

PROJECT FUTURE



TOGETHER FOR A
SUSTAINABLE TOMORROW



SUSTAINABILITY REPORT 2020/2021

FOREWORD	03
1. STYRIA'S ENERGY	06
Company overview	
Sustainability as part of the corporate strategy	
Regional and sustainable procurement	
Responsible corporate governance	
SDG overview	
2. GREEN COMPANY	29
Renewable electricity for Styria	
Environmentally friendly district heating	
Security of supply	
Internal environmental management	
Protecting flora and fauna	
3. SERVICE PROVIDER FOR TOMORROW'S ENERGY WORLD	52
Together with customers	
Products and services with added value	
Information security	
Comprehensive e-mobility for Styria	
Innovation, research and development	
4. RESPONSIBLE EMPLOYER	75
Corporate culture	
Options for development	
Equal opportunities	
Health and safety of employees	
5. TOGETHER WITH SOCIETY	93
Actively involving our stakeholders	
Sponsorship and social commitment	
Combating energy poverty	
Sustainability programme	106
GRI index in accordance with GRI standards	113
Audit report	120
Appendix	125

**WE ARE READY TO GO.
INTO A GREEN FUTURE
WITH A FIRM
CONVICTION.**

The last two years have been dominated by the COVID-19 pandemic and have presented us with a completely new situation. There were many challenges facing Energie Steiermark as a provider of critical infrastructure. A primary concern on the one hand was to safeguard the supply of energy to our customers and, on the other, to keep our employees both healthy and motivated in the face of the difficult operating environment. Despite all this, our work on promoting and further developing the sustainability agendas in our company remained important to us.

And in view of the dramatic energy crisis and developments currently unfolding on the energy markets, it is clear that our tasks as an energy company are not getting any smaller. It shows us once again that there is simply no way around having an independent, regional and sustainable energy supply. That means making use of the sun, wind and water in equal measure to generate energy.

This serves all the more to confirm the efforts being undertaken by us to maintain our focus on sustainability. Our goal is not only to green our product portfolio, but to make our company sustainable in every possible way. With this in mind, we have used the last two years to put our sustainability strategy on a new footing for the coming years, and also to agree clear sustainability targets with the subsidiaries and departments, which we measure ourselves (and indeed want to be measured) as a company.



Yet more is needed to really promote the use of renewable energies for the climate turnaround to be a success – including appropriate framework conditions being created by Austrian politicians. The legal basis for the energy turnaround in Austria was created with the Renewable Energy Expansion Act [Erneuerbaren-Ausbau-Gesetz, EAG], representing an important milestone in our efforts to further develop the expansion of renewable energy projects in a targeted manner. The needs of both the economy and the environment must be linked together to create a better quality of life for everyone.

Energie Steiermark used the last two years to plan green energy projects, which are now already being implemented or in the approval phase as of the beginning of 2022: from solar parks in Bärnbach and Neudau, to wind projects on the Sommeralm and Freiländeralm, to the hydropower plant in Gratkorn together with Verbund or the innovative hydrogen production plant in Gabersdorf. They are all testimonies to our commitment.

We are also taking the right steps towards a securing a crisis-proof and sustainable future with our investments in renewable energy projects and our network infrastructure amounting to around EUR 2 billion over the next few years.

Energie Steiermark attaches great importance to ensuring its corporate activities conserve both resources and the environment. Our vision and goals are geared toward sustainable development – this is also made clear in the Sustainability Report for 2020 and 2021 and shows that the ambitions are shared by our dedicated team of employees. At the same time, we have many experts on hand to support us on our way – first and foremost our Sustainability Advisory Board – with their expertise and experience.

We would like to say thank you for that. We are ready to go.



Dipl.-Ing. Christian Purrer
Management Board Spokesman



DI (FH) Mag. (FH) Martin Graf, MBA
CEO

ABOUT THIS REPORT

This is the fourth Sustainability Report to be published by Energie Steiermark with a view to reporting transparently on principles, performance, developments and goals in the various areas of sustainability.

Sustainability reporting has seen a lot of changes in recent years. The European Union's Green Deal, which sets out the path to climate neutrality by 2050 now means that larger companies with more than 250 employees are expected to have to publish relevant sustainability information from 2024. The new Corporate Sustainability Reporting Directive (CSRD for short) will include, among other things, the requirements of the EU taxonomy, i.e. disclosures on the investments, sales and operating expenses pertaining to a company's sustainable activities. The detailed standards are currently (as of May 2022) still being worked out.

