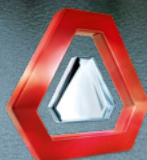


AUSTRIA CENTER VIENNA

# SUSTAINABILITY REPORT 2023



AUSTRIA  
CENTER  
VIENNA

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# FOREWORD

## BY THE MANAGEMENT BOARD

Dear customers  
and visitors,

The Austria Center Vienna obtained Green Conference Centre certification in 2014 - the first event venue in the country to do so. Ever since, we have supported our customers from the outset to help them achieve free green meeting and green event certification for their own events in accordance with the Austrian ecolabel.

A lot has happened over the last ten years: one of Europe's largest medical congress-

es - the European Congress of Radiology - is an annual highlight. In 2018, The venue hosted the meetings held during Austria's Presidency of the EU Council, and between 2020 and 2023 it doubled up as Austria's largest vaccination and testing centre. And with all of that going on "in the background", the most extensive package of modernisation projects in the history of the company was implemented while business continued as usual.

As the nation's largest publicly owned congress centre, our core task is to ensure that the venue is booked out with as many major congresses and events as possible. Our international guests in particular tend to travel by air, leaving a sizeable environmental footprint as a result.

Which is why it is so important to make a concerted effort to reduce this footprint through a series of targeted measures in all areas of operations. In terms of facility management and utilities, we have made use of untreated water for many years, as well as initiating a changeover to LED technology for our lighting systems and installing e-vehicle charging stations. Since 2020, waste heat from a cooling plant has been fed into the district heating network under a joint project with Wien Energie. The energy recovered in this way is enough to satisfy the heating demand of up to 2,000 households.

And when it comes to our employees, we

are committed to helping them balance their work and caregiving responsibilities. Great Place to Work certification, which we obtained once again in 2023, means a great deal to us. We have also been focusing on the issue of equality for some time now: it is no accident that women account for half of our Management Board and around 40% of departmental management, and lots of women are highly successful in the technical departments.

Going forward, we want to continue to channel our energy into the topic of sustainability. Having published our first, compact sustainability brochure in 2019, followed by our first full sustainability report on 2020 in 2021, this edition comes with a focus on the following questions: what have we achieved in the last three years and what goals have we set ourselves for the future?

Thank you for your interest and we wish you an enjoyable read!



*Baumann-Söllner*

Dr. Susanne Baumann-Söllner

*Rotter*

Dr. Michael Rotter



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# 1. THE ORGANISATION

## a. Responsibilities of IAKW-AG

Internationales Amtssitz- und Konferenzzentrum Wien, Aktiengesellschaft (IAKW-AG) is responsible for managing and maintaining the Vienna International Centre (VIC) and operating the Austria Center Vienna (ACV). This combination is not seen anywhere else in the world. IAKW-AG and the Austria Center Vienna is headed by Susanne Baumann-Söllner and Michael Rotter. In 1971, IAKW-AG was entrusted with the planning, construction, maintenance, management and financing of the Vienna International Centre. It is owned by the Republic of Austria, whose interests are represented by the Ministry of Finance. Following the transfer of the building to the United Nations in 1979, IAKW-AG retained responsibility for management, maintenance and utility services for the VIC, which comprises eight buildings with a combined floor space of 325,000m<sup>2</sup>.

After a four-year construction project, the Austria Center Vienna opened in the capital in 1987 and has been Austria's largest conference venue ever since. With 21 rooms and halls, 134 meeting rooms, 26,000m<sup>2</sup> of exhibition space and a capacity of up to 22,800 visitors, the centre is among the top destinations on the international conference circuit. As a result of these amenities, our customers are national and international event organisers. Vienna is the company's only headquarters.

The venue is the only conference centre in the world that is situated right next door to a UN headquarters. The Austria Center Vienna is constantly being modernised. In 2020, the square outside the main building was covered with the danubeSAIL, which can also be enclosed at the sides to create an additional exhibition hall during congresses. The new Panorama Walk connects the main building with the exhibition halls, while a new access building complements the main entrance area. Inside, the entrance hall and lounges have been modernised, and the parking decks are gradually being renovated. 2023 saw completion of the final phase of exterior renovation work when the new main entrance building opened, and the kinetic polySTAGE installation was unveiled in the entrance hall.

To help it actively promote key industry topics, the Austria Center Vienna is a member of various professional associations, including the Austrian Convention Bureau (ACB), the International Congress and Convention Association (ICCA), the International Association of Convention Centres (AIPC), and the Vienna Convention Bureau (VCB). Susanne Baumann-Söllner is Vice President of the Austrian Convention Bureau.

To help further advance the topic of sustainability at IAKW-AG, separate committees for decision-making on social and

environmental issues were created in the management structure: the A-Team, the Equal Opportunities Team and the Sustainability Team.

As measures relate to both the employees and the building, the terms "Austria Center Vienna" and the "company" are used throughout this report in the interests of clarity.



Main entrance to the Austria Center Vienna



## b. Economic importance for Vienna

A typical congress attendee spends around twice as much as the average visitor to Vienna – EUR 552, to be precise. As a result, international competition is extremely strong in the congress tourism sector. The annual analysis published by the Institute for Advanced Studies (IHS) and EcoAustria – Institute for Economic Research underlines the substantial economic benefits of conferences for the tourism industry, hospitality trade and wider infrastructure. Attracting an average of around 100,000 international participants per year, congresses induce a gross economic impact

of between EUR 400m-500m worldwide – more than half of which remains in Austria. When the employment effect is extrapolated into person years, international events accounted for more than 3,000 year-round jobs in Austria in the years before the pandemic. Following a sharp decline in visitor numbers in 2020 and 2021, and strong signs of recovery in 2022, international congresses returned to 2019 – pre-pandemic – levels in 2023. As a congress location, this development brings sustained benefits for Vienna, which claimed first place in the 2021 and 2022 ICCA rankings.



## c. IAKW-AG management structure and governance bodies

IAKW-AG is managed by a two-person board. Susanne Baumann-Söllner is responsible for the entire congress business, including Marketing & Communication, Sales, Event Management, Corporate Services, as well as Legal, Strategic Purchasing & HR. She is also Management Board spokesperson. As Managing Director for technical services, Michael Rotter is responsible for various areas including Construction Services, Property and Project Management. As a representative of the Republic of Austria in the Major Repairs and Replacements Fund, maintaining and managing the Vienna International Centre also falls under his remit. As a result, his areas of responsibility include Facility Management, Construction & Engineering, and the Vienna International Centre. The Project, Process & Risk unit is assigned to both members. The other hierarchy levels are divided into departmental management, unit management and individual team members. Some department managers also act as authorised signatories.

The Management Board reports to the Supervisory Board, which comprises six shareholder representatives and three employee representatives. They represent different stakeholders. Currently, the shareholder representatives on the Supervisory Board include representatives from the Ministry of Finance, the Ministry of Foreign Affairs, federal real estate agency Bundesimmobiliengesellschaft, the Austrian Federal Economic Chamber, and GESIBA. In the reporting period, one of the nine Supervisory Board members was female. The term of office for members of this governance body is five years. Details

regarding individual Supervisory Board members, such as function, remuneration, and end of the current term of office, are published annually in the Corporate Governance Report. Prospective or new Supervisory Board members are elected at the Annual General Meeting of the Supervisory Board. Currently, none of the Supervisory Board members holds an executive function at the company, preventing conflicts of interest. The Supervisory Board's internal rules of procedure regulate how conflicts of interest can be avoided. Members of the Supervisory Board are actively involved in sustainability at IAKW-AG through regular reporting on related developments at the company and presentation of the latest draft of the sustainability report prior to publication. Five Supervisory Board and two Audit Committee meetings were held in 2023. The Supervisory Board delegates management responsibilities to the Management Board by appointing its members. For critical issues, the Management Board reports immediately to the Supervisory Board. The Supervisory Board conducts self-evaluation and regular training in order to expand its collective knowledge. The procedure for determining the remuneration of the Supervisory Board members is decided at the Annual General Meeting.





#### d. Previous reports: Corporate Governance Report, Annual Press Release, Annual Report, Code of Conduct, Compliance

Because transparency is an important concern for the company, compliance with and fulfilment of the provisions of the Federal Government's Public Corporate Governance Code (B-PCGK) is a high priority. The Corporate Governance Report contains reports for the previous year from the Management and Supervisory Boards. This report is presented to the Annual General Meeting alongside the annual financial statements, and published online at [www.acv.at](http://www.acv.at). The company has its own risk management system which ensures that precautionary measures are taken wherever

er necessary. Made up of representatives of all the different parts of IAKW-AG, the Risk Management Committee draws up the company's risk management strategy, monitors measures, and reports regularly to the Supervisory Board. At the mid-point of each year, key figures from the previous year's financial statements are published in a press release. Here, the main focus is on income from event operations, current construction and modernisation projects, and international participant numbers. The Annual Report is also available in the register of companies.

Introduced in 2022, the company's internal Code of Conduct was developed to establish clear guidelines for ethical and legal behaviour in the workplace. It summarises the behavioural and ethical code and is binding for all company members. Obligations in terms of due diligence, application of the precautionary principle, and respect for human rights are set out in everyday language and broken down into the following sections: Team, Equal Opportunities, Health, Environmental and Social Sustainability, Transparency and Fairness, and Generally Accepted Accounting Principles. There are further guidelines in place governing successful collaboration for employees and leadership principles for managers. The board members and senior management serve as role models for these principles. The HR department, legal team, equal opportunities team, and Works Council serve as points of contact for questions related to these areas. Risk management, a sophisticated compliance system, and awareness training during employee meetings provide effective controls to ensure implementation.

In the event that these behavioural and ethical obligations are breached, an anonymous whistleblower system has been available since 2023, in addition to the well-established ombudsman's office (primarily for local residents), which is system is implemented in accordance with the Austrian Whistleblower Protection Act.



Employees in front of the entrance area

A link provided in the footer of the company's website enables stakeholders to initiate a procedure to flag negative impacts.



# 2.

## CREATION OF THE SECOND SUSTAINABILITY REPORT

- a. 2019 sustainability brochure provides starting point 16
- b. Materiality analysis process and materiality matrix 17
- c. First sustainability report for the 2020 reporting year 20
- d. Insights from the first sustainability report and requirements for the current (second) sustainability report 21





# 2.

## CREATION OF THE SECOND SUSTAINABILITY REPORT

### a. 2019 sustainability brochure provides starting point

The company compiled a compact sustainability brochure for the first time in 2019. The aim was to give a concise presentation of its various social and environmental commitments – in just a few pages, with the help of illustrative images and informative statistics. In the interests of sustainability, the brochure was published exclusively in digital form on the website, as a handy guide for all German and English-speaking customers, partners and stakeholders looking to get an overview in just a few minutes.

Feedback on the brochure was resoundingly positive. As the topic of sustainability became increasingly important in both internal and external communications, the decision was taken to build on this starting point and use it as a foundation for the subsequent development of the company's first sustainability report. Focused on 2020, the first full report was published in 2021. The overarching objective was to publish a report every three years that gradually complies with the internationally recognised GRI standards – aligned with the GRI standards to start with and then fully in accordance with them.

In the initial phase, sustainability consultants denkstatt were brought on board for a series of workshops designed to guide the process that would culminate in the publication of the company's first sustainability report.



### b. Materiality analysis process and materiality matrix

A joint process was set up and implemented with denkstatt in preparation for the Austria Center Vienna greening concept and the first sustainability report in 2021. Its aim was to prioritise the core environmental topics for the company based on ecological impact and stakeholder interest. denkstatt conducted an initial impact analysis, outlining the topics and their environmental effects, as well as the environmental indicators cited by the Austria Center Vienna. A materiality matrix for environmental topics was developed at a workshop on 4 August 2020 involving the Facility Management, Construction and Engineering, Event Management, and Communications departments.

Key internal and external stakeholders were identified as part of a stakeholder analysis. Due to the Covid restrictions in place at the time and the limited number of workshop participants as a result, the departments themselves were called upon

to represent external stakeholders for the process of evaluating the relevance of various topics (Event Management and Sales for customers; Management Board for owners and management; HR and all departments for employees; Communications for media, etc.)

The evaluation was conducted by representatives from various parts of the Austria Center Vienna (Management Board, Facility Management, Event Management, Construction and Engineering, Communications). These two evaluations (represented on the x and y axes) were used to jointly develop the materiality matrix (environment).

Renewable Energies, Energy Consumption and Visitor Mobility (last mile) were rated highest. At this point, mobility of guests internationally (travel/flights) was not given further consideration as it is an area that is only marginally influenced by the Austria Center Vienna.



Two further workshops on 1 and 22 October 2020 were used to formulate strategic objectives, target values and a programme of measures with responsibilities including time frames. These would be discussed in greater depth at a later point in time.

