But

&gt;

technical advances will also help ease the burdens, new aircraft engines are quieter and use less fuel, new approach procedures are reducing the number of people affected by flight noise, new materials are making aircraft lighter and more energy-efficient.

Within the framework of our environmental management, the measures are aimed primarily at reducing the consumption of resources, pollutant and noise emissions in order to keep the effects on the surrounding areas – and especially on local residents – to a minimum. For example, the Vienna Airport Dialogue Forum was established in 2005 following constructive co-operation with local communities, citizens' initiatives and airlines. It has already proved possible to implement a large number of measures here, such as the noise protection programme and the regulation governing night flights. We are particularly pleased that the joint work of all the parties involved in the Dialogue Forum is finding increasing international recognition as a best practice model.

In order to improve our recording of greenhouse gas emissions and to implement targeted measures, a CO<sub>2</sub> balance sheet has been produced for the whole site since 2007. The calculation carried out by the Laboratorium für Umweltanalytik (Laboratory for Environmental Analysis) takes into account all sources in the area of the airport (air traffic, aircraft handling, stationary and infrastructure-related sources as well as land-based traffic). As a result, the company was recognised by the European airport association ACI Europe as "Airport Carbon Accredited" in 2014.

### › Systematic environmental protection

We have set up a professional and systematic environmental management system (EMS for short) and undergo the environment audit under the Eco-Management and Audit Scheme (EMAS), with which the European Union imposes the strictest requirements worldwide on environmental management systems.

EMAS here provides important guidelines for successfully organising environmental protection, saving resources and identifying environmental risks at an early stage. In addition, the airport fulfils the requirements of the Energieeffizienzgesetz (Austrian Energy Efficiency Act) through EMAS.

The scope of application of the environmental management system pursuant to the EMAS regulations encompasses the Flughafen Wien Group, including all domestic subsidiaries where an equity interest of more than 50% is held. All reported key environmental indicators do not include customers (airlines, shops and other tenants). In many cases, the environmental impacts caused by customers are influenced positively by the measures taken by the Flughafen Wien Group, for example in the areas of power supply, facility management and waste disposal.

Within the framework of the EMS, environmental aspects and their impacts are recorded, relevant issues are identified (cf. materiality matrix) and then evaluated in a cost-benefit analysis. Furthermore, environmental policies, targets and measures are defined (cf. sustainability programme) and both their progress and the performance of the whole system are regularly reviewed using defined key data, annual manage-

## 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 a careful and conscious approach to the environment and undertake to comply with all environmental laws, ordinances and regulatory requirements as well to continually minimise negative ecological impacts:

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.

ment reviews and within the framework of internal and external audits.

The EMS also ensures that operations are conducted in conformity with the law and applicable environmental legislation. To this end, all regulations relating to the environment (acts, ordinances, decisions) are identified and recorded in an

environmental law database and the resulting obligations are implemented and reviewed.

The responsibility for the successful implementation of the EMS lies with the Management Board and with the executives in accordance with the line organisation of Flughafen Wien AG.

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Residing in the "Environmental Management" department in the "Operations" division, the environmental manager co-ordinates and manages all internal and external activities in the field of environmental protection. He/she is supported here by an environmental team that is made up in turn of officers in charge of the relevant issues in the various business divisions. As part of the sustainability co-ordination (cf. page 19), the environmental manager also serves as the interface to the company's sustainability management.

**› Focus on energy**

In 2014, approximately 98 million kilowatt-hours of electricity were consumed by Flughafen Wien AG and its subsidiaries at the site. The electrical power is drawn from the grid of the utility company Wien Strom in Vienna, does not contain any nuclear power and has a renewable proportion of 60% (48.85% hydroelectric power, 6.17% wind power, 3.45% biomass, 1.72% other green energy). The remaining share (39.81% natural gas) is generated with the greatest efficiency in modern combined heat and power plants, where electricity and district heating are generated at the same time by the electricity supplier.

In the event of a power cut, four emergency power generators with a total capacity of 6.5 MW take over the supply. Taxiway and runway lighting can even be switched back on within one second with the help of battery-operated UPS systems.

The heating energy, totalling approximately 62.4 million kilowatt-hours in 2014, has been transported to the airport since 1982 as waste heat from the Schwechat refinery by means of a hot

**Total energy requirement kWh/TU**

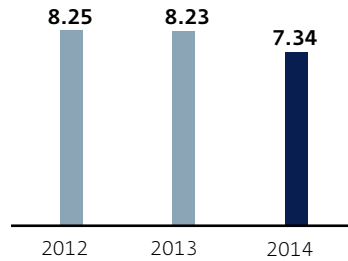


Figure 9: Total energy requirement of the Flughafen Wien Group per traffic unit from 2012 to 2014

water circuit. The individual heating systems of the airport grounds is supplied here through an underground pipeline system.

The cooling of all air-conditioned properties is carried out with the use of electricity. Three separate cooling plants with a total output of 26 MW supply a total of 19 buildings through an in-house pipeline network for air conditioning water.

The company's own vehicles were filled with more than 2.6 million litres of fuel (primarily diesel) in total at Vienna International Airport in 2014. More than 90% of this was used to fill the roughly 640 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

### › Energy consumption of Flughafen Wien AG

Data	Unit	2012	2013	2014
Electricity consumption	kWh/TU MWh	4.42 106,296	4.29 102,545	3.99 97,740
Heating consumption	kWh/TU MWh	2.42 58,177	2.50 59,626	2.15 52,598
Cooling consumption	kWh/TU MWh	1.72 41,258	1.39 33,297	1.26 30,991
Fuel consumption	kWh/TU MWh	1.41 33,945	1.44 34,297	1.20 29,532
Total energy requirement <sup>1</sup>	kWh/TU MWh	8.25 198,418	8.23 196,467	7.34 179,870
Total energy requirement renewable energies	kWh/TU MWh	2.53 60,759	2.53 60,420	2.40 58,830
Proportion of renewable energy in total energy requirement	%	31%	31%	33%

Table 8: Energy consumption of Flughafen Wien AG (FWAG) in absolute terms (MWh) and per traffic unit (kWh/TU) as well as share of renewable energy in the years from 2012 to 2014

1) The total energy requirement comprises electricity, heating and fuel consumption. The cooling energy consumption is indicated in the electricity consumption.

airport. The various forms of consumption are described, reviewed and analysed using special software programs.