REPORTING STANDARDS

The content, data and figures have been selected and presented in a way that conforms to the standards of the Global Reporting Initiative (GRI standards). The international stakeholder initiative GRI has developed recognised standards for sustainability reporting designed to ensure transparency and comparability. The present report fulfils the prerequisites of what is known as the "core option" and also includes the additional industry-specific indicators for energy supply companies.

REPORT LIMITATIONS

The contents and key figures presented relate primarily to the years 2020 and 2021. Actions and projects pertaining to the first quarter of 2022 are also described for the sake of ensuring the report is up to date.

The primary subject of the report is Energie Steiermark AG, including all domestic and foreign subsidiaries. Changes in the boundaries for data or key figures, for example when subsidiaries are considered, are marked at the appropriate point. In addition to this Sustainability Report, Energie Steiermark AG also publishes information on its corporate responsibility in annual Group reports and on the website www.e-steiermark.com. Energie Steiermark AG publishes a sustainability report every two years.

01

ENERGIE STEIERMARK



“Green Finance involves current environmental policy issues being actively addressed for appropriate solutions to them to be financed and implemented.”

JÖRG HOLZMÜLLER,
ENERGIE STEIERMARK,
CONTROLLING,
ON THE TOPIC OF
GREEN FINANCE

1. ENERGIE STEIERMARK

As one of the largest service providers in Austria Energy efficiency Steiermark focuses on energy efficiency and innovative services in the fields of electricity, natural gas, heat and mobility. 1,938 employees bring their experience and skills into a fair partnership with around 530,000 customers at home and abroad. In terms of electricity generation, Energie Steiermark AG focuses exclusively on renewable energy from water, wind, sun and biomass. The state of Styria is the majority shareholder. Energie Steiermark achieved sales of 1.58 billion euro in 2021.

SELECTED SUSTAINABILITY GOALS IN THE AREA OF BUSINESS & MANAGEMENT

- **Green Finance Framework** for Energie Steiermark until the end of 2022
- Share of orders in Austria measured by procurement volume **exceeds 90 percent** by 2025
- **Green procurement roadmap** to 2025
- **Further development** of the Group-wide **compliance management system**