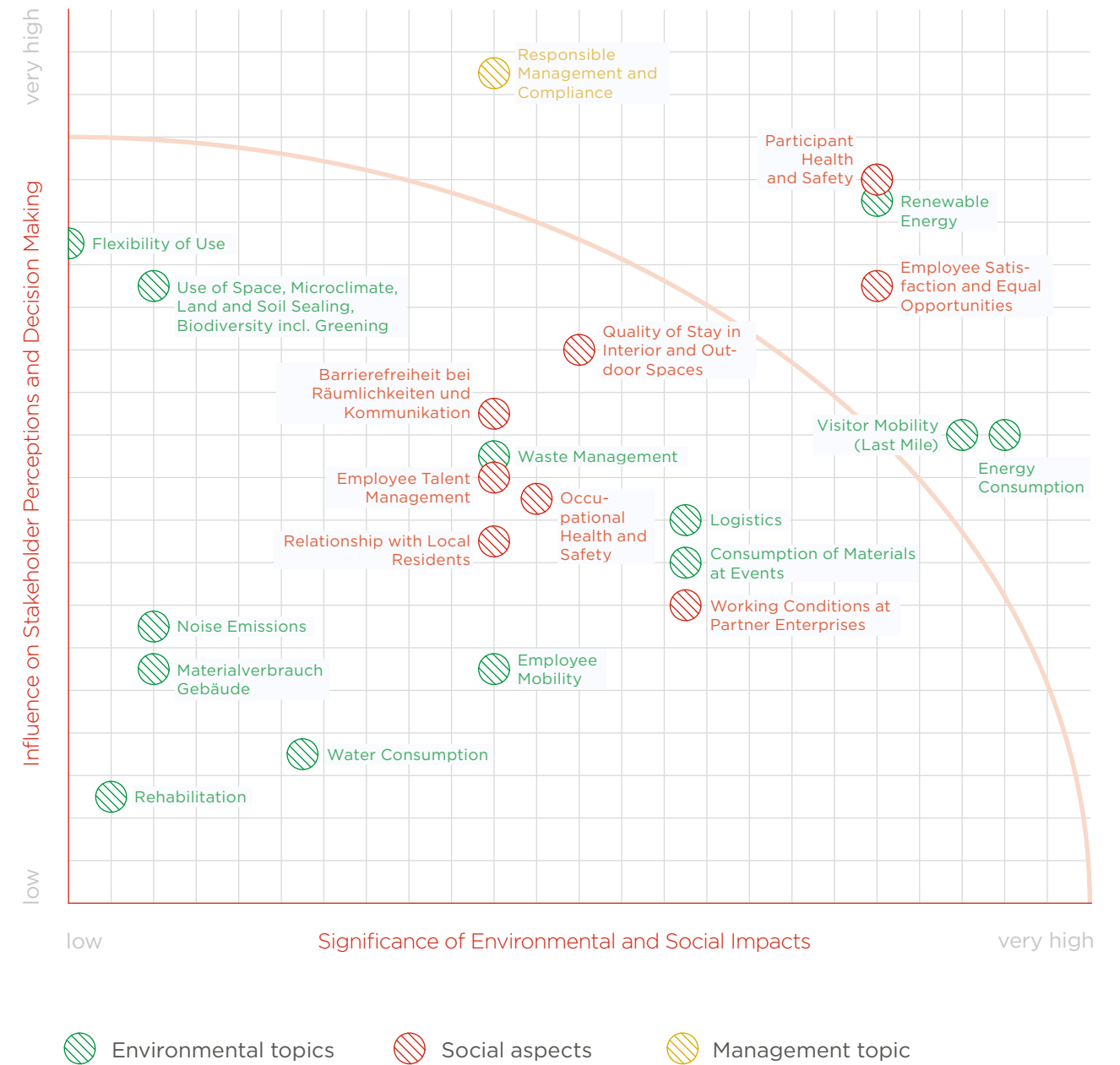
Subsequently, the topics were evaluated from the perspective of the different stakeholder groups affected by them. The project group at the workshops on 5 and 18 May 2021 comprised members of the Management Board, the HR department, the Sales and Event Management team and Marketing and Communications. Here, too, denkstatt first conducted a social impact assessment (factors: number of people affected/influence on quality of life). Subsequently, these topics were evaluated from the perspective of affected stakeholders – again, represented by different depart-

ments and units at the Austria Center Vienna. In terms of social responsibility, three areas were designated as particularly high priority: Employee Satisfaction and Equal Opportunities; Participant Health and Safety; and Responsible Management and Compliance. In addition, three environmental topics – Renewable Energy; Energy Consumption and Visitor Mobility (Last Mile) – were identified, taking the total number of focus topics to six as illustrated in the diagram opposite: These six topics and the associated measures are discussed in detail in the following chapters. The six chapters of this report discuss both the key indicators that were established and the specific measures of the sustainability program.



Sales team of the Austria Center Vienna

## Austria Center Vienna materiality matrix





### c. First sustainability report for the 2020 reporting year

The first full report was published in 2021. Based on the materiality analysis, it focused on six key areas detailing the current situation and future goals, with the help of collected data as well as excerpts from the comprehensive sustainability programme. This was accomplished in accordance with a standardised structure comprising the following questions:

1. Why this topic?
2. What do we want to achieve?
3. How do we want to achieve it?
4. When do we want to achieve it?



Greened wall in the main entrance area

### d. Insights from the first sustainability report and requirements for the current (second) sustainability report

In the interests of transparency and consistency, it was decided that the structure of the first sustainability report would also be adopted for the second report. This same approach applies to the excerpts from the company's sustainability programme, which has been regularly updated over the past three years.

To minimise redundancy, the decision was also taken to focus primarily on projects from 2021 to 2023, as well as those scheduled for implementation in the near future. In contrast to the first report, an English translation is planned to go with the German version to serve the needs of the international congress demographic. The content should be kept as concise as possible to facilitate readability. The six subject areas are dealt with uniformly according to the following questions:

1. Current situation
2. What has happened since 2021?
3. What are the upcoming objectives?

The necessary expertise was also built up within the company in the course of the first sustainability reporting process. As a result, this report has been prepared independently by the Communications team, with the different specialist departments serving as a source of information. The four-eyes principle – involving the Head of Communications and the Communications Officer – was applied when preparing this report. In addition, the draft report was presented to selected senior managers and the Management Board prior to review by the Supervisory Board.



# 3.

## EMPLOYEE SATISFACTION AND EQUAL OPPORTUNITIES

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- b. Great Place to Work 29
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- d. Talent development, education and training 33
- e. Development for female managers 35
- f. Active promotion of team building 36

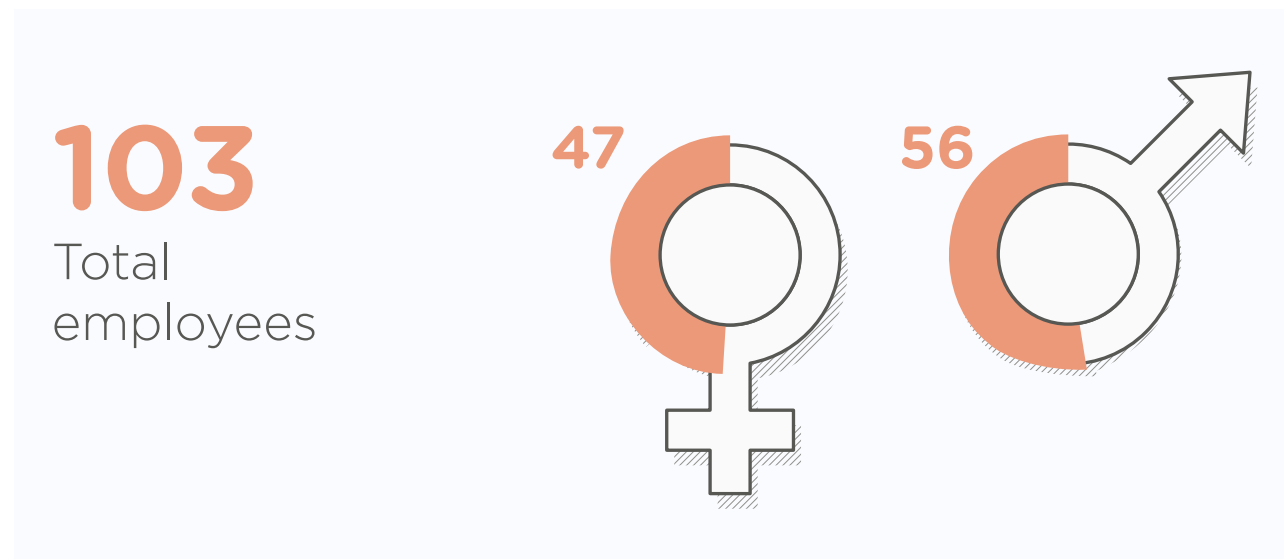




# 3. EMPLOYEE SATISFACTION AND EQUAL OPPORTUNITIES

a. Facts and figures:  
Austria Center Vienna staff in 2023

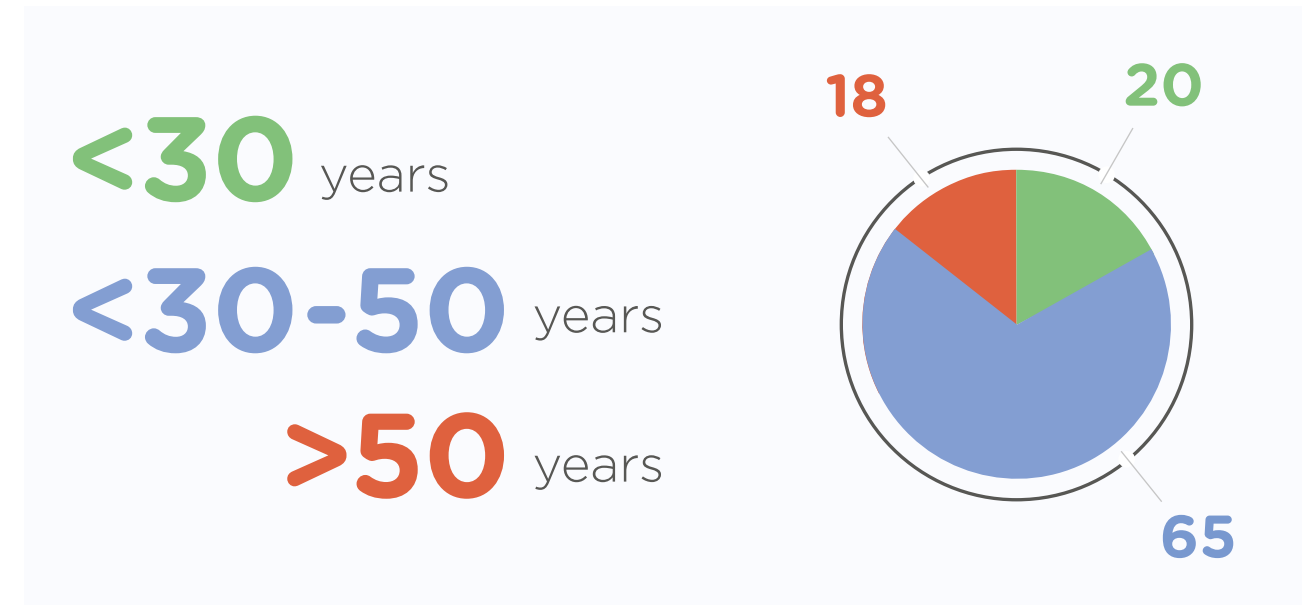
Number of employees by gender



Employees who have left the company (by gender)		
	Number	Rate
Female	6	12.77%
Male	3	5.36%
<b>Total</b>	<b>9</b>	<b>8.74%</b>

New hires (by gender)		
	Number	Rate
Female	5	10.64%
Male	6	10.71%
<b>Total</b>	<b>11</b>	<b>10.68%</b>

Number of employees by age



Employees who have left the company (by age)		
	Number	Rate
<30	1	5.00%
31-50	6	9.23%
>50	2	11.11%
<b>Total</b>	<b>9</b>	

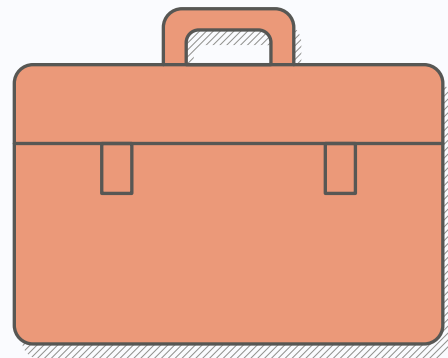
New hires (by age)		
	Number	Rate
<30	5	25.00%
31-50	6	9.23%
>50	0	0.00%
<b>Total</b>	<b>11</b>	



Number of employees by employment relationship

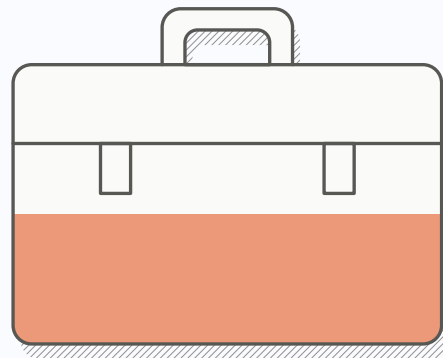
78

Full-time employees



25

Part-time employees

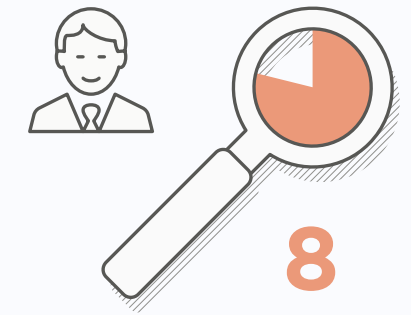


Employees who have taken parental leave	
Female	6
Male	0
<b>Total</b>	<b>6</b>

Employees whose return to work after parental leave was agreed	
Female	5
Male	0
<b>Total</b>	<b>5</b>

Employees who returned to work after parental leave	
Female	1
Male	0
<b>Total</b>	<b>1</b>

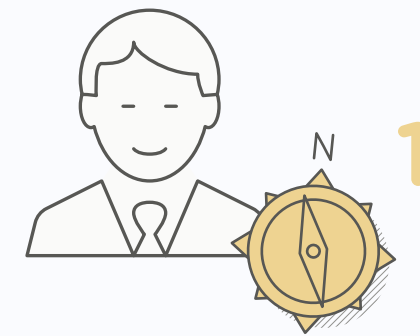
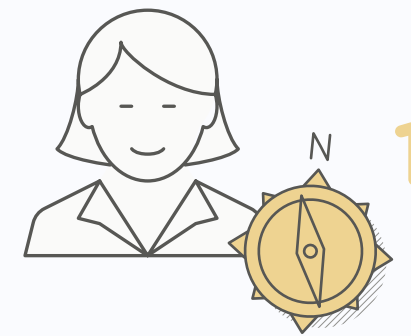
Number of governance bodies by gender (Supervisory Board incl. Works Council)



11 Total governance bodies

Number of governance bodies by age group	
<30	0
31-50	3
>50	8

Number of board members



2 Total board members



The tables presented under “Facts and figures” above provide an overview of the composition of employees at the Austria Center Vienna. All figures relate to the 2023 reporting year. The probationary period for new hires is regulated by law and is always one month. Employment contracts for new employees at the company are initially concluded for a fixed term of six months, after which they automatically become permanent agreements. A total of 103 employees are responsible for the majority of organisational activities at the congress centre. The collective agreement for IAKW-AG concluded between the Chamber of Commerce and the Austrian Trade Union Federation, as well as the works agreements made between the management and the Works Council, apply to all employees. Numerous benefits are extended to all employees, including

meal vouchers (daily choice of EUR 4.50 for restaurant, or EUR 1.30 for supermarket), a performance-related bonus model worth up to one additional month’s salary (some of which can also be converted into additional vacation days), use of a parking space (subject to payment in kind) and use of the company gym for a small fee (free of charge from 2024). All of the company’s employees are salaried. We partner with companies to cover demand during event peaks. The Austria Center Vienna offers its employees the opportunity to continue working for the company under a marginal employment model while they are on parental leave. This reinforces their loyalty to the company and makes it easier for them to return to work.