#### Increasing energy efficiency

The total energy consumption of Flughafen Wien AG fell by approximately 10% from 2012 to 2014. This development becomes somewhat clearer in relation to the traffic units handled<sup>1</sup>, where there was a decline of over 11%.

Optimisation as part of a detailed energy efficiency programme has continued at an accelerated pace since 2013. With over 100 individual measures, the package produced significant savings in 2014. For example, optimisation measures enabled 13% of the annual cooling consumption in the cooling of

the buildings in Terminal 3 to be saved. In the area of lighting and ventilation systems, electricity demand was reduced by a further 1,900 MWh. The installation of air recirculation flaps in Terminal 3 and the implementation of usage-dependent lighting in the fixed passenger boarding bridges produced further savings in the scale of 815 MWh of electricity, 1,300 MWh of cooling and 1,300 MWh of heating. The focus of the measures will remain the optimisation of the technical building and electrical engineering systems in 2015.

#### E-mobility and natural gas

Vienna International Airport today already operates one of Austria's largest fleet of vehicles powered by natural gas, comprising 92 cars and 2 lorries. The second generation of these natural

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

› **Energy efficiency targets of the Flughafen Wien Group**

Environmental aspect	Unit	2012	2022 target value	Envisaged Increase in efficiency
Electrical energy Flughafen Wien Group	kWh/TU	4.42	3.49	21%
Heating consumption Flughafen Wien Group	kWh/TU	2.42	2.01	17%
Cooling consumption Flughafen Wien Group	kWh/TU	1.72	1.24	28%
Fuel consumption Flughafen Wien Group	kWh/TU	1.41	1.17	17%
Greenhouse gas CO <sub>2</sub> Flughafen Wien Group	kg/TU	1.95	1.36	30%

Table 9: Energy efficiency targets of the Flughafen Wien Group; reference year for targets is 2012, as the start of operation of Terminal 3 (2012) represents a significant change of the infrastructure and thereby the complete reference framework.

gas-powered vehicles has allowed a further halving of CO<sub>2</sub> emissions to be achieved. We have set up our own natural gas filling station for refuelling, which is also available to third-party customers.

We have already been using electrically driven baggage carts in the area of baggage handling for around 30 years. The mobile passenger stairs have also been operated more with electrical auxiliary drives for a few years (a tractor was required before). Plans are in place to switch from around 30 diesel-driven catering lifting vehicles to electric drives by 2020.

Operational process improvements as a result of the opening of Terminal 3 in 2012 have also led to significant energy and fuel savings in the airport operations. It was possible to save around 670,000 litres of diesel in the year 2014 compared to the year 2010.

**Energy efficiency – Targets for 2022**

The Flughafen Wien Group will also focus on energy efficiency in the years to come. We are seeking to have achieved significant increases in efficiency in the consumption of electricity, heating, cooling and fuel by 2022 and in this way reduce the emission of environmentally damaging greenhouse gases per traffic unit.

› **Focus on 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 form the main sources of noise at airports.

The Bundes-Umgebungslärmschutzgesetz (Federal act on environmental noise control) regulates the threshold values connected to flight noise that, to protect the local population, may not be exceeded – namely a day-evening-night

## › Noise

	2012	2013	2014
The area of each flight noise zone in km <sup>2</sup> within which the daytime LEQ during the six busiest traffic months of the year in question was over 54 dB	73.31	71.66	73.17
The area of each flight noise zone in km <sup>2</sup> within which the night-time LEQ during the six busiest traffic months of the year in question was over 45 dB	104.47	108.89	104.83

Table 10: Area of the flight noise zones at Vienna International Airport from 2012 to 2014

noise index of 65 dB. The commitment of Vienna International Airport, however, 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 the agreement in the mediation procedure, the number of aircraft movements in the time from 11:30 p.m. to 5:30 a.m. should be kept constant at the level of movements from 2009. From 2012 to 2014, the night-time aircraft movements were well short of the target value of 4,700 agreed according to the mediation every year: by 496 movements in 2012, by 543 movements in 2013 and by 305 movements in 2014.

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.

### FANOMOS

A flight track and noise monitoring system – FANOMOS – has been in operation at Vienna International Airport for more than two decades. 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, can be clearly seen. FANOMOS not only records flight tracks 365 days a year, however, but also registers the noise level of overflights on an ongoing basis using 15 fixed measuring stations set up in the environs of the airport.

### Noise-based landing fees

As an incentive for airlines to use aircraft that are quieter and produce fewer emissions, Vienna International Airport introduced a transparent and objectively comprehensible noise fee model back in 2009. In short: the take-off and landing fees were graduated – noisy aircraft pay more, quieter aircraft pay less. The

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penalty/reward system is therefore neutral in terms of costs, and the noise fees do not represent any additional source of income for the airport.

### **Noise protection programme**

The noise protection programme of Vienna International Airport agreed in 2005 in the mediation contract has the goal of protecting the health and increasing the quality of life of the people who live in the vicinity of the airport.

Starting from a continuous noise level of over 54 dB during the day and of over 45 dB at night, the airport assumes 50% to 100% of the costs for noise control measures, for example for the installation of soundproof windows and doors. By the end of 2014, an expert report on the physical quality of 6,235 properties had been drawn up in this way, and optimal noise protection had been produced for 2,878 properties. And there was a positive side effect: as a result of better building insulation and lower heating costs, it was possible to reduce the CO<sub>2</sub> emissions by approximately 1,300 tonnes per year in the areas affected.

In addition, Flughafen Wien AG has undertaken to take over at the fair market value any properties that are located in a noise zone with a continuous noise level greater than 65 dB (A) during the day and 67 dB (A) at night. To date, two of the roughly 60 property owners affected by this regulation have made use of this option.

Thanks to the noise protection programme, Flughafen Wien AG comes in well below the threshold values laid down by law. In accordance with the Federal environmental noise protection regulations, threshold values that trigger the development of action plans are

defined to start only from a continuous noise level of over 55 dB (A) during the night for example; in the airport's noise protection programme, they start from as low as 45 dB (A).