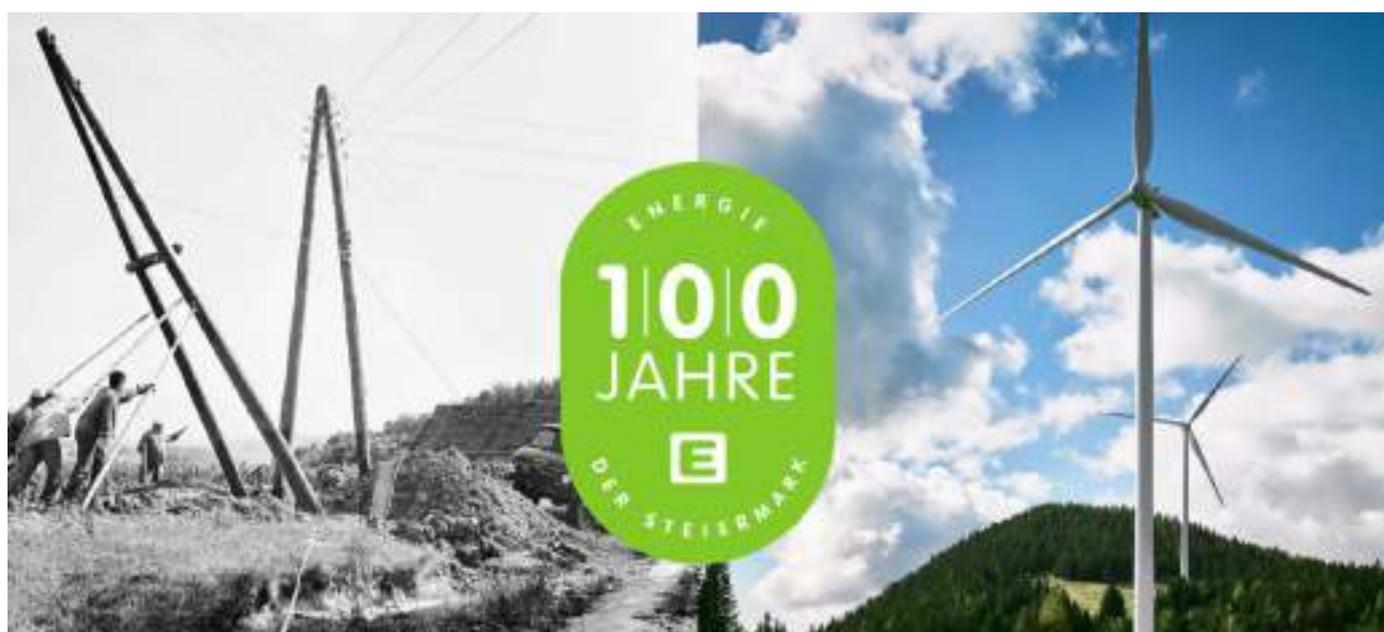


1.1 COMPANY PORTRAIT

100 YEARS OF ENERGIE STEIERMARK

In 2021, Energie Steiermark celebrated a round anniversary: 100 years earlier, in 1921, today's Energie Steiermark was founded with Steweag. The company's first hydropower plant was opened four years later on the Teigitsch stream near Arnstein, followed by the first Mur power plants in 1928 and 1931 in Pernegg and Laufnitzdorf, respectively. During the Second World War under the Nazi regime, the power generated was primarily used for producing armaments. This period was also the darkest chapter in the company's history, when forced labour was used to build the power plants in St. Dionysen (Bruck an der Mur) and Maribor. After the Second World War, the Styrian electricity industry underwent the necessary reconstruction work and, in 1948, Steweag became the state company of Styria.

Yet there was still a long way to go to become a company with a focus on renewable energies, as Energie Steiermark sees itself today. On 19 November 1958, the Pernegg steam power plant, which is entirely oil-fired, went into operation. Calorific power plants were also built in Voitsberg, Graz and Werndorf, which produced energy with coal or crude oil. At the beginning of the 1960s, society started paying more attention to environmental issues, with citizens' initiatives for example being formed around the construction of the Gralla power plant in 1964, which successfully secured measures from Steweag to protect nature. In the late 1960s, Steweag was also involved in the work to build the Zwentendorf nuclear power plant – a digression into the world of nuclear power that ended with a net loss of 627 million shillings for the Styrian state utility company after the extraordinary referendum on 5 November 1978.





At the end of the 1970s, Steweag took its first steps towards using renewable energy sources other than hydropower, for example in 1976 with the much-publicised equipping of a standard residential building with solar collectors. The first wind turbine in Styria was erected in 1999 on the Plankogel/Sommeralm. It has since been demolished and replaced by a 180-meter-high wind turbine that is four times as powerful (3.6 megawatts).

“Our company has been providing energy for Styria for 100 years. Not only does our team shape infrastructure and security of supply, but also the economic, cultural and social development of the state.. While our anniversary is an opportunity for us to look back on what we have achieved, **our focus is squarely on the future.”**
Energie Steiermark Management Board duo
Christian Purrer and Martin Graf.



**ENERGY SERVICE
PROVIDER WITH A
GREEN HEART**



Today, Energie Steiermark, which is what Steweag became in 1996, is Austria's fourth largest energy and services company, based in Graz. In addition to 29 main operating sites in Styria and a sales company in Vienna, Energie Steiermark holds shareholdings in various domestic and foreign companies in Austria, Slovakia (STEFE SK Group), the Czech Republic (Jihlavske Kotelny s.r.o.), Slovenia (Adriaplin d.o.o.), Germany (E1 Energiemanagement GmbH) and France (Électricité de Provence SAS).

The company's business activities mainly include the generation from renewable energy sources (wind, water, sun, biomass), the distribution of electricity, gas and heating, as well as the sale and trading of energy. It is also involved in the planning, construction, operation and maintenance of energy plants and innovative energy services. All this means that Energie Steiermark has a leading position in the regional market and, with its integrated business model, covers the entire value chain of the energy market: from energy generation and distribution to supplying end customers.



LEADING POSITION IN THE REGIONAL MARKET WITH A FOCUS ON REGULATED BUSINESS, RENEWABLE GENERATION AND ENERGY SERVICES

No. 1 with a 70 percent market share in Styria

Major provider on the Slovakian heating market

Regional focus – with Styrian roots

Virtually no carbon footprint in generation

Around a quarter of income from regulated business

Germany

– E1 Energiemanagement GmbH

- Established: 2016
- Shareholding: 100%
- Core business: Energy-saving contracting, energy services
- Customer structure: 95% public authorities and municipalities

Germany – homee GmbH

- Joint venture established: 2018
- Shareholding: 33.3%
- Partner: Codeatelier GmbH, Novaco Invest GmbH
- Core business: Smart home solutions, energy management

France – la bellenergie

(until 1 April 2022 Electricité de Provence – EDP)

- Established: 2021
- Shareholding: 100%
- Core business: Electricity sales
- Customer structure: B2C / B2B / public-sector customers

Austria – Energie Steiermark AG

- Established: 1996 (holding company)
- Shareholding: 75% Province of Styria, 25% Macquarie
- Core business: Energy services, renewable generation, energy networks and infrastructure, district heating, sales and trading
- No.1 on the local Styrian market

Slovenia – Adriaplin d.o.o.; Aquasystems d.o.o.