Annual total compensation ratio	
Ratio of total annual compensation of highest-paid person to median total annual remuneration of all employees	<b>1 : 4.12</b>

The annual total compensation ratio of the highest-paid person to the median total annual remuneration of all employees is 1:4.12. The calculation of annual total compensation excludes new hires, employees who leave the company and those on a leave of absence. For comparison purposes,

part-time employees were extrapolated to full-time, which may give rise to slight inaccuracies – particularly if their working hours changed during the year. There are no comparative figures for previous years as the annual total compensation ratio was calculated for the first time for this report.

Ratio of basic salaries	
Ratio of basic salaries between men (1) and women	<b>1 : 0.992</b>

The figures used to calculate the ratio of basic salaries were also extrapolated from part-time to full-time in the interests of comparability. They do not include allowances which are paid on top of the basic

salary, such as function allowances or company firefighter allowances, or variable remuneration, such as overtime pay or compensation for on-call duty.

## b. Great Place to Work

### Current situation

The Austria Center Vienna’s extraordinary role as the country’s largest testing and vaccination centre during the pandemic (2020-2022) had a significant impact on employees. During this period, the workforce temporarily jumped from around 100 employees to as many as 700. Open seven days a week, the centre was visited by millions of Viennese residents. The exceptional strain placed on the team as a result significantly impacted employee satisfaction, as the results of the 2021 Great Place to Work (GPTW) survey showed. Just 69% of employees thought their job was good “all in all” – compared to 83% in 2019. A clear negative trend was observable in most other areas, too, meaning that there was definitely a need for the company to take action.

### What has happened since 2021?

Starting in 2022, various measures were implemented in response to waning employee satisfaction levels.

- In February 2022, Corporate Communications developed a comprehensive employee survey that went into detail about the specifics of everyday working life at the company. Employees were invited to evaluate the most important topics in a total of 69 questions – voluntarily and anonymously – and were also given the opportunity to suggest improvements. A total of 44 questionnaires were completed and evaluated. As a result, four problem areas were identified that, in the employees’ eyes, required special attention:

- 1. Workload:** including unclear processes, shifting responsibilities, impromptu decision making and an inadequate work-life balance
- 2. Meeting culture:** too many meetings and a lack of rules
- 3. Team spirit:** diminishing sense of togetherness between departments, integration of new employees
- 4. Recognition:** career progression with the company, goal attainment and salary

- Several recommendations for action stemmed from these points and were implemented in the following months:

- 1. Cross-departmental task force: known as the A-Team,** it meets informally every two weeks and makes recommendations to the company, especially with regard to joint after-work activities and improvements to spaces that colleagues can use for breaks, meetings, etc. Consisting of around 10 people, the A-Team represents the interests of all departments and staff units as well as different hierarchies, with the purpose of improving team spirit throughout the company. It also provides an additional informal, bottom-up communication channel that complements the existing Works Council.
- 2. Clear guidelines** that define cooperation within the company. With the support of a consulting firm that specialises in change management, a number



of guidelines were drawn up, including meeting rules, a code of conduct as well as leadership and collaboration guidelines. These were presented internally and can be accessed at any time on the company hub.

**3. Leadership training for managers** as Agile Leaders, as well as phased implementation of company-wide objective key results (OKRs) with shared team goals.

**4. Regular (twice-yearly) employee satisfaction or pulse surveys** with a specific focus on the following four areas: workload, meeting culture, team spirit and recognition. The surveys, which only take respondents a few minutes to complete, give the company an opportunity to pinpoint trends at an early stage. By applying an anonymous format, they are also a good way for the company to solicit suggestions for improvement, which are then collated and presented.

**Results of the measures in 2023**

The diverse range of measures delivered an appreciable improvement in employee satisfaction within just one year. This was reflected both in the consistently high participation rates of between 45 and 61 respondents, as well as a noticeable upward trend in the ratings themselves.

The 2023 Great Place to Work survey reflected a significant improvement compared with 2021. With an 80% participation rate, 82% of employees rated their workplace as good “all in all” – a 13 percentage point increase over the value in 2021.

**What are the upcoming objectives?**

The internal pulse survey and the annual Great Place to Work survey in particular are both valuable tools for gauging employee satisfaction on a regular basis. The goal formulated in 2021 of continuously improving on the 2018 Great Place to Work benchmark performance still applies. While the measures taken so far represent a good start, they are far from complete.

Specific new measures for 2024, with more to follow in subsequent years, include:

- **Workload:** the scope of the option to convert parts of the bonus into vacation days has been extended compared to the previous year, and employees also have access to an occupational psychologist.
- **Meeting culture:** meetings continue to be kept as short as possible with new formats being introduced all the time, e.g. combining joint activities before or during the meeting, etc.

- **Recognition:** improved benefits, such as a free ticket worth EUR 365 for the Wiener Linien public transportation network (in exchange for giving up an employee parking space) and increase in the value of meal vouchers.
- **Team spirit:** the A-Team will continue to propose regular cross-departmental activities in 2024, which will be implemented partly by management and partly by the employees themselves.

Index-No.	Objective	Breakdown	Specific measure	Timetable
1.1	Improve on benchmark first Great Place to Work result	1.1.1	Draw up schedule for upcoming GPTW survey	Annual survey in progress
		1.1.2	Evaluate results from past surveys and derive measures based on findings	Ongoing, half-yearly pulse survey



Training and team-building events strengthen cohesion



## c. Familie & Beruf audit certificate

### Current situation

The Familie & Beruf audit certificate is a key indicator of the implementation of equal opportunities within the company. The Austria Center Vienna focuses on helping employees to balance work with their childcare and caregiving responsibilities, as part of its efforts to take the diverse age structure within the company into account. Basic certification in 2015 was followed by recertification in 2018 and 2021. The aim is to renew the certification in 2024.

### What has happened since 2021?

The company defines “family” as “employees with children, caregiving responsibilities, and couples”. In cases of doubt, a shared household is taken as the criterion for accessing benefits.

During the recertification audit, increased emphasis will be placed on employees without children, as they make up a significant proportion of the workforce.

The key focus has been on work-from-home arrangements, with a standard agreement allowing up to 40% of working hours to be completed from home – providing that it is compatible with the individual’s specific area of responsibility.

One key measure that has resonated particularly well is the childcare allowance. Currently a tax-free allowance for childcare up to a maximum of EUR 1,000 per child and year, it is offered to Austria Center Vienna employees at the maximum level permitted by law. By offering this financial support, this also helps employees with childcare needs to achieve a better work-

life balance. As a result, the company will continue to offer this allowance.

The company’s employees are in different phases of their lives. In order to provide them with the best possible support for the specific phase they are in and secure their ongoing loyalty to the company, we offer various part-time models – including retirement and part-time parental leave – which have been very well received. Leaves of absence – such as educational leave and parental leave – are also firmly established in the company. The company is actively promoting parental leave for fathers to set an example in terms of gender equality. And to make it easier for employees to return from parental leave, the company also offers the option of continuing to work under a marginal employment model.

To provide greater flexibility for employees when it comes to organising their working hours, a trial was conducted that permitted voluntary 12-hour working days. However, after the end of the trial period, the workforce decided to retain the 10-hour workday.

### What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Timeframe
1.2	Renew the Familie & Beruf audit certificate	1.2.1	Continue to offer childcare allowance	Ongoing
		1.2.2	Renew teleworking agreement for employees and continue to offer it post-Covid	Standardised work-from-home agreement concluded, evaluation ongoing
		1.2.3	Continue education leave and activate retirement and part-time parental leave models, especially for male employees; actively offer marginal employment during parental leave	Ongoing
		1.2.4	Hold another Family Day at the company	Needs and wishes to be checked with employees at the beginning of 2024, implementation in summer 2024 if desired

## d. Talent development, education and training

### Current situation

Talent development and continuing education aim to enhance employee satisfaction and equal opportunities. They are also an important element of professionalising the workforce and offering career development paths within the organisation.

### What has happened since 2021?

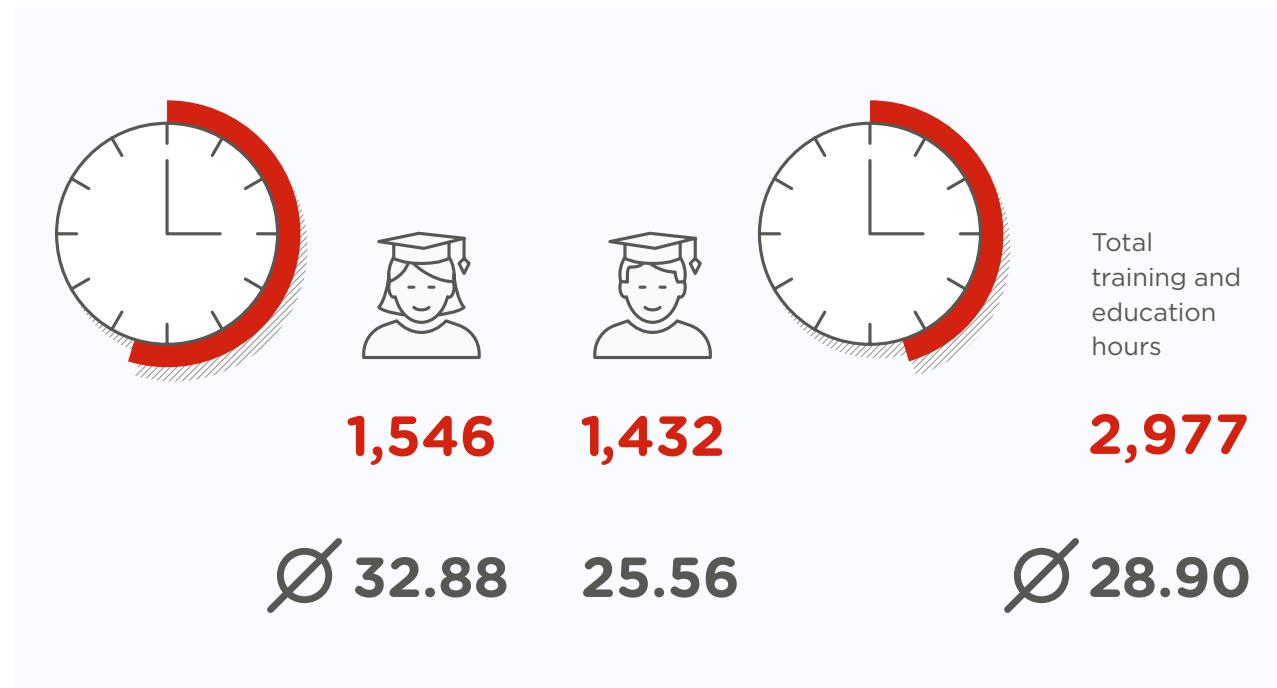
The company has developed guidelines for training and education measures, which are updated regularly. This gives all employees access to both general and specialist training measures, provided that they promote the development of both the individual and

the company.

The upper limit for reimbursing educational costs is currently EUR 1,000 per calendar year, and the upper limit for time spent on subsidised training and educational programmes within working hours is set at a total of one working week (39 hours) per calendar year. In both cases, totals can be aggregated over a period of three years.



### Training and education hours



#### What are the upcoming objectives?

The Austria Center Vienna focuses on employee training and education in all areas. In line with its commitment to making talent development even more professional in

the future, a separate training programme will be developed for young employees in spring 2024, under which career opportunities within the company will be evaluated in detail.

Index-No.	Objective	Sub-section	Specific measure	Time-frame
1.3	Talent development, education and training	1.3.1	Develop a training and education programme for young employees	2024
		1.3.2	Evaluate career opportunities within the company	2024

### e. Development for female managers

#### Current situation

Even today, many women still have to contend with a glass ceiling in the labour market. In response, the Austria Center Vienna has set itself the goal of actively promoting career advancement for women and specifically focusing on the development of female managers. This reflects the company's desire to improve equal opportunities.

internal promotion and training of women. Here, a special coaching programme for women that is run by external experts is worthy of particular mention. There is also a two-person equal opportunities team that provides information and advice on all equal opportunities-related issues.