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

### **› Focus on emissions and climate protection**

The transport sector generates around 23% of global CO<sub>2</sub> emissions. Of that, only 12% comes from air traffic. By comparison, 74% of traffic emissions are attributed to road traffic. Overall, air traffic is responsible for 2% of global CO<sub>2</sub> emissions. In addition to CO<sub>2</sub>, however, NO<sub>x</sub>, CO, PM10, SO<sub>x</sub> and benzene are emitted into the atmosphere by aircraft.

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<sup>2</sup> 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.

The operation of an airport, especially aircraft handling operations and land-side traffic, contributes, albeit to a lesser degree, to airborne emissions. However, all emissions are recorded without gaps in the area of the airport within the framework of air quality

2) IATA (International Air Transport Association) climate targets. For more information, see: <http://www.iata.org/policy/environment/Pages/climate-change.aspx>



### › Greenhouse gas CO<sub>2</sub>

	Einheit	2012	2013	2014
CO <sub>2</sub> emissions of the Flughafen Wien Group	Tonnes	46,876	41,365	37,692
CO <sub>2</sub> emissions in kg per traffic unit	kg/TU	1.95	1.73	1.54

Table 11: CO<sub>2</sub> emissions of the Flughafen Wien Group from 2012 to 2014

monitoring or through the production of an annual CO<sub>2</sub> balance sheet. Measures and programmes are developed on an ongoing basis together with the airlines in order to consistently minimise the emission of pollutants – starting with energy efficiency programmes, improved airspace management and alternative fuels and going all the way up to optimal capacity utilisation and loading of aircraft. In this way, it has proved possible for example to reduce the CO<sub>2</sub> emissions of the Flughafen Wien Group per traffic unit handled by 20% from 2012 to 2014. According to the CO<sub>2</sub> balance sheet drawn up for Vienna International Airport by the Laboratorium für Umweltanalytik GmbH, partially and fully fluorinated hydrocarbons as well as SF<sub>6</sub> and NF<sub>3</sub> are negligible as emitted substances. CH<sub>4</sub> and N<sub>2</sub>O play a subordinate role in combustion processes. Various emission balance sheets have shown that the total emissions of CH<sub>4</sub> and N<sub>2</sub>O account for about 1% of the total CO<sub>2</sub> emissions when taking the equivalence factors into consideration. For this reason, this emissions balance sheet is drawn up only for CO<sub>2</sub>. The greenhouse gas emissions resulting from refrigerants have been collected for 2015 for the first time as part of the introduction of EMAS.

**CO<sub>2</sub> balance sheet – Reduction of 11%**

#### per traffic unit compared with 2013

In order to record all greenhouse gas emissions in full, a CO<sub>2</sub> balance sheet is drawn up every year. Based on the knowledge gained from that, suitable measures are devised to reduce emissions. (cf. Environmental performance/ Environment programme).

The CO<sub>2</sub> emissions balance sheet was also compiled in 2014 by the Laboratorium für Umweltanalytik. The result for the entire site, including air traffic, apron, handling, energy consumption and feed traffic, shows a decrease in emissions of 0.4% to around 306,900 tonnes of CO<sub>2</sub>. Only around 12% of these emissions can

#### CO<sub>2</sub> emissions 2012 - 2014 in kg/TU

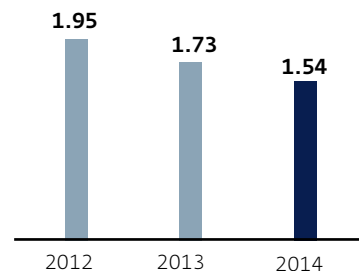


Figure 10: CO<sub>2</sub> emissions of the Flughafen Wien Group per traffic unit from 2012 to 2014

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be directly influenced by the airport. If these influenceable CO<sub>2</sub> emissions are now looked at in relation to the traffic units, then the result is a reduction of the CO<sub>2</sub> emissions (kg/TU) of around 11% in comparison with 2013.

The results furthermore show that, at 78%, air traffic accounts for the major share of the CO<sub>2</sub> emissions. Around 12% of the CO<sub>2</sub> emissions can be directly influenced by Flughafen Wien AG, where the major share is attributed to energy supplies. This corresponds to a share of the total emissions in Vienna and Lower Austria of around 1.3% or of around 0.5% in relation to Austria as a whole.

For each of the emission sources specified above, the CO<sub>2</sub> emissions are divided in line with international standards into three areas. Thus the CO<sub>2</sub> 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.

**Airport Carbon Accreditation System**

With the help of these CO<sub>2</sub> emission balance sheets, FWAG also takes part in the Airport Carbon Accreditation System (ACAS) programme managed by the Airports Council International Europe (ACI Europe) In this connection, the first level of the certification (calculation of CO<sub>2</sub> emissions at the site) was confirmed again in 2014. Achieving level 2 (reduction of CO<sub>2</sub> emissions at the site) is planned for 2015. For more information on the programme, visit: [www.airportcarbon-accredited.org](http://www.airportcarbon-accredited.org)

**Other airborne emissions**

An emissions inventory of the airborne pollutant parameters NO<sub>x</sub>, SO<sub>2</sub> and PM10 was drawn up by the Laboratorium für Umweltanalytik for 2013 and 2014 on the basis of the respective CO<sub>2</sub> balance sheet. In contrast to the CO<sub>2</sub> balance sheet, indirect emissions caused by the

› **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

Table 12: Scopes 1 to 3 according to the Greenhouse Gas Protocol

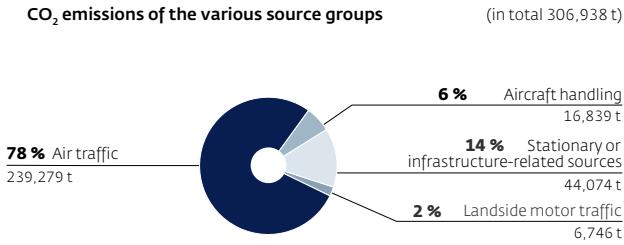


Figure 11: Emissions of Vienna Airport in 2014 by source group

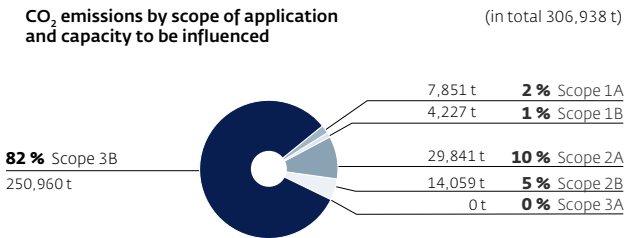


Figure 12: Emissions of Vienna Airport in 2014 by scope of application and ability to influence them (A- directly influenceable, B – not directly influenceable)

consumption of electrical energy and heating energy were not taken in to account.