- Established: 1998
- Shareholding: 38% (Adriaplin); 20.87% (Aquasystems)
- Core business: Supply of gas or disposal of waste water
- Customer base: municipal end customers
- No. 1 gas distribution network operator

Czech Republic – Jihlavske Kotelny s.r.o.

- Established: 1994
- Shareholding: 50.84%
- Core business: District heating, electricity, contracting
- Customer structure: 90% residential and public buildings

Slovakia – STEFE SK a.s.

- Established: 1995
- Shareholding: 100%
- Core business: District heating, electricity, contracting, energy services
- Customer structure: 90% residential and public buildings
- Heat production already 38% CO₂-neutral
- District heating supply in 17 Slovakian cities



Energie Steiermark corporate structure



ENERGY GENERATION



Energie Steiermark Green Power GmbH is the electricity generation company of Energie Steiermark AG, operating its own green electricity power plants. The topics of energy efficiency, addressed by Energie Steiermark Business GmbH, and innovation also play an important role in Energie Steiermark. Customers therefore benefit from a wide range of services provided in the fields of hydro-power, wind power, photovoltaics, innovation projects, approval procedures and construction site coordination.

Energie Steiermark Wärme GmbH is the leading supplier of heating in Styria. District heating is currently supplied to over 13,900 customers in 26 heating networks in Styria as well as to 18 towns and cities in Slovakia and the Czech Republic via foreign shareholdings. In addition, the company supplies almost all the district heating to Styria's capital Graz via Energie Graz GmbH & Co KG.

GRID OPERATIONS

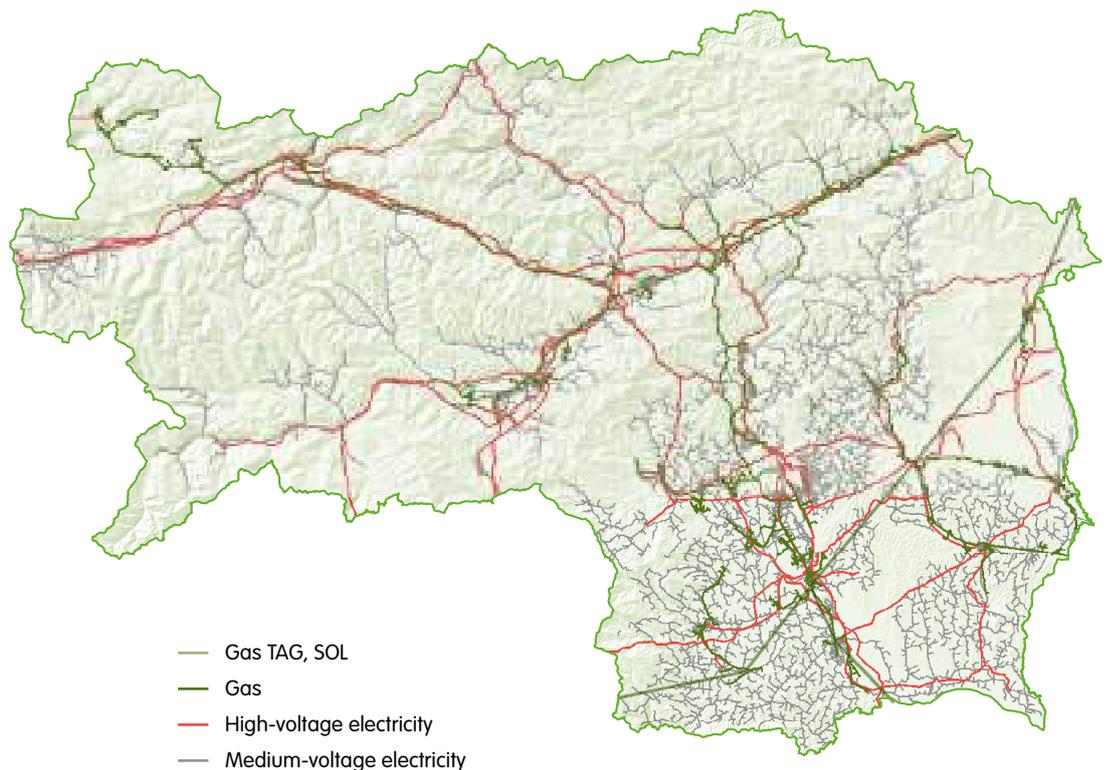


Energie Steiermark operates its own electricity system networks via its subsidiary Energienetze Steiermark GmbH to transmit electricity and natural gas.