#### What has happened since 2021?

The Management Board comprises one woman and one man, and the company has a high proportion of female managers. It is also committed to increasing the proportion of women in traditionally male-dominated fields. At IAKW-AG, this specifically relates to technical departments such as Construction & Engineering Services, Facility Management and Event Engineering. A uniform salary system ensures equal pay for equal performance, and various initiatives have been put in place for targeted

#### What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Timeframe
1.4	Development for female managers	1.4.1	Keep the equal opportunities office in-house	Ongoing
		1.4.2	Highlight equality at the company and proactively communicate it externally and internally	Ongoing
		1.4.3	Conduct regular management development training courses, including specifically for women	Ongoing



## f. Active promotion of team building

### Current situation

The Austria Center Vienna is committed to actively promoting team building. The exceptional working situation during the pandemic, which saw the majority of employees increasingly work from home, and offices only staffed by a single person to guard against the spread of infection, temporarily led to a sharp decline in joint activities. The new technical possibilities opened up by virtual Teams meetings led to an additional reduction in physical contact.

### What has happened since 2021?

The results of the 2022 employee survey (see Chapter 3.b. Great Place to Work) revealed a lack of team spirit – especially across departmental boundaries. As a countermeasure, the company management and the A-Team each initiated numerous joint activities during or after working hours.

For the most part voluntary rather than mandatory, they provided an opportunity for all employees to identify suitable formats for sharing ideas:

- An annual all-day employee excursion, e.g. a visit to the newly refurbished parliament building followed by dinner, or a hiking day followed by a visit to a wine tavern
- Ice skating at Vienna Ice Dream
- Summertime after-work get-together with drinks and snacks on the terrace
- After-work yoga session led by a professional instructor in the fitness room
- Shared breaks over table football and table tennis
- Employee-organised after-work activity, such as a pub quiz or bowling
- Employee breakfast twice a month
- Monthly meeting for all employees
- Physical activity (e.g. short walk) before management meetings
- Participation in the Business Run
- Christmas party – an employee survey was conducted in advance to determine the location

### What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Time-frame
1.6	Active promotion of team building	1.6.1	Conduct an internal survey to find out which team-building measures employees want the most	2024
		1.6.2	Plan regular team-building events for employees	Ongoing



Active break with table football



# 4.

## PARTICIPANT HEALTH AND SAFETY

- a. Maintaining high standards for safety and security plans 40
- b. Maintaining healthy catering offerings 43
- c. Developing innovative concepts (indoor/outdoor) 46





# 4.

## PARTICIPANT HEALTH AND SAFETY

On average, the Austria Center Vienna welcomes more than 100,000 participants to the venue every year. Consequently, it very quickly became clear in the social impact assessment that the topic of participant health and safety affects a large number of people. And as far as the company and its customers are concerned, ensuring visitor wellbeing on site is the number one priority. In this respect, the Austria Center Vienna

has been very well placed in numerous areas for many years now, and is constantly taking action to improve its strong performance. The Safety, Health & Security (SHS) Department is responsible for health and safety at the Austria Center Vienna. When it comes to participants' health, the department cooperates closely with exclusive catering partner MOTTO.

### a. Maintaining high standards for safety and security plans

#### Current situation

Safety and security are paramount at the Austria Center Vienna. This applies to the visitors, their data and the site itself. The Austria Center Vienna is very well placed in this regard, both in terms of structures and personnel.

A variety of structural, technical and organisational safety measures are taken that serve to enhance the security of access controls and monitoring of the ACV. These include a security control room that is staffed around the clock 365 days a year, door monitoring systems, video surveillance of critical areas, intrusion-detection

systems, alarm systems, and central monitoring and control of all technical facilities. An in-house security coordinator and security team are responsible for these systems. Security personnel who handle access or identity checks, personal protection and stand security are also deployed for events, in close consultation with event organisers.

In order to ensure the highest possible fire safety standards, the venue has an in-house fire service that carries out initial and wider-scale firefighting, as well as fire alarm and extinguishing systems (including an automated fire protection system for the entire site), more than 300 push-button fire alarms at exits, emergency exits and

entrances, water hydrants with wet and dry risers in the rooms and halls, around 750 fire extinguishers, and sprinkler systems. The Fire Safety Officer and fire wardens also handle fire safety at the Austria Center Vienna alongside the in-house fire service. At least three members of the in-house fire service must be present during each event hosted at the venue.

The Austria Center Vienna has installed central defibrillators and first-aid boxes to ensure optimum care in the event of a medical emergency. Many employees are trained first aiders and there is also a first-aid room with a bed, gurney and wheelchair. Depending on the type of event, a doctor or paramedic is also present.

An in-house security organisation system ensures that standardised emergency procedures can be implemented at events in consultation with customers. The company's emergency manual and crisis management guidelines for a range of different scenarios, and an optimised escape route concept based on computer-aided simulations ensure that the venue is well prepared to deal with emergency situations. The Data Protection Officer is responsible for data protection at the company, which includes safeguarding visitors' personal data.

The aim is to maintain the highest standards for all of these safety and security concepts and structures, and enhance them wherever possible.



The ACV has an in-house fire service



### What has happened since 2021?

Various steps have been taken to ensure that the company continues to meet the highest safety and security standards:

- Regular checks of security systems
- Annual crisis plan updates
- Regular training and development courses for in-house fire service members
- Refresher courses for first aiders every two years
- Annual safety briefings
- Regular compulsory safety training for all employees

- Regular drills for the crisis task force
- Joint training visits for the in-house fire service to see examples of best practice in action

Incidents that affected participant health and safety	
Health	0
Safety	0
<b>Total</b>	<b>0</b>

Note: the in-house fire service was deployed twice in 2023, freeing a total of six people who were stuck in lifts. No accidents involving injuries were reported.

### What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Time-frame
2.1	Maintain high standards for safety and security plans	2.1.1	Update crisis plans annually (including with regard to the risk of terrorist attacks)	Ongoing
		2.1.2	Compulsory safety training for employees at regular intervals	Ongoing
		2.1.3	Ongoing optimisation of current safety standards	Ongoing
2.2	Proactive dialogue with customers regarding participant health and safety	2.2.1	Continued focus on these topics in contract formulation and sales	Ongoing
2.3	Raise awareness of participant health and safety among participants and the general public	2.3.1	Advertisements on the website, in (digital) brochures, in communications with specialist media and in newsletters sent to partners and customers	Ongoing

## b. Maintaining healthy catering offerings

### Current situation

As the country's first green conference centre, the Austria Center Vienna has always attached great importance to working with certified partners. Catering in particular can play a part in enhancing sustainability, as well as contributing to improving participants' health. This is why the Austria Center Vienna collaborates with catering partner MOTTO – also certified in accordance with the Austrian Umweltzeichen ecolabel, MOTTO specialises in catering for green meetings and events.

Its healthy range includes food tailored to specific dietary needs, such as gluten- and lactose-free, as well as vegan and vegetar-

ian. MOTTO Catering sources ingredients from carefully selected regional suppliers and cooperates with farmers in the local area. This removes the need to transport produce over long distances, ensures that high-quality, regional products are used, and promotes sustainable business practices. In the case of products that cannot be sourced locally – such as coffee, tea and chocolate – the company takes steps to ensure that they are grown organically and producers are paid fair prices. MOTTO Catering also ensures that waste is disposed of responsibly and takes steps to convince customers of the benefits of choosing healthy and sustainable food options where possible.



The company mainly supplies dishes made with seasonal and regional produce.



The aim is to continue offering healthy catering and draw customers' attention even more strongly to the advantages of regional choices, vegetarian and vegan options, as well as certified organic ingredients.

Our catering partner MOTTO has strengthened its focus on advising customers and persuading them to make informed choices. From the time a quotation is submitted, there is a strong emphasis on regional, seasonal produce. If customers have special requests – strawberries in winter or papaya salad, for example – MOTTO suggests creative alternatives that avoid such non-regional products, or takes steps to at least ensure that fair-trade products are procured.

In order to keep meat consumption low, MOTTO initially only offers vegetarian and vegan menus. Customers are invited to tastings where they can see for themselves just how tasty vegetarian cuisine can be. By doing so, MOTTO encourages customers to try new options and increase the proportion of vegetarian and vegan meals they select. Alcohol consumption at events is another key topic. Under the guidelines drawn up by the Austria Center Vienna, only non-alcoholic beverages are served at daytime events, and alcoholic drinks are only offered in the evenings during an event. The Austria Center Vienna cooperates with MOTTO in order to persuade customers of the advantages of this approach.

If customers have specific requests, they are offered sustainable alternatives. For instance, if a customer insists on single-use products, only those made from sustainable materials – such as corn starch – are used in order to avoid plastics and reduce waste. For MOTTO, healthy catering is also about focusing on sustainability as a matter of principle – which benefits everyone's health in the long run. Tap water dispens-

ers are provided instead of still mineral water at large-scale congresses, and when it comes to menu design, the focus is on products that can be used in various ways and in several different dishes. One example is chicken: this can be served as lemon roast chicken on the first day of the event, followed by chicken curry on day two. Meanwhile, bread rolls can be offered as an alternative to sliced bread (which would have to be disposed of on the same day). This helps to prevent overproduction.

Healthy catering is also promoted on the companies' websites, in digital brochures and using other media that target customers, event participants and the general public.

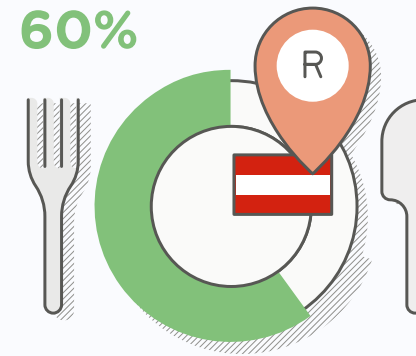
#### What has happened since 2021?

At present, 60% of the dishes created by our in-house catering partner feature locally sourced ingredients only. In all, 40% are suitable for vegetarians, while vegan options account for 10% of the total. 12.4% of dishes are currently prepared using exclusively certified-organic ingredients.

In the course of its Umweltzeichen ecolabel recertification, MOTTO Catering set itself the target of increasing the proportion of dishes made solely from organic ingredients by 3% a year.

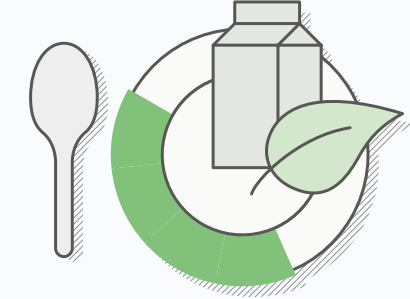
#### Proportion of healthy food options served at events as a share of the total offering

60%



Proportion of dishes made exclusively using locally sourced ingredients

40%



Proportion of vegetarian dishes

10%



Proportion of vegan dishes

12,4%



Proportion of dishes made exclusively using organic ingredients

#### What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Time-frame
2.4	Continue to offer healthy catering options	2.4.1	Maintain high quality of vegetarian and vegan options offered during events	Ongoing
2.5	Ensure daytime events remain alcohol-free	2.5.1	Compulsory safety training for employees at regular intervals	Ongoing

## c. Developing innovative concepts (indoor/outdoor)

### Current situation

The event industry is going through a period of upheaval, so now is the ideal opportunity to introduce new concepts and modernise the technical facilities at the Austria Center Vienna – and also to act as a key driver of innovation in the event industry. Innovative event concepts can help to achieve a number of different goals. They can serve as a means to enhance safety at events – even during a pandemic, as the ACV showed with its hygiene plans and antigen testing lanes. What's more, green meetings and events, greening outdoor spaces and staging hybrid meetings can help to focus attention on and enhance sustainability in the industry. The emphasis needs to be on implementing and fine-tuning innovative event concepts like these.

### What has happened since 2021?

## Green meetings

In 2014, the Austria Center Vienna became the first conference venue in the country to be certified in accordance with the Austrian Umweltzeichen ecolabel. In the meantime, it is now also a licensed partner for green meeting and green event certification. This means that the ACV can certify events that apply for the Umweltzeichen for Green Meetings and Green Events, in accordance with Ecolabel Guideline UZ62. The Austria Center Vienna offers customers this service free of charge. The in-house green meet-

ings team also provides customers with tailored advice on how they can obtain certification for their event at the venue.

Green meetings/certified events must meet mandatory criteria in nine different areas. Events can also collect the points required for certification by fulfilling as many optional criteria as possible. The key criteria that need to be met relate to mobility and climate protection, accommodation, the venue, procurement, materials and waste management, exhibitors and stand assembly companies, catering, communications, social aspects, and event equipment. A large number of points are awarded in the venue category simply by staging an event at the Austria Center Vienna.

The certification service has been well received. Until 2021, the number of certified events averaged between two and five per year, but thanks to proactive advertising and consultation, the figure rose significantly in 2022 and 2023, to ten certified green meetings and green events per year. Part of the Event Management department, the green meeting team was expanded in order to meet the growing demand for support in this area.

## polySTAGE – a technological world-first at the Austria Center Vienna

Unveiled in the entrance hall in 2023, the polySTAGE is Europe's largest kinetic LED installation, with 310m<sup>2</sup> of high-resolution LED screens. Comprising 52 individually controllable LED panels and three large LED displays, the polySTAGE opens the door to a wide range of immersive event concepts.