**Measurement of pollutants**

Air quality measurements have been taken at the site in the immediate apron and runway area for around 20 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 International Airport – can be

accessed at [www.numbis.at](http://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

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➤ Airborne emissions

	2012	2013	2014
SO <sub>2</sub> in kg (Flughafen Wien Group)	479	474	478
SO <sub>2</sub> in g per traffic unit	0.0199	0.0199	0.0195
NO <sub>x</sub> in kg (Flughafen Wien Group)	61,000	59,546	58,904
NO <sub>x</sub> in g per traffic unit	2.54	2.49	2.40
PM10 in kg (Flughafen Wien Group)	7,420	7,480	6,986
PM10 in g per traffic unit	0.31	0.31	0.29
Total emissions in kg (Flughafen Wien Group)	68,899	67,500	66,368
Total emissions in g per traffic unit	2.87	2.83	2.71

Table 13: Airborne emissions of the Flughafen Wien Group

the airport grounds are consistent with the large-scale situation in the Vienna Basin.

**CDM**

In 2014, the implementation of Airport Collaborative Decision Making (CDM) was commenced by Flughafen Wien AG, Austro Control and the airlines and handling companies operating at the Vienna site. In this programme, the handling of an aircraft – from flight planning, through landing, to take-off and onward flight – is harmonised and co-ordinated 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 International Airport, but is also raising the service quality and customer satisfaction in the area of handling.

Work is currently being conducted on the very complex issue of aircraft de-icing in order to be able to integrate here too an optimised departure process in the CDM. The next step, which is currently planned for the end of 2016, will be to link up to the European NMOC network (Network Manager Operations Centre).

**Climate Austria**

Through Climate Austria, every flight passenger can easily calculate their personal, voluntary contribution and dedicate it to climate protection projects. The calculated amount depends on the level of CO<sub>2</sub> emissions caused and enables Austrian, but also, on request, international climate protection projects to be implemented. As a result, transparent project execution and use of funds is

guaranteed. As a professional partner, Climate Austria also provides support for companies with consultancy services and offers solutions in the area of voluntary climate protection activities.

### › Focus on 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 International 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 can be found in the current waste management concept, broken down according to type of waste. An overview of around 350 materials (from paint strippers or aluminium cans to toothbrushes or branches) and their correct disposal can be found in the "VIE Abfalltrenn ABC" brochure ("ABC of waste sorting at Vienna International Airport").

### **Avoid, reduce, recycle**

True to the motto "The best waste is waste that is not even produced", waste avoidance plays the leading role in waste management at Vienna International Airport. Waste that cannot be avoided is appropriately sorted and, depending on the possibilities 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 planned to be implemented by 2017 which will allow PET bottles that are removed at security checkpoints to be emptied and disposed of according to type. Up to now, these have been declared as industrial waste and disposed of accordingly. Other objects confiscated at security checkpoints can now also be passed on to be subsequently checked in or sent on by post in the specific case.

### **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.

### › Focus on water

While 1.2 million m<sup>3</sup> of water was consumed at Vienna International

› Volume of waste

	Unit	2012	2013	2014
Total amount of waste	kg/TU	0.13	0.14	0.14
	t	3,167	3,224	3,333
Total amount of hazardous waste	kg/TU	0.01	0.01	0.01
	t	144	139	163
Industrial waste	kg/TU	0.08	0.08	0.08
	t	2,027	1,998	2,030
Paper and cardboard	kg/TU	0.01	0.01	0.02
	t	351	353	371

Table 14: Volume of waste at Flughafen Wien AG in absolute terms (in tonnes) and per traffic unit (kg/TU) for the years 2012 to 2014

Airport in 1984, annual consumption today lies at around 0.39 million m<sup>3</sup>.

Behind this massive saving stands primarily the further technical development of the sanitary installations. 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 Österreichischen Agentur für Gesundheit und Ernährungssicherheit (Austrian Agency for Health and Food Safety). No complaints have been made to date.

Vienna International Airport's water supply is provided through four wells belonging to the airport. Used to fill aircraft drinking water tanks, some of the water makes its way around the globe.

**The highest level of sewage disposal**

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 2.4 million square metres – to the central wastewater disposal plant. The pollution level of the wastewater is measured on line where the main collector enters the central wastewater disposal plant. Polluted wastewater is pumped through separate pipes to the Schwechat-Mannswörth treatment plant. As a result of the targeted separation of polluted from non-polluted run-off, it has been possible to reduce the volume of wastewater to be processed in the treatment plant.

**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 are completely biologically degradable glycol mixtures, which place special

## › Water

	Unit	2012	2013	2014
Water consumption FWAG	l/TU	19.70	17.40	15.90
	m <sup>3</sup>	473,704	415,800	390,470
Volume of wastewater FWAG	l/TU	19.70	24.10	17.90
	m <sup>3</sup>	473,822	576,315	439,096

Table 15: Water consumption and volume of wastewater at Flughafen Wien AG in absolute terms (in m<sup>3</sup>) and per traffic unit (litre/TU) for the years 2012 to 2014

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.

Starting three years ago, it has been possible to significantly reduce the specific consumption by dosing the de-icing agent in line with the actual air temperature and humidity.

## › Focus on electro-magnetic 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 International 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.

## › De-icing

	2012	2013	2014
Days of de-icing	131	139	111
Aircraft de-iced	2,971	6,447	2,141
De-icing agent in litres	944,246	2,367,388	629,756

Table 16: Days of de-icing, aircraft de-iced and consumption of de-icing agents at Vienna International Airport from 2012 to 2014

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.

### › Focus on 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 of Flughafen Wien AG's procurement is also made through the BBG. In this way, sustainable criteria will be taken into consideration in the procurement process, and the naBe action plan is jointly implemented. In addition, Vienna International Airport is subject to the

stipulations of the Federal Public Procurement Act. New stimuli for sustainable procurement, for example as a result of the implementation of the Energy Efficiency Act, can also be expected here with the forthcoming amendment in 2015.