Energienetze Steiermark GmbH is an important infrastructure provider and investor in Styria with a power grid in the high, medium and low voltage range with a length of just over 31,344.08 km and a natural gas supply network of around 4,194.86 km in length. Annual investments in the electricity and gas networks amount to around EUR 110 million.

Almost the whole of Styria's industrial sector, many commercial enterprises and around 500,000 customers are connected to the main supply network of Energienetze Steiermark GmbH.

OVERVIEW OF THE GAS AND ELECTRICITY NETWORK OF ENERGIENETZE STEIERMARK



BUSINESS DEVELOPMENT

After the global economy experienced a sharp contraction at the start of the Covid-19 pandemic in Q1 2020, 2021 saw an acceleration of global economic activity, accompanied by rising demand on the one hand and a shortened supply side on the other. The result was a historic price increase on most commodity and energy markets.

This dramatic development has also had an impact on Energie Steiermark, with its the operating result (EBIT) falling significantly to EUR 30.6 million in 2021, down EUR 42.9 million compared with the previous year.

In particular, electricity sales in the customer market increased in 2021 compared with the previous year, with additional demand reflected in all segments. The gas sector was also able to maintain the same level as in the previous year primarily due to increased sales in the residential and small business segment as a result of weather conditions.



KEY BUSINESS FIGURES OF
ENERGIE STEIERMARK AG

Key figures		Unit	2019	2020	2021		
Installed capacity	Power	Natural Gas	MW	43.00	35.70	35.70	
		Water*	MW	40.20	64.53	64.53	
		Wind	MW	48.60	48.60	52.20	
		Photovoltaics*	MW	0.20	0.46	1.26	
Installed capacity	Heat	Natural Gas	MW	956.00	967.46	937.46	
		Biomass	MW	50.00	57.00	69.00	
		Extra light heating oil	MW	39.00	42.70	42.70	
Network energy output	Electricity grid	NE 3	GWh	3,032.19	2,793.80	2,919.40	
		NE 4	GWh	1,462.60	1,415.78	1,478.06	
		NE 5	GWh	1,407.65	1,341.32	1,403.02	
		NE 6	GWh	418.76	391.78	407.97	
		NE 7	GWh	1,957.00	2,014.00	2,039.40	
		Gas network	NE 2	GWh	10,529.63	9,696.12	11,602.54
			NE 3	GWh	2,981.85	3,036.53	3,167.95
Network length	Power	HV	km	1,882.00	1,881.00	1,880.00	
		MV	km	7,843.00	7,868.00	7,897.00	
		LV	km	20,049.00	20,130.00	21,566.06	
Network length	Gas		km	4,132.64	4,161.42	4,194.87	
Allocation of CO ₂ certificates**		1000 t	39.37	31.10	38.32		
Investments (plants, infrastructure)		EUR million	177.00	152.00	174.00		
R&D expenditure		EUR million	1.12	1.007	1.89		

* Hydropower and PV installations are not all wholly owned by Green Power GmbH

** including Magna transfer

Despite the challenging framework conditions, the international rating agency Standard & Poor's awarded Energie Steiermark its top "A" rating for the fifth time in a row in November 2021. The Group has thus once again secured a top position among Europe's best energy companies.

After the European Investment Bank (EIB) had already granted a green loan in the amount of EUR 90 million to Energie Steiermark in November 2019, the company received the next green financing in April 2021, this time from ERSTE Bank. The green loan of EUR 30 million has a term of five years. The funds from the bank loan will be used to build the e-campus in Graz in line with low-energy house standards and to repower the Plankogel wind farm.

1.2 SUSTAINABILITY AS PART OF THE CORPORATE STRATEGY

As a leading Styrian company and a green energy enterprise, sustainability topics play an important role in Energie Steiermark's beliefs and value system, a fact reflected, among other things, in the company's regular sustainability reports and also in the work of the Sustainability Advisory Board, a key group composed of well-known stakeholders.