A portmanteau of the ancient Greek word poly (many) and stage, the name

polySTAGE reflects the multitude of staging possibilities available with the new system. It can transform various settings – a registration area, exhibition or stage – in next to no time. Over 200 people were involved in the design and installation of the polySTAGE. It is a true USP that will add to Vienna's standing as a congress location. Attending scientific lectures alone is not enough to justify long trips, as most of these presentations are already available online as streams anyway. But the numerous new contacts that can be cultivated by meeting people at in-person events and the unique congress ambience are. There is clearly a growing trend towards turning events into occasions that also leave a strong emotional impression.



Content displayed on the polySTAGE's LED screens



## Greening outdoor areas

Rather than taking place exclusively indoors, events are increasingly incorporating outdoor elements as well. The process of greening the terraces and outdoor spaces at the Austria Center Vienna got under way in 2021. In line with the venue's commitment to boosting sustainability, the aim is to renature sealed surfaces and ensure that the natural environment plays a more prominent role in everyday life as well as at events.

Greening of terraces G and K on level -2 and the rooftop terrace on level 3 was completed in spring and summer 2021. On the rooftop terrace, ten broadleaf trees were planted in modern planters, alongside shrubs and grasses, which create a beautiful, elegant pink and blue backdrop. The terrace also has an automatic watering

system. Inspired by the idea that "outside is the new inside", terraces G and K were transformed into Hamptons-style islands of greenery where participants can take time out during breaks, and which provide an exceptional setting for events and side events.

In addition to the focus on creating green-filled customer spaces in 2022, landscape architects grünplan were commissioned to analyse of feasibility of extensive greening of the terraces on levels 3 and 4. In the long term, greening of the 4,000m<sup>2</sup> sealed area would not only increase biodiversity, but also improve climate resilience (by reducing overheating) and make the space more attractive overall.



The greened rooftop terrace is an inviting place to while away the time

In view of the anticipated high costs, and as the feasibility study for the installation of a PV system was also under way, the decision was taken in 2023 to initially carry out a trial using pre-cultivated sedum trays supplied by the company Mobiles Grün. The plants were put in place in May 2023. An assessment is being carried out as to whether and how extensive greening of the rooftop spaces – which are highly exposed throughout the year and become very hot during the summer – will work without watering. This will serve as the basis for considering the possibility of large-scale greening of the terraces in future.

## Hybrid meetings

Advances in digitalisation are also shaping the event sector. Digital elements are turning congresses into even more international events, and democratising knowledge by

reaching out to the experts of the future. A mix of conventional and virtual components, hybrid meetings combine the best of both worlds, as personal contact and the emotional side of an in-person congress cannot be replaced by virtual formats.

The Austria Center Vienna has a wealth of experience with hybrid meetings after staging the European Congress of Radiology – one of the biggest hybrid conferences in the world – for many years, but this has not stopped the venue from developing a steady stream of innovative options for hybrid events in recent years, and it can now offer customers use of a new green screen studio, a virtual living room, LED walls in the halls, as well as live feeds from outside.

These innovative hybrid offerings are constantly being refined. In future, the polySTAGE will allow for the integration of hybrid elements such as presentations, discussions and interactive social walls.

### What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Time-frame
2.6	Increase the number of certified green events (20% of the total)	2.6.1	Proactive sales, create incentives, expand free consultation services	Ongoing
		2.6.2	Active promotion on the website, in press work, through advertisements, etc.	Ongoing
2.7	Develop innovative event concepts	2.7.1	Expand digital offerings (polySTAGE, screens, etc.) in order to reduce material consumption	Ongoing
		2.7.2	Offer sustainable alternatives if certification is not possible or requested	Ongoing



# 5.

## VISITOR MOBILITY (LAST MILE)





# 5. VISITOR MOBILITY (LAST MILE)

## Current situation

Approximately 98% of all energy and mobility-related CO<sub>2</sub> emissions are attributable to flights taken by international visitors. As a result, the environmental impact of flights is of a different magnitude and is considered separately from the scale for the ACV environmental impact assessment. However, visitors' behaviour over the "last mile" – i.e. the way they travel to and from the congress centre once they get to Vienna – can make a significant contribution to achieving ecological goals. Moreover, the additional focus on hosting local amenities and events such as the vaccination and testing lanes, Christmas parties, balls, the Spielefest games fair and corporate events has brought about a significant reduction in the average distance that participants travel to get to the centre, which has had a tangible influence on the overall environmental footprint.

Due to its complexity, the topic of visitor mobility involves multiple departments. Responsibility for providing the public with general information about travel options falls under the remit of Marketing & Communications, which is why traveling to the venue by public transport is a recurring theme on the company's website, social media channels and its media communications. The Sales and Event Management departments advise customers on the various public transport options that are open to their participants.

## What has happened since 2021?

The congress centre is located right next to the Kaisermühlen subway station, meaning that it only takes a few minutes to reach the venue from the city centre. Information on the website and info packs for organisers draw attention to this and travelling by public transport is expressly recommended. This proved to be sustainable during the fight against the pandemic, with up to 20,000 people arriving each day for testing or vaccination between 2020 and 2023. During this period, the infrastructure for cyclists was also significantly increased due to strong demand: there are plenty of bicycle racks on the square directly in front of the main building and a map showing bike lanes has been added to the website. Congress participants are given information about nearby bicycle and e-scooter rental stations and the various cycle path navigation apps available to them.

The outstanding public transport offering is not just confined to the last mile: Vienna has ranked among the best connected cities in the world for rail travel for many years now. And to ensure that it stays that way, Austrian National Railways (ÖBB) is introducing new services all the time – including new night train connections between Vienna and destinations all over Europe.

The Austria Center Vienna's goal is to raise awareness of this option among event or-



Visitors can travel to Vienna from all over Europe on the ÖBB night trains

ganisers so that as many congress visitors as possible take advantage of this attractive and sustainable alternative to short-haul flights in continental Europe.

In addition to promoting convenient travel, landscaping and installation of outdoor furniture on the square outside the venue was initiated in 2022 to further enhance the quality of stay for visitors. Previously used for large-scale congresses, the taxi pick-up/drop-off point that was in operation on the main square until 2020 has since been relocated to the parking deck.

Occasional flashpoints caused due to the mix of visitors from different congresses, local residents accessing the site and the presence of cars on the main square are now a thing of the past.

In order to get a better feel for the emissions actually caused by visitor mobility and the supply chain, work to partially assess other indirect GHG emissions, i.e. Scope 3 emissions, will start in 2024.

## What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Time-frame
3.1	Make hybrid events a standard part of the offering	3.1.1	Develop packages, create technical specifications, train employees and carry out marketing	Ongoing
3.2	Reduce the CO <sub>2</sub> footprint from participant travel in the long term	3.2.1	Send letter to existing customers requesting information on modes of travel (air, road, rail) in order to identify potential CO <sub>2</sub> savings	Ongoing

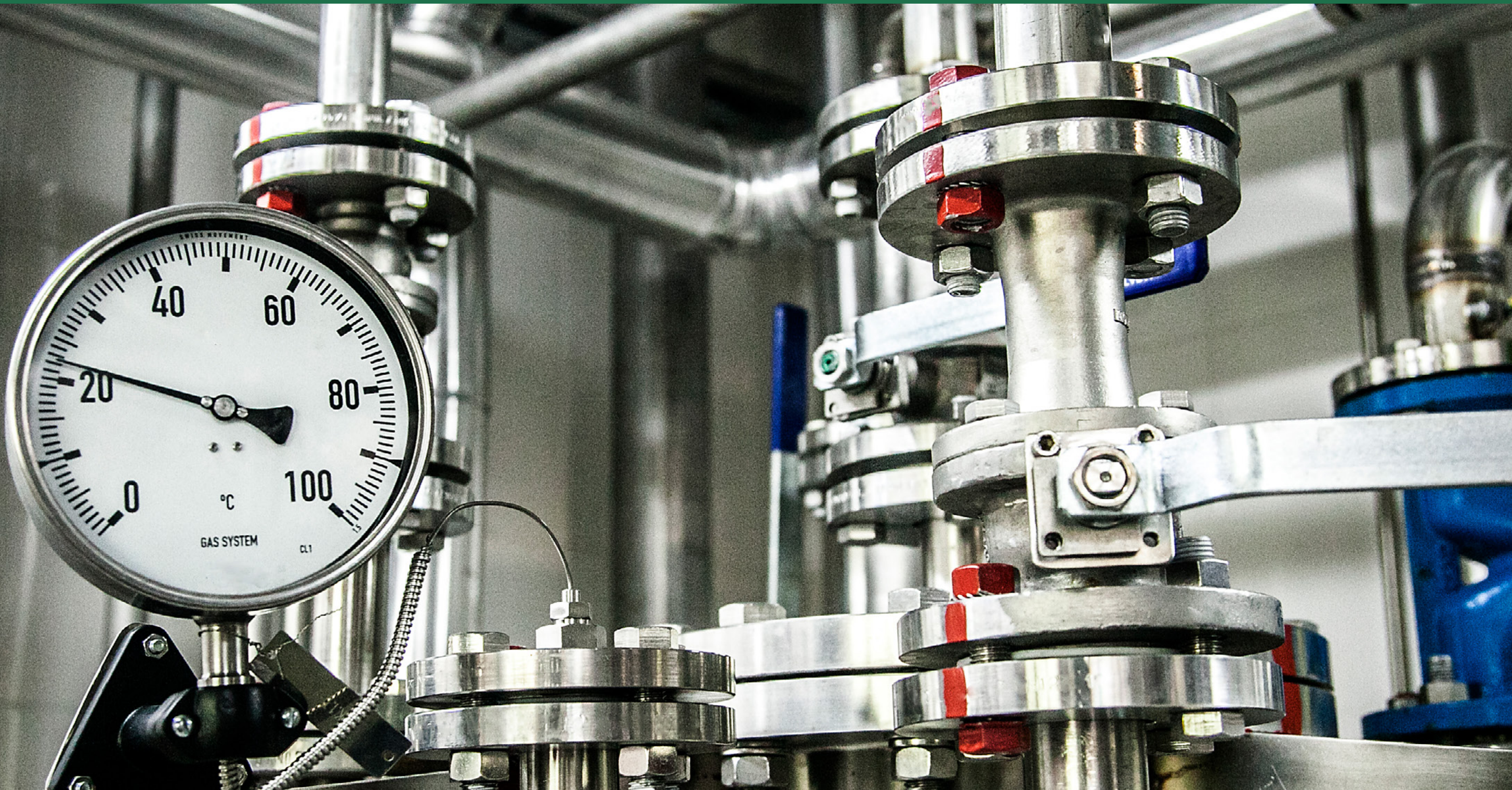


# 6.

## ENERGY CONSUMPTION

- a. Measures aimed at reducing energy consumption 56
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- d. Renovated/new buildings 66

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# 6. ENERGY CONSUMPTION

## a. Measures aimed at reducing energy consumption

### Current situation

Energy is a scarce resource and its consumption is harmful for the environment. Depending on the primary energy source, district heating and electricity generation have differing effects on the environment, due to air pollution (CO<sub>2</sub>, NO<sub>x</sub>, CO and fine particulates), hazardous waste, as well as soil and water pollution. Alongside environmental factors, conserving resources and, in turn, saving costs are also important financial considerations for the company. The challenge also lies in gradually upgrading architecture and technology dating back to the 1980s in line with the requirements of a modern congress centre – including in terms of the wellbeing of event participants, as well as the efficiency of lighting and air conditioning systems. Management of energy-related matters is the responsibility of the Facility Management Department.

### What has happened since 2021?

In accordance with the Austrian Bundesgesetz über die Steigerung der Energieeffizienz bei Haushalten, Unternehmen und dem Bund (Energy Efficiency Act), the company has made a commitment to undergo external energy audits. In 2023, the ACV was the subject of a precise technical

analysis carried out as part of an external technical energy audit (by auditors denkstatt & enertec). This included an evaluation of action taken in recent years, as well as an appraisal and prioritisation of future measures.

Also in 2023, the Scope 1 and 2 corporate carbon footprint for 2021 and 2022 was calculated, with the support of denkstatt. This formed the basis for an emission reduction path in line with the Austrian federal government's climate goals.

### Developments since the 2019 energy audit

Comprehensive upgrades on the ground floor and first floor have been implemented since the last audit. The spaces on these levels were completely gutted and remodelled. The related building technology adaptations included improvements in lighting by fitting LEDs in all lights, renewing all horizontal ventilation ducts and modernising the ventilation systems. Although its impact on energy consumption cannot be quantified, another important change was the improvement of visitor flows by means of a new signage system in the event spaces – this reduces the number of ancillary areas where air conditioning is needed during events, as visitors do not need to walk as far when moving through the venue.

The company is also in the process of equipping all electricity sub-distribution boards with a separate load metering system, in order to enable the collection of information on electricity load profiles for events of different sizes, which will be used for internal efficiency benchmarking. As no events were staged for extended periods in 2020 due to the Covid-19 pandemic, it was possible to draw detailed conclusions regarding losses in the service water system. The warm service water supply system remained virtually unused during those periods, meaning that all consumption at these times was attributable to system losses as a result of circulation. Based on this finding, the decision was taken to remove the

circulation pipes for all small offtake points and switch to electric through-flow heaters. However, this is not practical for the large central washrooms in view of the peak power requirements.

Escalators are now largely switched off outside operating hours and not left in standby mode, although the precise amount of energy saved by doing so is virtually impossible to quantify.