In total, Flughafen Wien AG purchased external goods and services worth a total order value of approximately € 458 million in the years from 2012 to 2014. The 35 largest suppliers already account for around 50% of this order value. The largest suppliers (in terms of the order value) can be attributed to the sectors involving 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: 87% of the 35 largest suppliers come from Vienna and Lower Austria, 5% come from other federal states in Austria, 5% from Europe and 2% from the US.

### › Focus on mobility

Vienna International Airport is located around 20 kilometres from the Vienna's city centre, and it 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. In addition, the long-distance train station at the airport was opened in 2014, which facilitates and speeds up the arrival of passengers from metropolitan areas such as Linz, Salzburg and St. Pölten.

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 even be reached by 23.4 citizens within three hours (see graphic on page 27). The increasing expansion of the infrastructure in the neighbouring states is producing a continual extension of the catchment area relevant for Vienna International Airport.

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 International Airport in Schwechat. 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 2014, approximately 70% of all passengers and visitors to the airport travelled there or back by public transport.

### Regional mobility concept for the airport region

The project "Optimierung des öffentlichen Personennahverkehrs (ÖPNV) in der Flughafenregion" ("Optimisation of the local public transport services in the airport region") is an initiative of the Neighbourhood Advisory Board. In the summer of 2013, a mobility survey commissioned by the EU Leader Region "Römerland Carnuntum" was conducted at the airport, with 2,300 employees from 15 companies at the airport site taking part. In parallel to this, a survey of 8,000 households on mobility patterns was carried out in 27 local authorities in this region. On the basis of this data, it has now been possible to plan bus

## › Modal split

Basis: departing local passengers		2012	2013	2014
Means of transport to the airport	Private/company car	26.80%	26.10%	26.70%
	Rental car (e.g. Sixt, Avis, Europcar)	2.90%	2.40%	3.00%
	Taxi and chauffeured rental car	30.63%	29.00%	22.50%
	Public bus (e.g. Vienna International Airport Lines, Blaguss)	11.35%	9.10%	11.40%
	Coach	1.58%	2.40%	2.30%
	Rapid transit train	18.70%	22.20%	22.90%
	CAT – City Airport Train	7.55%	8.80%	10.90%
	Other	0.48%	0.00%	0.30%

Table 17: Modal split at Vienna International Airport from 2012 to 2014

connections tailored to demand. On account of the increasing interweaving of Vienna with the surrounding area, a mobility concept for the "Schwechat – Vienna – Airport Region" has been developed with all relevant stakeholders. The relevant districts in Vienna, the local authorities in Lower Austria as well as representatives of Vienna International Airport and experts from the field of transport planning are co-ordinating closely with each other in this regard. The jointly defined measures are set to be implemented in stages over the next few years.

### **Expansion of cycling paths**

In 2012, the local authorities of Schwechat, Fischamend and Vienna International Airport 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.

### **Online car pooling platform**

In addition to the free company transport on the buses and on the City Airport Train, Flughafen Wien AG has initiated the implementation of a car pooling platform for employees in a co-operation project with Austrian Airlines. The formation of car pools among employees with similar routes to work is facilitated and accelerated as a result. The platform can be accessed by around 20,000 employees at

the site. The calculated environmental effect resulting from the reduction in individuals travelling alone and in fuel consumption amounts to around 600 tonnes of CO<sub>2</sub> per year.

### **PUMAS**

As part of the EU's transnational Alpine Space co-operation programme, the PUMAS project has pursued the implementation of the Sustainable Urban Mobility Plans (SUMP) approach to traffic management. The goal has been to apply the approach to various cities in the Alpine region to current transport challenges on a pilot basis. The focus has been placed on a defined mobility corridor that has encompassed both Vienna and the neighbouring municipalities along this corridor (including Schwechat, Ebergassing, Moosbrunn and Enzersdorf a.d. Fischa). With its especially dynamic development and large traffic volumes, the airport region has represented a particular challenge here.

The processing has been carried out jointly with the Neighbourhood Advisory Board of FWAG, the Verkehrsbund Ost-Region (Eastern region transport system), the RU7 department for general transport matters at the office of the state government of Lower Austria, the Regionalentwicklungsverein (regional development association) of Römerland Carnuntum as well as TINA Vienna under the co-ordination of the Stadt-Umland-Management Wien/Niederösterreich (Vienna/Lower Austria city and surrounding areas management).

### **› Fokus on biodiversity**

The importance of the issue of species conservation cannot be underestimated

also for airports, for airports required a lot of space, large parts of which are in turn sealed off. The sealed areas of 3,982,162 m<sup>2</sup> remained unchanged in the years 2012 to 2014. In addition to heavily built-up areas and sealed areas, the grounds of Vienna International Airport are also home to biologically valuable grasslands. Sensitive conservation of the countryside has played its part in preserving the habitat of numerous birds and other animals, such as the protected European ground squirrel.

The airport meadows represent the largest contiguous meadow landscape in Eastern Austria. There is a rich abundance of insects and spiders on the structurally diverse and unfertilised meadows. For this reason, the meadows are also frequented as a feeding area by numerous local and migratory birds, including many birds of prey and songbirds, but also waterfowl, such as the rare lapwing. Among the ground-nesting species, there are high concentrations of skylarks.

### › Focus on sustainable building – Life cycle consideration of properties

As part of the comprehensive reorganisation of the operating tasks, the entire portfolio management team and the strategic facility management team have been integrated into the building division.

The life cycle consideration of all properties is thus ensured also in organisational terms, a particular result of which is that the operating costs are incorporated in the overall consideration of the 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. Vienna International Airport is the first business park to have been awarded the sustainability certificate of the German Sustainable Building Council (DGNB) by the Austrian Sustainable Building Council (ÖGNI). ÖGNI also awarded Flughafen Wien AG the first Austrian district certificate in 2014 for its "Airport City" site project.