The company's internal sustainability management was taken to a new level in 2021, building on previous processes such as the materiality matrix or sustainability programme, and taking into account new political and legal framework conditions, social trends, market and demand-side drivers, and opportunities and risks for business and investment activities to develop a Group-wide sustainability strategy.

The sustainability strategy covers all domestic, fully consolidated Group companies, relates to the period under review up to 2030 and was drawn up in coordination with the Group strategy.

The overriding strategic goal of Energie Steiermark is to achieve climate neutrality by 2040 at the latest, and even earlier in some areas. A holistic programme of measures comprising around 100 strategic/operational action initiatives was drawn up on the basis of the fields of action in the materiality matrix. Detailed descriptions of measures and activities with specific milestones and deadlines for implementation were drawn up for 55 high-priority sustainability measures. The year 2030 was selected as the period under review and the latest implementation date in line with the Group strategy.

**KEY SUSTAINABILITY
TARGETS OF
ENERGIE STEIERMARK, 2021**

	Generation and heating GP/FW	Networks and technology EN/TK	Distribution and trading KD/BT/ES	Innovation IN/NX	Group
E	660 GWh wind 330 GWh PV 412 GWh water High-efficient heat generation Greater Graz: 50% / 2027* Regions: 80% / 2025** <small>*RE, waste heat **RE, waste heat, CHP</small>	Cabling density: 75% (MV¹) & 90% (LV²) ASIDI (excl. REE ³) 20.0 -20% Gas consumption for preheating Connection capacity RE + 2,000 MW	200,000 managed charges (2025) approx. 25,000 kWp Sun Complete & Sun Complete Business 78,000 kWp PV – end customer market & partner models (E)	Climate neutrality IN.NX as part of pilot project KLIMA METRIX (2022)	≥ 380 job tickets (Styria) 90% procurement volume from AUT 100% alternatively powered fleet (2030) 1,300 teleworking arrangements (2022)
S		25 Technical apprentices p.a. 2020–2030 0 Incidents involving personal injury caused by EN equipment (every year)	Customer satisfaction: 45 Touchpoint net promoter score 35 Product net promoter score 1.5 Customer satisfaction score 1.5 Customer effort score		≥ 5.0 LTIFR ⁴ 25% Women in management positions 25.0 Relationship NPS ⁵ ≤ 1.92 Employee satisfaction Top 3 in employer rankings p.a. (AUT-wide industry & Styria)
G		0 Administrative offences under section 159 of the Gas Business Act (GWG) or section 99 of the Electricity Business Organisation Act (ELWOG) per year		Development of IN.NX as an innovation HUB for sustainability (2021)	0 Corruption cases 0 Antitrust proceedings 0 Privacy violations* 100% Training courses completed positively per year *notifiable