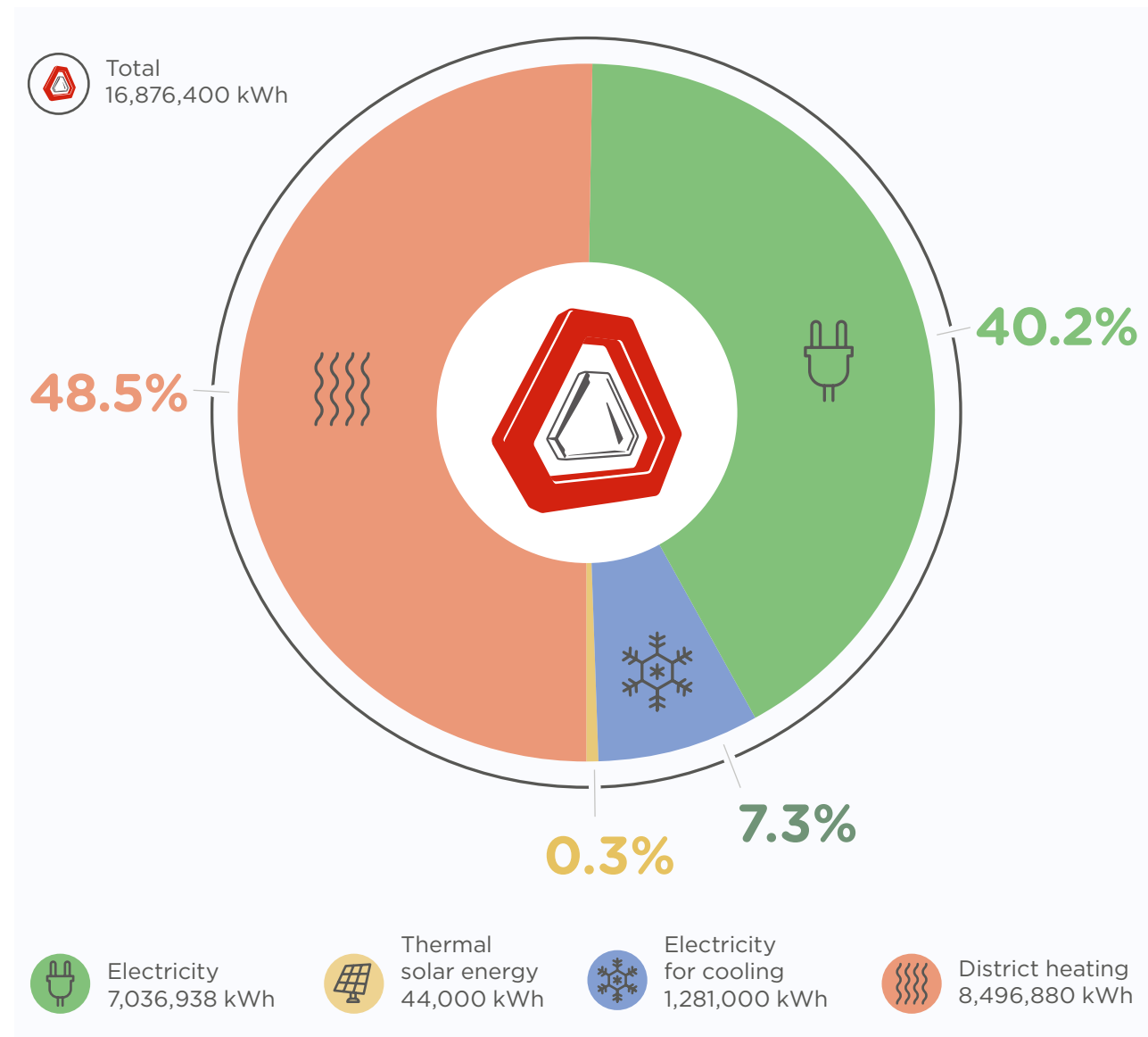
### Completed and current measures with measurable energy-saving effect

Ranking	Measure	Potential energy savings [kWh/a]	Implemented [YES/No] and comments
1	Removal of mobile air conditioners	16,000	Approx. 40 small mobile devices (room devices) were removed. Assumptions for estimating energy savings: P <sub>el</sub> = 800 W/device Full-load hours = 500 h/a
2	Reduction in escape route lighting units to required number	117,559	Approx. 3,400 LED emergency lights were installed at the ACV in accordance with the ÖVE/ÖNORM E 8002 standard. The costs of the emergency lights amounted to around EUR 500,000. 1,230 of the emergency lights removed used conventional bulbs. Assumptions for estimating energy savings: P <sub>el</sub> (conventional bulbs) = 8 W/bulb P <sub>el</sub> (LEDs) = 3 W/LED Full-load hours = 4,380 h/a (continuous night-time operation)
3	Modernisation of ventilation systems (fans, heat recovery, frequency converters, new control systems)	306,663	All of the ventilation equipment on level -4 and about 60% of the equipment on level 5 was renewed. The upgrades of the ventilation systems, including those in the halls, are scheduled for completion by the end of 2024. The fan speed is currently controlled on the basis of the pressure specifications. Introduction of control by means of air quality sensors (CO <sub>2</sub> sensors) is planned over the next few years.

Data: denkstatt & enertec GmbH



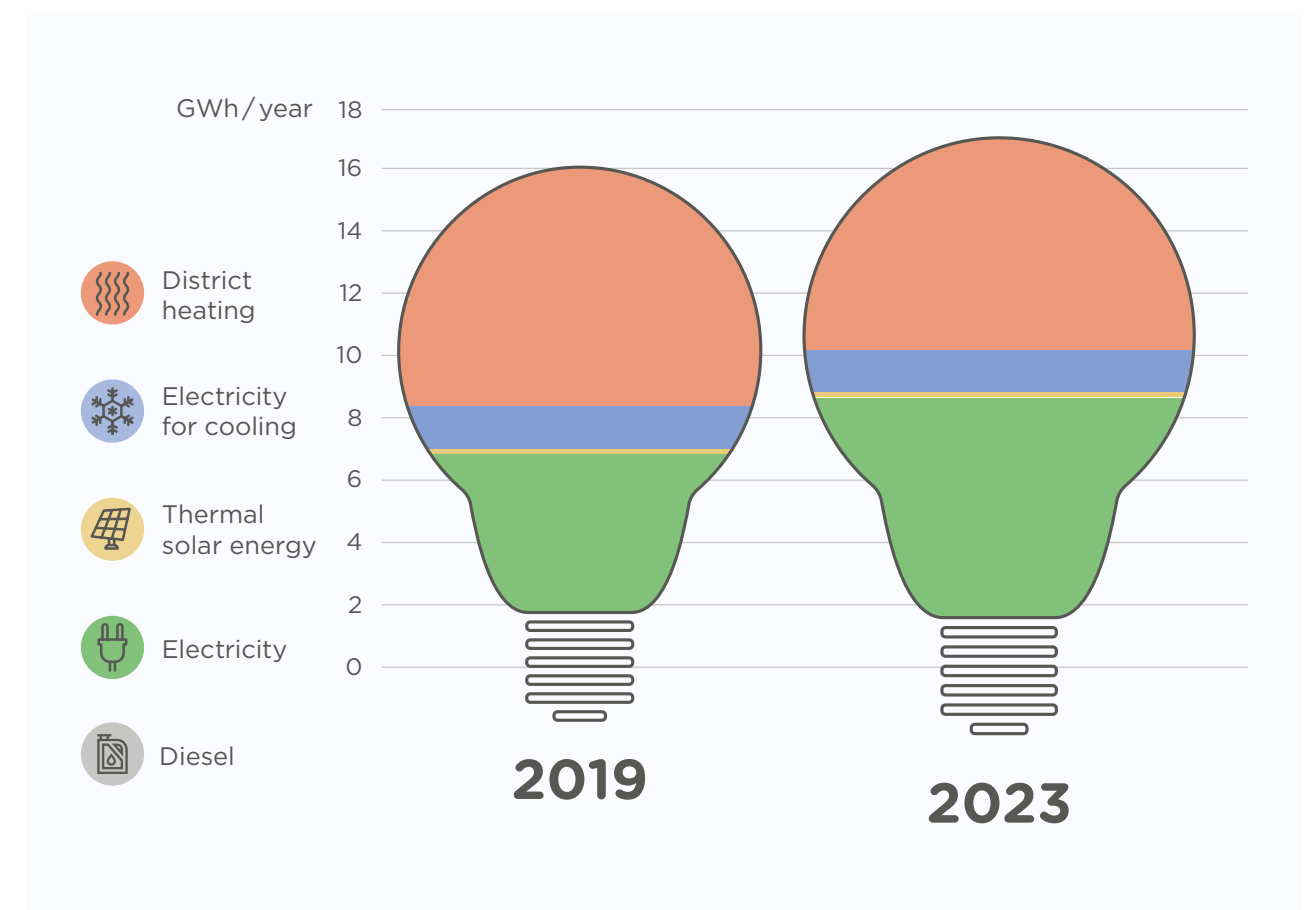
Energy consumption and energy mix (buildings), 2022



Data: denkstatt & enertec GmbH

Energy consumption totalled around 17 m kWh in 2022, with district heating (48.5%) and electricity (40%) accounting for by far the largest proportion.

Comparison of total energy consumption by energy source and sector for the 2019 and 2023 reporting years (metering data from 2018 and 2022 respectively)



Data: denkstatt & enertec GmbH

Absolute energy consumption rose by 9.1% between 2018 and 2022. Most notably, consumption of district heating increased by around 11.6%, while general electricity consumption remained virtually unchanged and the amount of electricity used for cooling fell by 7%. Power loads were high

in both years: in 2018 events were held at the ACV as part of Austria's EU Council presidency, and in 2022 the venue housed a coronavirus vaccination and testing facility as well as an advice centre for refugees from Ukraine.



## b. Scope 1 and 2 corporate carbon footprint (CCF)

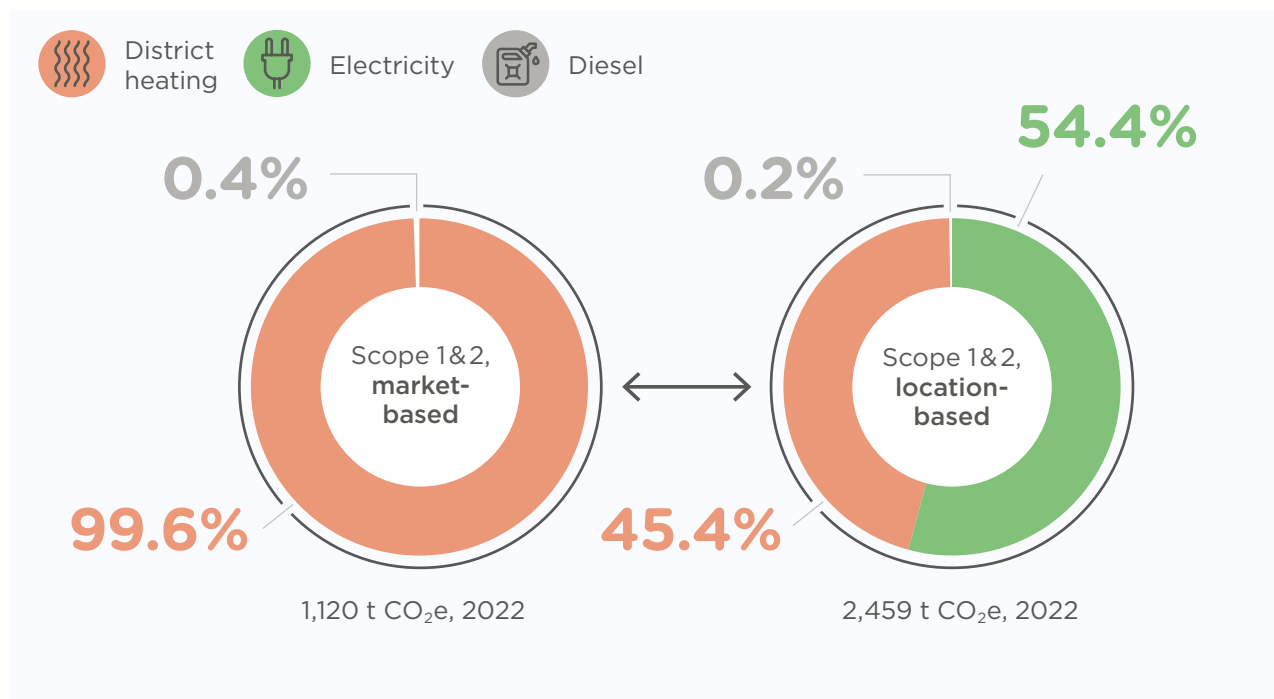
Also in 2023, the company's Scope 1 and 2 corporate carbon footprint – which takes into account emissions of gases that damage the climate by the company and its energy suppliers – for 2021 and 2022 was calculated with the help of consultants denkstatt.

Location-based emissions relate to physical consumption on site. The calculation was based solely on the average emissions from the local grid that supplies energy. In contrast to location-based methods, the determination of market-based emissions focuses on the individual company and its contractual agreements with market participants. Market-based emissions are related

to the amount of energy purchased by a company, which differs from the volume of energy generated by the local grid. For the example below, the location-based figure includes district heating as well as electricity consumption. The latter does not form part of the market-based calculation because the company only uses green power, which is classed as climate-neutral.

As a result, the location-based Scope 1 and 2 CCF is 2,459 t CO<sub>2</sub>e, while the market-based figure is significantly lower, at 1,120 t CO<sub>2</sub>e.

### Comparison of location-based and market-based calculation



Data: denkstatt GmbH

### What are the upcoming objectives?

Nine measures were examined and assessed in the course of the energy audit and drafting of the emission reduction path.