### › Biodiversity

	2012	2013	2014
bird strikes per 10,000 aircraft movements	1.4	2.0	3.9

Table 18: GRI A09 Airport Operator Sector Supplement - Bird strikes (per 10,000 aircraft movements) at Vienna International Airport from 2012 to 2014

# ANNEXE







# ANNEXE

## 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)
- › Alois Mock Institut
- › "BMÖ - Bundesverband Materialwirtschaft,
- › Einkauf und Logistik in Ö" (Federal Association for Materials Management, Purchasing and Logistics in Austria)
- › BVL - Bundesvereinigung Logistik Österreich (Austrian federal logistics association)
- › CEETRA - Central and Eastern European Travel
- › CIRA - Cercle Investor Relations Austria
- › Club NÖ (Club Lower Austria)
- › Creditreform
- › 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
- › GEFMA - German Facility Management Association
- › Gesellschaft für Ö-Arabische Beziehungen (Society for Austrian-Arab relations)
- › 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 (Internal audit institute)
- › ImmQu - Verein zur Förderung der Qualität in der Immobilienwirtschaft (Association for the promotion of quality in the real estate industry)
- › INARA

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- › Industriellenvereinigung  
(Federation of Austrian Industries)
- › ISACA Ö - International Systems and Control Association (Austria)
- › IWI - Industriewissenschaftliches Institut (industrial science institute)
- › KSÖ - Kuratorium Sicheres Ö  
(Board of trustees for a safe Austria)
- › MMM-Club Ö (Austria)
- › NÖ Landesfeuerwehrkommando  
(Lower Austria regional fire brigade)
- › 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)
- › ÖCI - Ö Controller-Institut  
(Austrian controllers institute)
- › ÖGNI - Ö Gesellschaft für Nachhaltige Immobilienwirtschaft (Austrian society for the sustainable real estate industry)
- › ÖPAV - Ö Public Affairs Vereinigung  
(Austrian public affairs association)
- › ÖPWZ - Österreichischen Zentrum für Wirtschaftlichkeit und Produktivität  
(Austrian centre for economic efficiency and productivity)
- › ÖRV - Ö Reisebüroverband (Austrian travel agents association)
- › OVFA - Ö Vereinigung für Finanzanalyse und Asset Management (Austrian association for financial analysis 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
- › TVA - Travel Value Association
- › VIKOM - Verband für interne Kommunikation (vormals Verband der Betriebsjournalisten Ö) (Association for internal communication [formerly the association of industrial journalists, Austria])
- › Visit USA Committee 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 (economic forum for executives)
- › Wiener Börse - 21st Austria (Vienna Stock Exchange)
- › Wirtschaft für Kunst (Business for art)
- › Wirtschaftskammer NÖ (Lower Austria chamber of commerce)
- › Wirtschaftsplattform Schwechat  
(business platform)
- › WWG - Ö Werbewissenschaftliche Gesellschaft an der WU Wien (Austrian advertising science society at the Vienna University of Economics and Business)



# The sustainability programme of the Flughafen Wien Group

Target	Measure	Time frame
<b>Economy and customers</b>		
Optimise service quality for passengers and visitors	Maintain or extend leading position in the rankings of the Airport Service Quality Review (ASQ) (September 2015: 4th place)	ongoing
	Continue and expand the "Service World Cup"	ongoing
	Ongoing quality control through mystery shopping for gastronomy outlets and shops	ongoing up to 2017
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 5 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	End of 2015
<b>Management, organisational governance</b>		
Further development of the strategic sustainability process	Design and implementation of group-wide sustainability management	2016

Target	Measure	Time frame
Further development of compliance management	Launch of a whistleblower portal	Autumn 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
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 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	End of 2015
	Implementation of the company-wide continuous professional development and career development programme	ongoing
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
Enable and support diversity in the company	Implementation of the executive development programme with regular executive conferences (twice a year)	from 2015
	Further development of the 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

Target	Measure	Time frame
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

Environment		
Reduction in the number of people affected by noise	Development and support of measures from the Dialogue Forum	ongoing
Increase in energy efficiency	Further optimisation of the energy management and appointment of an energy manager	2016
Increase in regenerative power generation	Installation of two new PV plants each with 300 kW peak (generation of 700 MWh per year)	2016
Increase in energy efficiency – electricity	Renovation of cooling units in the central cooling plant WEST (saving of 350 MWh per year) <sup>1</sup>	2016
	Optimise ventilation systems in the terminal network (saving of 3,500 MWh per year) <sup>1</sup>	2015
	Retrofitting of the escalator lighting from fluorescent tubes to LEDs (approximately 1,300 fluorescent tubes, saving of 160 MWh per year) <sup>1</sup>	2016
	Renovation of transformer substations (saving of 145 MWh per year) <sup>1</sup>	2017
	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) <sup>1</sup>	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) <sup>1</sup>	2015
	Retrofitting of the escalator lighting and stopbar LED lights (saving of 8 MWh per year) <sup>1</sup>	2015
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) <sup>1</sup>	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) <sup>1</sup>	2017

1) Base year 2014

Target	Measure	Time frame
Increase in energy efficiency – fuels	Switch from approximately 30 diesel-operated catering lifting vehicles to electrically driven vehicles (saving of 275,000 litres of diesel per year) <sup>1</sup>	2020
	Continuation of the fuel-saving training courses in co-operation with "klimaaktiv" (saving of 13,500 litres of diesel per year) <sup>1</sup>	2016
	Use of cars and small lorries up to 3.5 tons for a maximum of four years (saving of 200,000 litres of diesel per year) <sup>1</sup>	2020
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 <sub>2</sub> emissions	Operation of the car pooling platform "Drive2VIE" for employees (co-operation with "klimaaktiv") (saving of 290 tonnes of CO <sub>2</sub> per year) <sup>1</sup>	2016
	CDM - Collaborative Decision Making, continual optimisation of the taxiing and waiting times (saving of 1,250 tonnes of CO <sub>2</sub> per year) <sup>1</sup>	2016
	Attainment of Level 2 of the Airport Carbon Accreditation Programme (creation of programme of measures and, from that, "Reduction" status)	2016
Reduction of the residual waste in the terminals	Improvement of the waste sorting in the terminals: reduction to two groups (PET, residual waste), introduction of a system to empty PET bottles at security checkpoints (saving of 143,000 kg per year) <sup>1</sup>	2017
Reduction of paper consumption	Company-wide change of the printer settings to "double-sided" on central printers (saving of 29,000 pages per year) <sup>1</sup>	2016
Develop and implement sustainable procurement strategy for central purchasing	Tender with CO <sub>2</sub> requirements (various threshold values) for around 200 cars and small lorries up to 3.5 tonnes	2020

1) Base year 2014

Target	Measure	Time frame
Optimisation of occupational and environmental safety	Creation of an electronic hazardous materials register	2016
	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
Raising of environmental awareness	Awareness campaign for general environmental issues with the focus on building use	2016

Society		
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
Promote social engagement	Focus on local communities and charity organisations	ongoing

# GRI Index in accordance with G4 – 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 performance indicators of the Global Reporting Initiative (GRI) as a guide. This report has been drawn up to application level „In Accordance Core“ and moreover includes the

additional sector-specific indicators for airport operators. The following index provides an overview of the reported GRI indicators based on the current G4 standard.