¹ Medium voltage
² Low voltage

³ Regional exceptional events
⁴ Lost Time Injury Frequency Rate

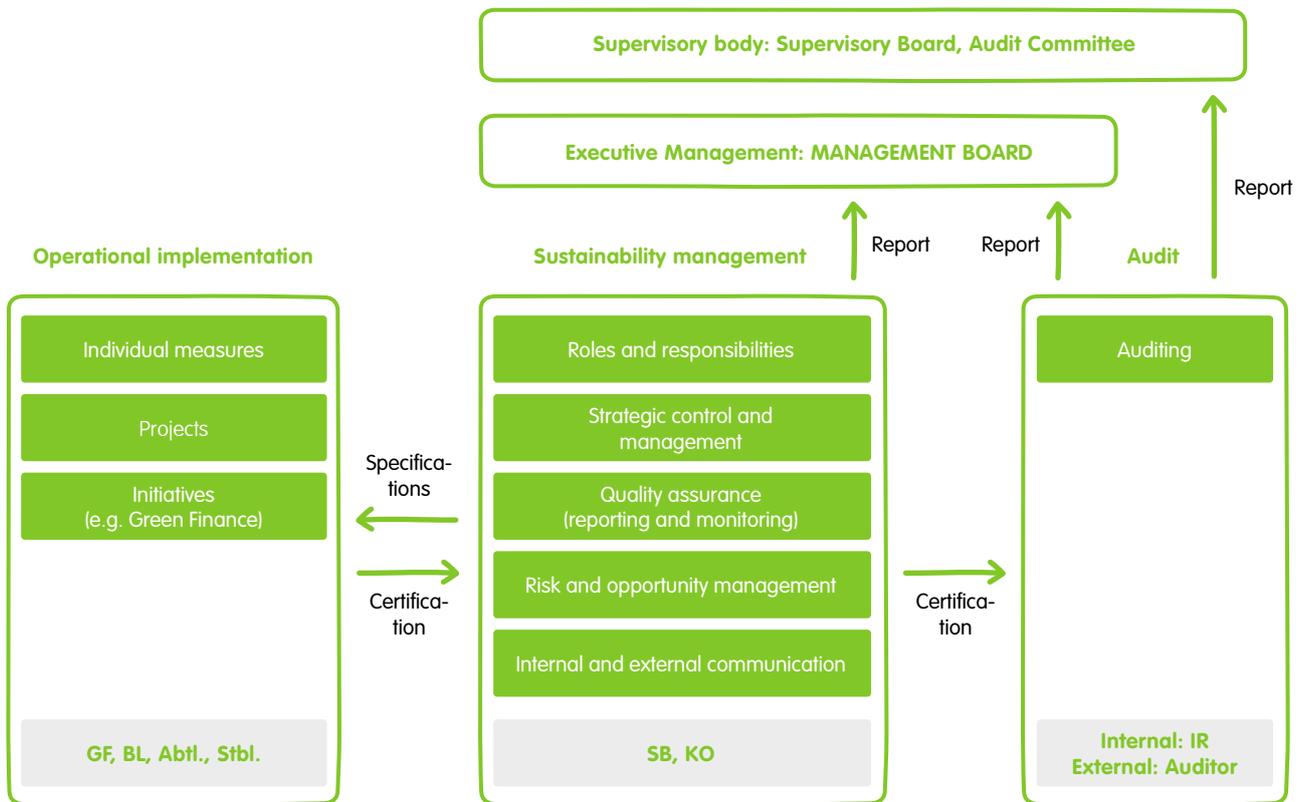
⁵ Relationship Net Promoter Score

A detailed overview of the objectives and measures of the sustainability strategy can be found in the sustainability programme chapter (page 106).

**SUSTAINABILITY
ORGANISATION**

The Group’s sustainability strategy is put into operational practice by responsible individuals in the individual divisions and companies. The Strategy & Business Development division coordinates the implementation of measures, regularly reviews progress and informs the management team in the form of a progress report. Sustainability will also be an integral part of every internal audit report in the future. Data will be collected and managed using a sustainability database introduced in the Group in 2021. The Communications division is responsible for the internal and external communication of sustainability issues, supporting the Sustainability Advisory Board, and preparing the Sustainability Report.