- **Measure 1:** Needs-based reduction of air flow volumes (based on 100% fresh air) in event rooms, depending on occupancy

This measure was originally specified in the 2019 audit. The calculated savings from that year were carried over, as there had not been any changes in airflow volumes or control systems since then. As mentioned above, the ACV plans to implement this recommendation through the future use of CO<sub>2</sub> sensors for dynamic fan speed control based on the occupancy of the event spaces and meeting rooms concerned.

- **Measure 2:** Turning off LED walls and electronic displays instead of switching to standby

IAKW's Technical Director has introduced regulations which require various LED walls and info screens installed in the building to be switched on and off manually by the event technicians before and after events. This was previously avoided due to the fear of wearing out the power supply units early on in their service life.

Power consumption measurements carried out by the ACV showed that a combined increase of 5% in annual electricity use is attributable to the devices in question.

- **Measure 3:** Installation of a 3 MWp PV system

The ACV's management plans to install a photovoltaic array, potentially covering all spaces that can be put to commercial use. External experts were engaged to carry

out a feasibility study, which concluded that the IAKW site would have space for a 2,972 kWp array, if all of the available spaces were utilised.

- **Measure 4:** Adjust target values for ventilation to actual system performance

It was found that the Vergabe- und Vertragsordnung für Bauleistungen (Construction Contract Procedures; VOB) specify a target supply air moisture level for the ventilation system of 6.5g/kg. However, the cold water temperatures at the ACV are not sufficient to achieve this level of dehumidification – a cold water temperature of around 0°C would be necessary with the dehumidification coil currently installed. If the regulations are interpreted correctly, the difference between the actual and rated capacity for HVAC systems should be the same as the difference between the actual external air conditions and the rated capacity. This is not the case with the current system, though, because the dehumidifier runs at 100% capacity in spite of the moderate average temperature on a typical summer's day.

With this in mind, it is recommended that the design blueprints for the ventilation systems be reviewed in order to gain an overview of how the various systems were laid out and how they need to be operated as a result. If indoor conditions were to become less pleasant as a consequence, retrofitting would be required.

- **Measure 5:** Removal of circulation pipes

This measure was also drawn up by the ACV. During the first Covid-19 lockdown, the technical management unit drew detailed conclusions regarding circulation losses in the warm service water supply system, as any consumption could only have been caused by such losses.



The decision was then taken to switch to electric through-flow heaters to the greatest possible extent. However, this is not possible in the WCs connected to the large halls due to the capacity of the connections required.

- **Measure 6:** Insulation of the floors in Halls X1/2/3 against outside air

IAKW's management plans to insulate the floors in Halls X1, X2 and X3 against outside air. External building physics engineers carried out a feasibility study, comparing several alternatives that used different insulation materials and thicknesses. This measure includes fitting dowelled wood-fibre or mineral-wool boards on the ceiling of the car park. A detailed examination of the building component geometries in the parking facilities was then carried out.

- **Measure 7:** Software-based disabling of humidifiers in dehumidification mode

The VOB recorded simultaneous operation of the dehumidification coil and the spray humidifiers in ventilation and dehumidification system D1. Incidents such as this



The climate control center of the Austria Center Vienna.

should be prevented by the building management system, e.g. in the form of alarms.

- **Measure 8:** Waste air heat recovery using DX heat pumps

In the long term, a significant improvement in efficiency can only be expected in connection with ventilation at the ACV. Generally speaking, efficient buildings need to achieve two aims:

- Minimise energy losses from the building as far as possible
- Minimise demand for external energy supplies as far as possible

Regarding ventilation, this will involve wide-ranging expansion of the current heat recovery system. This would be possible either with direct exchange (DX) heat pumps or by means of integration into the hot and cold water network, heating the return flow in winter and cooling it in the summer.

- **Measure 9:** Introduction of a single-room control system

Currently in the course of being implemented, this measure was also adopted from the 2019 energy audit. The radiator valves in the meeting rooms were replaced with smart wireless thermostats and connected to the room booking system in order to allow for automatic temperature reduction. New blinds that close automatically when the rooms are not booked are also being installed. Window contacts that interrupt room heating are being retrofitted.

### Ranking of key measures aimed at improving energy efficiency

Ranking	Measure	Economic viability	Organisational effort	Sophistication	Potential savings	Priority number	Potential energy savings [kWh/a]
1	Needs-based reduction of airflow volumes (based on 100% fresh air) in event rooms, depending on occupancy	3	3	3	3	24	1,136,400
2	Turning off LED walls and electronic displays instead of switching to standby	3	3	3	3	24	352,000
3	Installation of a 3 MWp PV system	3	1	3	3	22	2,972,000
4	Adjust target values for ventilation to actual system performance (e.g. system E1) and cease external specification of target values	1	3	3	3	20	239,400
5	Partial removal of circulation pipes and replacement with electric through-flow heaters and small electric water heaters	3	1	2	3	20	203,500
6	Insulation of the floors in Halls X1/2/3 against outside air	1	1	3	3	18	1,159,000
7	Software-based disabling of humidifiers in dehumidification mode (system D1)	1	3	3	2	17	27,400
8	Waste air heat recovery using DX heat pumps	1	1	2	3	16	1,457,600
9	Introduction of a single-room control system (coordinated control of static heating units, ventilation, window contacts, blinds, occupancy buttons) for offices and meeting and conference rooms	1	1	2	3	16	284,700

Data: denkstatt GmbH

### c. Scope 1 and 2 reduction path

Implementation of the measures identified in the energy audit would enable market-based Scope 1 and 2 emissions to be reduced by 44% compared with 2022. The potential reductions do not include additional decarbonisation by district heating suppliers and in the national energy mix (achieving climate neutrality by 2040).

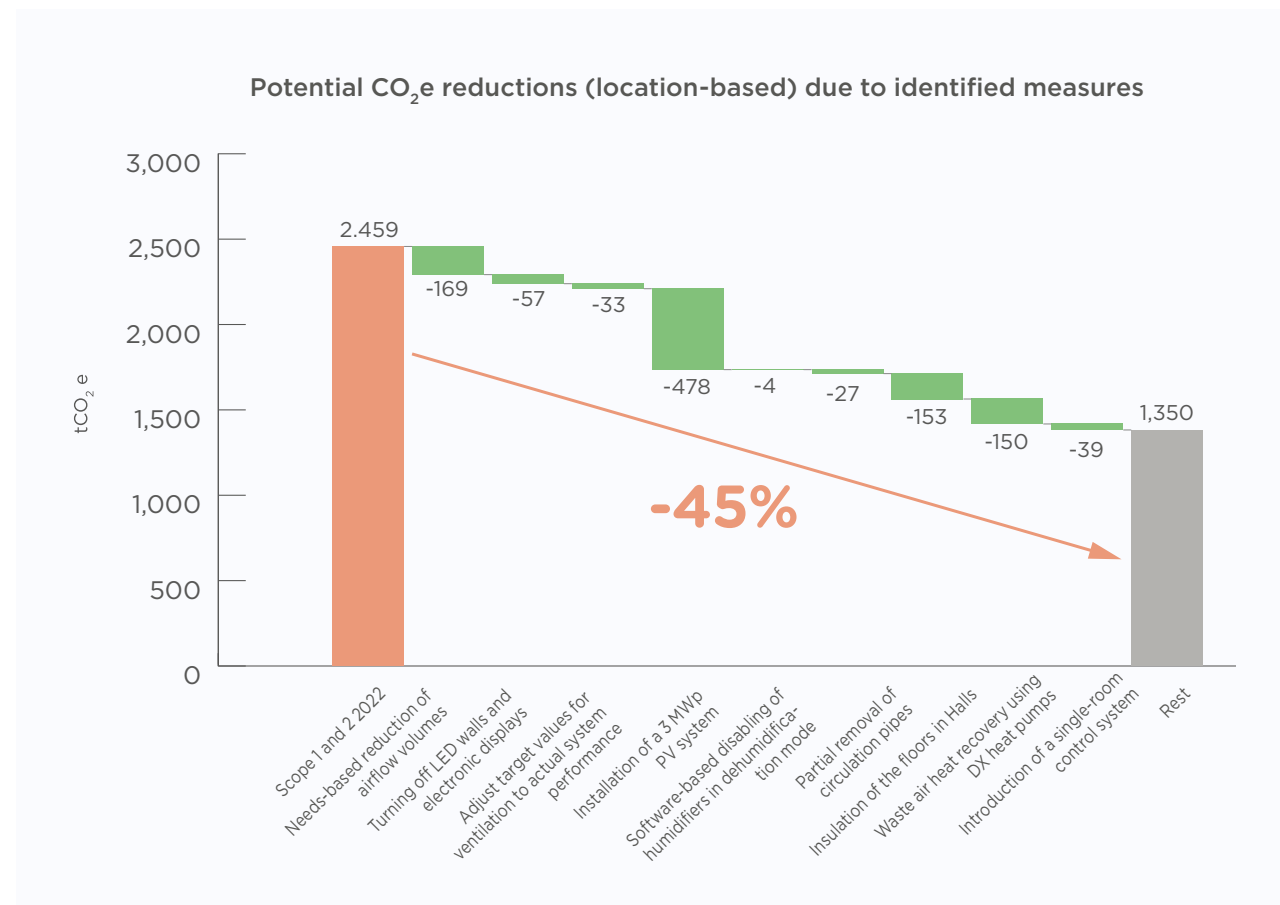
Certain measures (e.g. insulation) will reduce total energy requirements, meaning that other steps will save less energy than

specified. These effects have not been taken into account.

It will be possible to reduce location-based Scope 1 and 2 emissions by 45% compared with 2022.

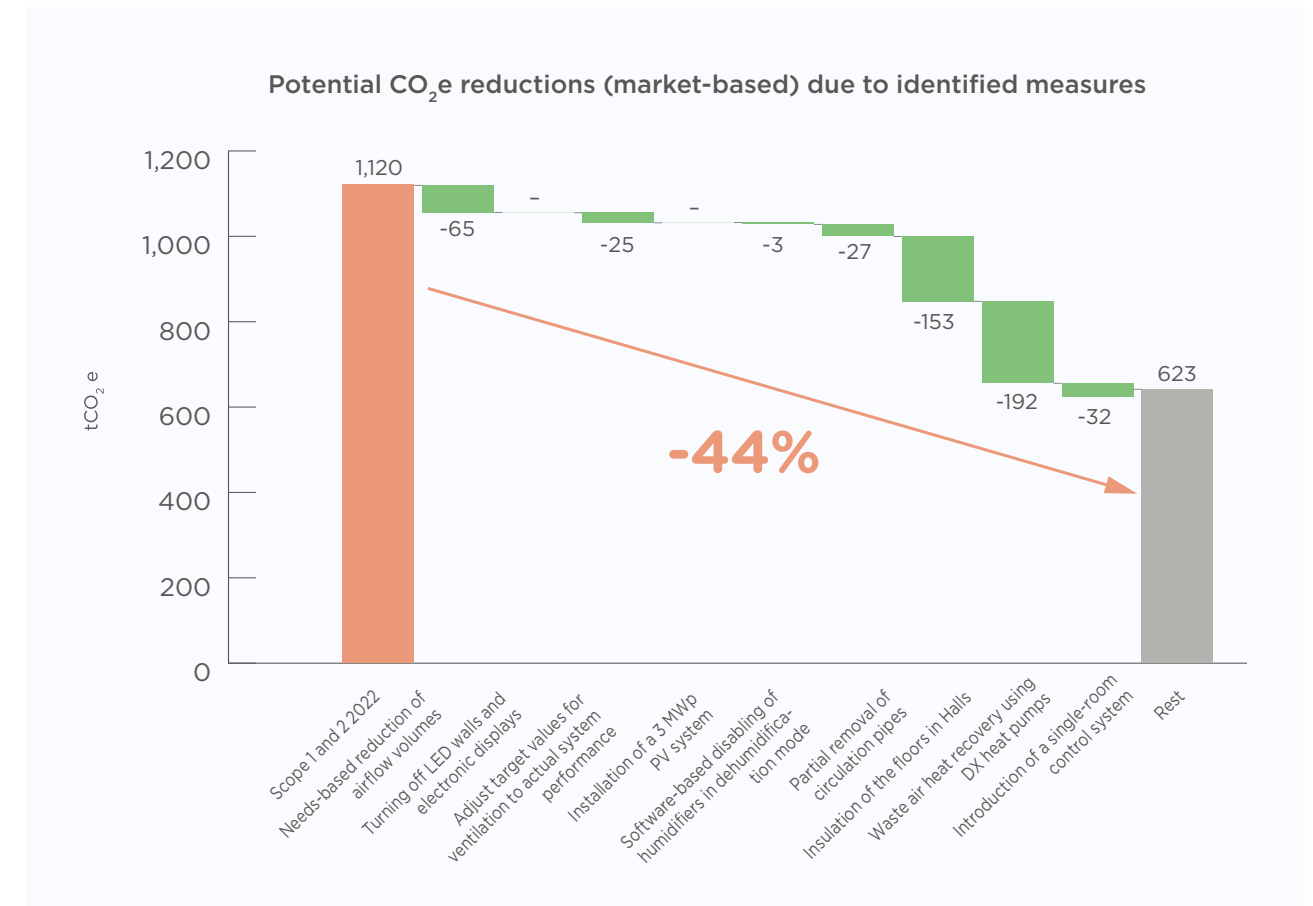
Likewise, qualitatively assessed measures that were either implemented in 2023 or are currently being implemented (exterior blinds, escalators, etc.) were not taken into consideration.