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 standard disclosures

G4 Code	Content according to G4 (Core)	Reference (section) / Comments
<b>Strategy and analysis</b>		
1	Opinion of the topmost decision-maker	Foreword
<b>Organisation profile</b>		
3	Name of the organisation	Legal notice
4	Most important markets, products and services	Flughafen Wien AG at a glance
5	Headquarters of the organisation	Flughafen Wien AG at a glance
6	Countries in which business is conducted	Austria
7	Ownership structure and legal form	Flughafen Wien AG at a glance
8	Markets	Flughafen Wien AG at a glance
9	Size of the organisation	Key economic indicators
10	Number of and information on the total workforce	Employees
11	Employees with collective agreements	Employees
12	Supply chain	Sustainable procurement
13	Material changes in the size, structure or ownership	Company portrait – Flughafen Wien AG at a glance
14	Precautionary principle	How we understand sustainability
15	External agreements, principles or initiatives	Governance and Compliance
16	Memberships	Annexe
<b>Material aspects and limits identified</b>		
17	Presentation of the reporting limits	About this report
18	Process for defining the contents of the report and the system limits of aspects	About this report
19	Material aspects and topics identified	About this report
20	System limit for each material aspect within the organisation	System limits of the individual aspects are described in the relevant sections
21	System limit for each material aspect outside the organisation	System limits of the individual aspects are described in the relevant sections
22	New presentation of information from previous reports	About this report
23	Changes to the scope and the system limits of the aspects	About this report

&gt;

G4 Code	Content according to G4 (Core)	Reference (section) / Comments
<b>Involvement of stakeholders</b>		
24	List of the stakeholder groups involved by the organisation	Stakeholders of Flughafen Wien AG and communication activities
25	Selection of the stakeholder groups	Stakeholders of Flughafen Wien AG and communication activities
26	Type of involvement of the stakeholder groups	In dialogue with the stakeholders
27	Issues and concerns of the stakeholder groups	In dialogue with the stakeholders, About this report
<b>Reporting profile</b>		
28	Reporting period	About this report
29	Publication of the previous report	About this report
30	Reporting cycle	About this report
31	Contacts	Imprint
32	GRI index	GRI index
33	External audit of the report or the report's contents	Audit certificate of auditor
<b>Company management</b>		
34	Management structure of the organisation	Governance and compliance
<b>Ethics and integrity</b>		
56	Corporate values, principles and code of conduct	How we understand sustainability Governance and compliance



## › Specific standard disclosures

### Economic indicators

Material aspects identified	G4 indicators (Core)		Reference/comments
Economic performance	DMA	Economic performance	Key economic indicators
	EC1	Directly generated and distributed economic value	Key economic indicators
	EC3	Type and scope of the company pension scheme	Corporate social benefits
Market presence	DMA	Market presence	Flughafen Wien AG at a glance
	EC5	Entry-level salaries in comparison to the local minimum wage	not relevant
	AO1	Number of passengers broken down into domestic and international flights	Key economic indicators, annual report 2014
	AO2	Number of aircraft movements	Key economic indicators
	AO3	Volume of air cargo	Key economic indicators
Indirect economic effects	DMA	Indirect economic effects	The aviation industry as an economic engine
	EC7	Investments in public infrastructure and community	The aviation industry as an economic engine Sponsorship
	EC8	Type and scope of indirect economic effects	The aviation industry as an economic engine
Procurement	DMA	Procurement	Sustainable procurement

## Environmental indicators

Material aspects identified	G4 indicators (Core)		Reference/comments
Energy	DMA	Energy	Focus on energy
	EN3	Energy consumption within the organisation (Scope 1 and 2)	Focus on energy
	EN4	Energy consumption outside the organisation (Scope 3)	Focus on energy
	EN5	Energy intensity	Focus on energy
	EN6	Reduction of energy consumption through efficiency measures	Focus on energy
	EN7	Reduction of the energy requirement for products and services	Focus on energy
Water	DMA	Water	Focus on water
	EN8	Water extraction	Focus on water
	AO4	Quality of the surface water (storm water)	Focus on water
Biodiversity	DMA	Biodiversity	Focus on biodiversity
	EN12	Impacts on the biodiversity in protected areas and areas with a high biodiversity value	Focus on biodiversity
Emissions	DMA	Emissions	Focus on climate protection
	EN15	Direct greenhouse gas emissions	Focus on climate protection
	EN16	(Scope 1)	Focus on climate protection
	EN17	Indirect energy-related	Focus on climate protection
	EN18	greenhouse gas emissions (Scope 2)	Focus on climate protection
	EN19	Other indirect greenhouse gas emissions (Scope 3)	Focus on climate protection
	EN21	Intensity of greenhouse gas emissions	Key environmental indicators
	AO5	Reduction of greenhouse gas emissions	Focus on climate protection / pollution measurement
	EN21	NO <sub>x</sub> , SO <sub>x</sub> and other significant airborne emissions	Key environmental indicators
	AO5	Air quality in the area surrounding the airport	Focus on climate protection / pollution measurement

Material aspects identified	G4 indicators (Core)		Reference/comments
Wastewater and waste	DMA	Wastewater and waste	Focus on water, focus on waste
	EN22	Volume wastewater in total	Focus on water
	EN23	Volume of waste in total by type and disposal	Focus on waste
	AO6	Use of de-icing agents and disposal	Sustainable procurement
Compliance	DMA	Compliance with environmental laws	Systematic environmental protection
Transport	DMA	Transport	Focus on mobility
	EN30	Environmental pollution from the transportation of products, materials and employees	Focus on mobility
Complaints mechanism for ecological aspects	DMA	Environmental aspects complaints mechanism	Environment and aviation call centre
	EN34	Complaints in the environmental area addressed and solved through formal complaints mechanisms	Environment and aviation call centre
Intermodality	DMA	Plans and projects to reduce negative environmental impacts	Focus on mobility
Noise	DMA	Plans, initiatives and projects to reduce noise generation around the airport	Focus on noise
	A07	Number and percentage change of people residing in areas affected by noise	

### Social indicators

Material aspects identified	G4 indicators (Core)		Reference/comments
Work practices and dignified employment			
Employment	DMA	Employment	Employees in total
	LA2	Company benefits for full-time employees	Corporate social benefits
	LA3	Return and retention rates following parental leave	Reconciling family life and work
Employer-employee relationship	DMA	Employer-employee relationship	Employees in total

Material aspects identified	G4 indicators (Core)		Reference/comments
Occupational health and safety	DMA	Occupational health and safety	Occupational safety and health promotion
	LA5	Delegation/representation of the workforce on occupational health and safety committees	Occupational safety and health promotion
	LA6	Injuries, occupational diseases, days lost, absence and deaths	Occupational safety and health promotion
	LA8	Inclusion of health and safety in collective agreements	regulated by law in Austria
Training and continuous professional development	DMA	Training and continuous professional development	Continuous professional development and knowledge transfer
	LA11	Feedback to employees concerning their performance and career development	Continuous professional development and knowledge transfer
Diversity and equality of opportunity	DMA	Diversity and equality of opportunity	Diversity and equality of opportunity
	LA12	Composition of the company management and workforce by sex, age group and minorities	Key employee indicators

**Society**

Local communities	DMA	Local communities	In dialogue with the stakeholders
	SO1	Business locations where community involvement, impact assessments and support programmes are implemented	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 programme

Material aspects identified	G4 indicators (Core)		Reference/comments
Combating corruption	DMA	Combating corruption	Governance and compliance
	SO3	Inspection of the business sites for risks of corruption	Governance and compliance
	SO4	Information and training on combating corruption	Governance and compliance
Compliance	DMA	Compliance with legal regulations	Governance and compliance

### Product responsibility

Customer health and safety	DMA	Customer health and safety	Safety factor
	PR1	Evaluation of impacts of products on health and safety	Safety factor
	AO9	Number of bird strikes per 10,000 aircraft movements	Focus on biodiversity
	PR5	Results of customer satisfaction survey	Shops, gastronomy and properties Handling In dialogue with stakeholders Contact management
Failure security and emergency standby	DMA	Business continuity plans in emergencies	Security factor Fire brigade and police
Service quality	DMA	Programmes/initiatives to monitor and improve service quality	Our customers in focus Service World Cup Handling Best Airport Staff Europe
Barrier-free access	DMA	Programmes/initiatives and special services provided for people with disabilities	Barrier-free access

# External verification of the sustainability report

Flughafen Wien AG  
Postfach 1  
1300 Wien-Flughafen

## Assignment and auditing principles:

TÜV SÜD Management Service GmbH was commissioned to verify this sustainability report and the GRI application level. The following guidelines and standards were also taken into account:

- › Global Reporting Guidelines GRI G4 on the selection and level of detail of the content and data and on the systems underlying the sustainability report
- › AA 1000 Standards on general principles and methods for assessment and auditing
- › ISO 19011 – auditing guidelines, ISO 14001 – requirements for environmental management systems, BS OHSAS 18001 – requirements for occupational health and safety management systems

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

## Audit process and depth:

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. The assessment was performed on the basis of the Global Reporting Initiative “G4 Sustainability Reporting Guidelines” (GRI G4).

Assessment objectives:

- › Confirmation of compliance with GRI G4 in accordance with the “Core Option”
- › Confirmation of Flughafen Wien AG’s self-declaration in accordance with the “Core Option” of GRI G4

The sample testing examined the following aspects:

- › Stakeholder process and CSR materiality matrix
- › Assessment of data and records underlying the reporting
- › 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.

Economic and financial data were not audited, but assessed in comparison with the 2014 annual report confirmed by the auditor.

### › Validation

Validation of the sustainability report:

This report contains a comprehensive, accurate and objective account based on reliable and comprehensible information and meets the requirements of GRI G4 in accordance with the Core Option. Public access to the report is guaranteed.

TÜV SÜD Landesgesellschaft Österreich GmbH  
Vienna, 12 November 2015



Wolfgang Brandl  
Auditor Corporate Social  
Responsibility Environmental Verifier

### Responsibilities:

Flughafen Wien AG is entirely 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 and to confirm if requirements were met.





# Validation

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



**TÜV SÜD Landesgesellschaft Österreich GmbH,**

Campus 21, 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,**

**Postfach 1**

**1300 Wien-Flughafen**

**Austria,**

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,
- › 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 updated 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 H 52.23 (NACE code) by the Austrian Federal Ministry of Agriculture, Forestry, Environment and Water Management.

Vienna Airport, 30 October 2015



Landesgesellschaft  
Österreich

Leading environmental verifier with signing authority of TÜV SÜD  
Landesgesellschaft Österreich GmbH  
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[www.viennaairport.com/en/company/investor\\_relations](http://www.viennaairport.com/en/company/investor_relations)

## **Noise protection programme at Vienna**

[www.laermschutzprogramm.at](http://www.laermschutzprogramm.at)

## **The environment and sustainability**

[www.viennaairport.com/sustainability\\_report](http://www.viennaairport.com/sustainability_report)

## **Facts & figures on the third runway**

[http://www.viennaairport.com/en/company/flughafen\\_wien\\_ag/third\\_runway\\_project](http://www.viennaairport.com/en/company/flughafen_wien_ag/third_runway_project)

## **Dialogue forum at Vienna International**

<http://www.dialogforum.at>

## **Mediation process (archive)**

<http://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 on 30 October 2015. 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 2014 of Flughafen Wien AG is also available on our homepage [http://www.viennaairport.com/en/company/investor\\_relations](http://www.viennaairport.com/en/company/investor_relations) under the menu point „Publications and reports“.





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