#### Scope 1 and 2 reduction path - location-based



Data: denkstatt GmbH

#### Scope 1 and 2 reduction path - market-based



Data: denkstatt GmbH

#### What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Time-frame
4.1	Scope 3 reduction path	4.1.1	Determine which Scope 3 subsections can be recorded; data collection	2024



d. Renovated/new buildings: maximising energy efficiency, taking economic viability, prudence, suitability for purpose and sustainability into account

**Current situation**

The building and building infrastructure are now around 37 years old. Besides purely structural demands, international competition also necessitates ongoing modernisation work. This was reflected in the construction of the danubeSAIL – the largest modernisation project in the company’s history – between 2019 and 2022. A canopy above the square in front of the main building, a new entrance building and the new Panorama Walk are among the high-profile adaptations at the venue. In addition, the entrance hall, Halls E and F and the lounges were all refurbished in 2022, and the new main entrance was completed the following year. All of these works

have been taking place at the same time as the extensive renovation of the parking decks. Under a partnership with energy supplier Wien Energie, since late 2020 waste heat from the air conditioning units for the VIC and ACV has been injected into the district heating network; this heat was previously unused and simply released into the ambient air. This energy is now used to provide climate-neutral heating to around 2,400 households close to the ACV.

**What has happened since 2021?**

Heat is supplied for heating and warm water from the Fernwärme Wien supply network. Heating for the majority of the rooms comes from the ventilation system,

although some rooms (primarily 40-80 m<sup>2</sup> meeting rooms) are heated using static radiators. A solar thermal system with a 120 m<sup>2</sup> aperture area supports the supply of warm water and covers the heating requirements for the hot water circulation systems in the kitchens and restrooms from April to October.

Cold water (6°C/12°C) for air conditioning in the building is supplied by a district cooling facility (generating station supplying the VIC and the ACV). The supply flow temperature is 6°C all year round. The ACV has a cooling machine with a capacity of 70 kW for the server rooms (if the central cooling system breaks down). As a result, the building’s ventilation units are among the systems that require the largest amounts of energy (electricity and district heating). There are around 50 units with airflow volumes of between 10,800 and 50,400 m<sup>3</sup>/h, or 1,108,800 m<sup>3</sup>/h in total. Half of the ventilation units had been upgraded by the end of 2020, and the remainder were modernised in 2021 and 2022.

LEDs are gradually replacing all lights, and the WCs at the venue have been equipped with motion sensors. Some important modernisation projects, including replace-



Charging points for e-vehicles in the parking decks

ment of the transformer and renewal of the ventilation units, have already been completed. The rehabilitation and renovation of the northern facade was also carried out in 2023.

18 electric vehicle charging points (including two rapid chargers) were installed in the parking decks between 2021 and 2023. The charging points are operated by Wien Energie.



Panorama Walk

**What are the upcoming objectives?**

Index-No.	Objective	Sub-section	Specific measure	Time-frame
4.2	Renovated/new buildings: maximise energy efficiency, taking economic viability, prudence, suitability for purpose and sustainability into account	4.2.1	New warm water circulation concept: an energy-efficient method for supplying warm water to the WCs will be implemented in the course of replacing and renewing the ring mains, rising mains and stub lines, including insulation/heat insulation.	In implementation, completion end of 2024
		4.2.2	Renewal of the main supply lines for district heating, cooling and hydrants (from the risk assessment)	In implementation, completion end of 2028



7.

RENEWABLE ENERGY





# 7. RENEWABLE ENERGY

## Current situation

Different energy sources (renewable or fossil fuels) have differing impacts on the environment and on emissions, in particular CO<sub>2</sub> emissions. Use of coal, oil and gas generates air pollution, and CO<sub>2</sub> emissions contribute to the greenhouse effect, which is causing the climate crisis. Targeted use of renewable energy (such as biogas, photovoltaic and geothermal) mainly reduces greenhouse gas emissions, but it also has comparatively fewer other effects on the environment.

The majority of energy used at the Austria Center Vienna already comes from renewable sources. All of the electricity provided by the company's supplier is generated from renewables. Heating is supplied by district heating company Fernwärme Wien. 57.8% of the heat supplied comes from fossil fuel-fired combined heat and power (CHP) plants, 19% is waste heat from waste incineration, another 19% is waste heat from industry, 15.7% comes from renewables and 7.5% from fossil-fuel generating stations (source: Wien Energie). The third energy source is the solar thermal array

on the rooftop (120m<sup>2</sup>, approx. 500kWh/m<sup>2</sup>, 50% simultaneity at 30 MWh), which provides the Austria Center Vienna with warm water.

The decision had previously been taken to give precedence to on-site electricity generation using PV – the current solar thermal system already covers all of the venue's warm water requirements. The energy audit recommended a capacity of 700 kWp, which would mean making use of around 4,600m<sup>2</sup> of space (including roof space). Detailed planning is due to be completed by 2025.

## What has happened since 2021?

Although the proportion of renewable energy is already above average, Facility Management – the department responsible for energy-related matters – will continue to look for ways to increase the share, in line with the long-term goal of ultimately becoming CO<sub>2</sub>-neutral. In this regard, there has been a specific focus on the potential use of the extensive rooftop spaces. A feasibility study confirmed that, from a structural point of view, installing photovoltaic modules or solar thermal systems is a viable option.

## What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Time-frame
5.1	Electricity: 100% green power, ideally UZ46 ecolabel-certified; maximise own generation from PV modules	5.1.1	Switch to UZ46-certified electricity; cost/benefit analysis	From 2025
		5.1.2	Use of rooftop spaces for PV systems; energy audit recommendation: 700 kWp (approx. 4,600m <sup>2</sup> )	Audit in 2023, planning until 2025, implementation from 2026



The rooftop solar thermal array supplies the venue with warm water



# 8.

## RESPONSIBLE MANAGEMENT AND COMPLIANCE

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# 8.

## RESPONSIBLE MANAGEMENT AND COMPLIANCE

Regular training, awareness-raising activities and process optimisation related to the prevention of corruption and unethical conduct are instrumental when it comes to managing a company responsibly. Compliance – and non-compliance – within an organisation can serve as an indicator of management’s ability to ensure adherence to certain performance parameters in the course of business. In some cases, non-compliance can lead to obligations to pay compensation or other costly liabilities. The level of compliance in an organisation can also have an impact on its ability to expand, and to obtain official approvals.

In addition, poor compliance can result in companies gaining an unfair competitive advantage. Responsible management goes far beyond the obligation to comply with the law. It extends to aspects such as transparent internal communications, fair pay structures and implementation of a sustainability governance system. Besides senior management, various units such as Legal & Property and Human Resources as well as other departments have a significant part to play.

During the reporting period, the company did not report any confirmed incidences of corruption or breaches of laws or official orders. In order to ensure that this remains the case, all new employees receive information on the anti-corruption guidelines when they join the company. These guidelines are adapted in line with any amendments to the legislation and all employees are notified of the changes. Managers receive training on how to recognise potentially suspicious factors and to report them immediately.

### a. Maintaining and enhancing transparent internal communications

#### Current situation

A large proportion of the Austria Center Vienna’s internal communications have been handled via an in-house hub system since 2018. In addition to the Corporate Hub, which provides employees with general information and the latest news from the company, each department also has its own dedicated hub. Hub reports are used for various purposes, including introducing new employees, announcing construction work, sharing TV reports on events at the venue and carrying out surveys. Opportunities to interact – for instance, by liking articles or leaving comments that can be read by all employees – are an important feature of the hub system.

#### What has happened since 2021?

The focus in internal communications has been on increasing bottom-up as opposed to top-down communication. Significantly more employee surveys (many of them anonymous) have been carried out than was previously the case, with a view to encouraging staff to actively participate in company decisions by sharing criticisms as well as suggestions for improvements.

Communication on the topic of sustainability has also been expanded considerably. Besides appointing a Sustainability Officer and a Green Meetings Officer, a sustainability team has been set up that takes action independently – in connection with



Regular communication between departments strengthens bottom-up communication



subjects such as waste separation, reducing paper use and platforms for selling second-hand items – and is also on hand to represent the relevant specialist units in the various departments. The team is responsible for the Sustainability Hub, where

the latest sustainability-related news is published. Sustainability is also a fixture on the agenda at the regular senior management meetings, which are held every two weeks.

**What are the upcoming objectives?**

Index-No.	Objective	Sub-section	Specific measure	Time-frame
6.1	Maintain and extend transparent internal communications	6.1.1	Regular reporting on developments at the company for all employees (decisions, performance indicators, news, etc.) via the Employee Hub, staff meetings, etc.	Ongoing
		6.1.2	Regular, anonymous pulse surveys on employee satisfaction, mainly focusing on appreciation, team spirit and mental health	Twice yearly in spring and autumn

**b. Ensuring fair pay**

**Current situation**

People in a wide variety of occupations work together at the Austria Center Vienna. The diversity of the team – including in terms of the age structure, length of service (over 40 years in some cases), gender and nationality – is a particularly appealing aspect of working for the company. With a view to promoting equal opportunities, in 2018 the Human Resources unit developed a job profile model and uniform pay grades for the entire company in cooperation with consultants Deloitte. The job profiles were fine-tuned and adapted during the performance management system review.

Six specific job profiles were defined: Internal Services (support and expert), Technical Services (support and expert), Sales and Marketing, and Management. The profiles reflect the core and support operations of IAKW-AG. They are broken down into levels (associate, professional and senior), and provide the basis for the IAKW-AG wage structure as well as the allocation of employees within it. The job profiles group the common features of jobs in various parts of the company – to enhance job comparability – and enable HR activities that are tailored to specific target groups.

The basic salary specified for a particular job depends on the profile that the employee is assigned to, as well as the profile level that the job description corresponds to. Every job profile level includes a defined salary band which sets the upper and lower pay limits for employees allocated to the band.



Members of the Human Resources Department

**What are the upcoming objectives?**

Index-No.	Objective	Sub-section	Specific measure	Timeframe
6.2	Secure fair salaries	6.2.1	Develop uniform salary bands and inform company employees	Annual adjustment in line with salary increases under the collective agreement



## c. Transparency and compliance in tenders

### Current situation

Compliance means that the company does everything necessary and within its power to ensure that activities are lawful and fair. Accordingly, the company is committed to complying with the law, as well as with its own internal guidelines. As a fully state-owned company, IAKW-AG – and, as a result, also the Austria Center Vienna – is subject to the Austrian Anti-Corruption Act, which came into force on 1 January 2013. It specifies in detail what types of invitations/gifts employees are allowed to receive and give. Compliance with the Act is mandatory and serves as a framework

that provides guidance for employees.

The company set up the Legal & Property unit in 2017, which has also been responsible for strategic purchasing since 2019. The unit must be involved in approving all purchases above a certain amount – this applies to the various construction projects implemented by the company, as well as investments in event equipment, IT and furnishings.

### What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Time-frame
6.4	Transparency and compliance in tenders	6.4.1	Continue to use the system for tenders (via BBG) above a certain value and provide transparent information	Ongoing

## d. Continuously extending compliance guidelines

### Current situation

The current compliance guidelines need to be regularly reviewed and adapted, as the latest amendments on the topic of data protection show. Besides the in-house unit that handles legal matters as well as

procurement and tenders, the company also uses consulting services provided by external organisations. As the company is state-owned, the Finanzprokurator – the Austrian government’s lawyer and legal advisor – is regularly consulted.

### What has happened since 2021?

A dedicated Compliance Hub containing all relevant internal information was set up in 2023. A special compliance section has also been added to the company website ([www.acv.at](http://www.acv.at)) – this includes a link to a

whistleblower system where confidential information on possible breaches and concerns related to business operations can be submitted (in accordance with the EU Whistleblower Directive). Updates and training on compliance take place regularly, including in the course of employee meetings.

### What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Time-frame
3.6	Build up a compliance management system	3.6.1	Retain or extend current guidelines (acceptance of gifts, data protection, discounts, awarding contracts, etc.) and consolidate them in a compliance management system	Ongoing
		3.6.2	Overview of communication and training on anti-corruption policies and procedures	2024



## e. Expanding sustainability-related objectives

### Current situation

Living up to a commitment to boost sustainability means embedding the topic in day-to-day operations. This report is designed to generate added impetus in this respect. All employees agree targets with their manager for the year ahead. These targets are monitored on a quarterly basis, and every half year as a minimum, and then evaluated. Until now, clearly defined sustainability

targets have been the exception rather than the rule, and are limited to certain professional groups (e.g. HR, Communications, Facility Management, Green Meetings Officer). In future, the aim is to specifically incorporate the topic of sustainability into as many targets as possible. Measures are monitored and internal reports are prepared regularly, and included in a sustainability report published every three years by the Communications Department.

### What are the upcoming objectives?

Index-No.	Objective	Sub-section	Specific measure	Timeframe
6.6	Implement sustainability governance structures	6.6.1	Regular coordination to monitor measures	Monthly by managers
6.7	Sustainability-related objectives	6.7.1	Extend target agreements to include targets and measures from the sustainability programme, with clearly defined responsibilities for performing tasks	Ongoing
		6.7.2	Evaluation of target agreements including targets and measures from the sustainability programme	At least once a year



The greenery around the building should contribute to the upgrading the quality of life in quality of life in the Donau-City.



# 9. GRI INDEX TABLE

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Code	Short description of disclosure	Notes and omissions	Page in SR
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# 10.

## PUBLICATION DETAILS AND PHOTO CREDITS

The company's sustainability report is produced every three years.  
Published in June, the 2024 edition applies to the 2023 reporting year.

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brochure in 2019, followed by our first full sustainability report on 2020 in 2021, this edition  
comes with a focus on the following questions: what have we achieved in the last three  
years and what goals have we set ourselves for the future?

Thank you for your interest and we wish you an enjoyable read!



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