**OPERATIONAL IMPLEMENTATION
AND SUSTAINABILITY
MANAGEMENT OF ENERGIE
STEIERMARK**

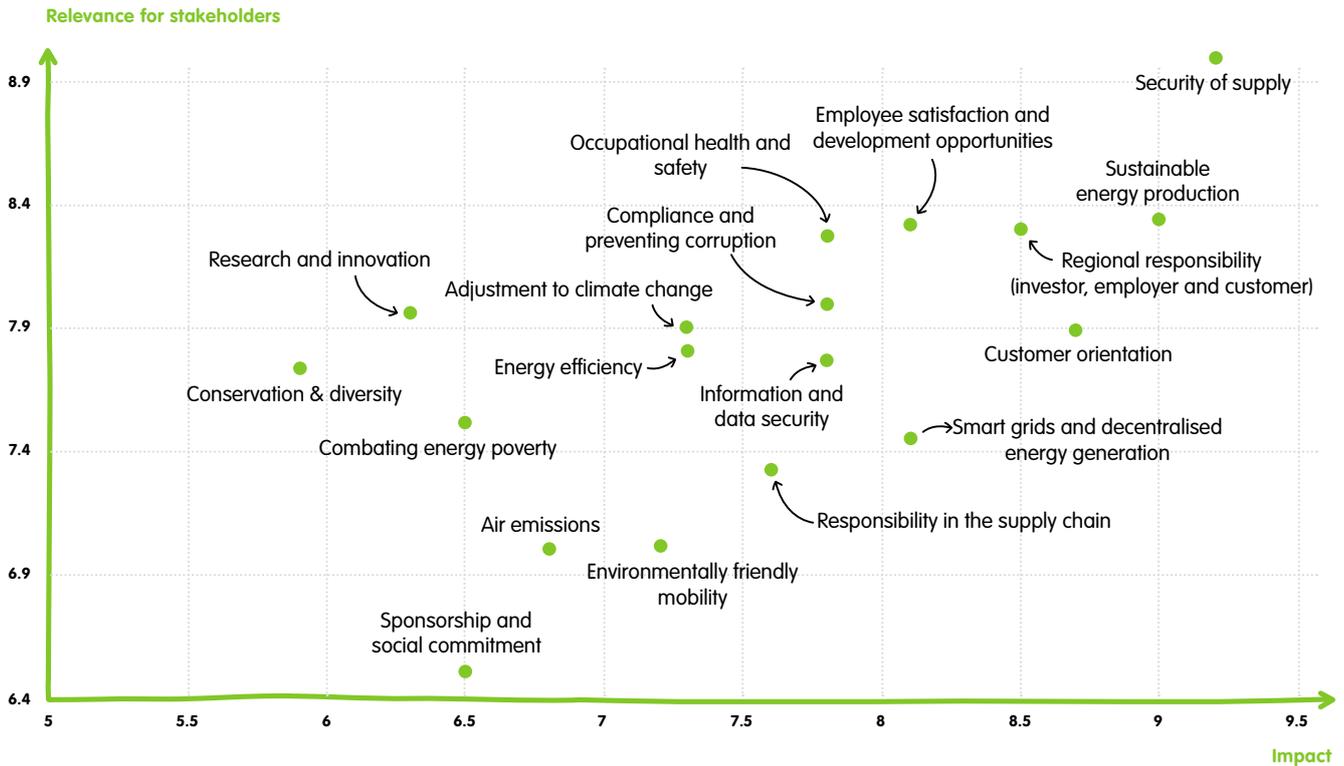


MATERIALITY PROCESS

As part of the internal sustainability process of Energie Steiermark, a materiality matrix is also developed on an ongoing basis with the most important topics in the areas of companies and management, customers, environment and climate protection, employees, and social engagement.

Topics are identified and evaluated at several levels: Stakeholders such as NGOs, politicians and officials as well as experts are involved in regular meetings of the Sustainability Advisory Board (further information on the Sustainability Advisory Board can be found on page 96). The views and concerns of customers, business partners and employees are reflected in the results of regular customer and employee surveys. External sources such as analyses by rating agencies, NGOs or research institutions are also taken into account. The topics are collected, structured and prioritised in the course of internal workshops and working groups held with managers and experts from the company.

MATERIALITY MATRIX
ENERGIE STEIERMARK 2021



The materiality matrix forms the basis for the contents of the report and the Group’s sustainability strategy. In the matrix, the topics are presented according to their relevance for external stakeholders and the significance of their impact on the economy, environment and society. The topics of security of supply, customer orientation, sustainable energy production, smart networks and decentralised energy production as well as regional accountability have a very high impact here. Here, the actions of Energie Steiermark have a major impact on sustainable social development. These fields of action therefore make up core areas of the sustainability strategy. The topics of employee satisfaction and workplace safety are also rated as being highly relevant for stakeholders.

ESG AS PART OF RISK MANAGEMENT

Energie Steiermark uses a company-wide risk and opportunity management system as an integrated component of corporate decision-making processes. In 2021, the risk portfolio was enlarged to include environmental, social and governance (ESG) issues. Risks and opportunities are quantitatively assessed on a regular basis with regard to their potential impact and probability of occurrence. Detailed information on risk management can be found in the current Group management report.

FIVE STARS IN SUSTAINABILITY RATING



Energie Steiermark has been taking part in the annual “Global Real Estate Sustainability Benchmark Rating” (GRESB) since 2019. The rating forms the basis for systematic reporting, objective evaluation and peer benchmarking of ESG management and the performance of infrastructure assets worldwide. In 2021, Energie Steiermark built on its successes of recent years: with around 550 international companies taking part, they achieved the top five-star rating, once again ranking the company within the top 20 percent overall.

“We have already made some important decisions with regard to climate **neutrality** in recent years. We were the first Austrian company to receive a EUR 90 million green loan from the EIB for sustainable projects. We are convinced that the implementation of green projects requires green capital. In this way, **Energie Steiermark is playing a pioneering role throughout** Europe. Our success in the current GRESB rating proves us right,” **say the Management Board duo, Christian Purrer and Martin Graf.**

SUSTAINABLE DEVELOPMENT GOALS FROM REGIONAL TO GLOBAL



The Sustainable Development Goals (SDGs) set uniform global standards for priorities and goals for sustainable development until 2030. The 17 goals, 169 sub-goals and 230 global indicators show the direction to be taken until 2030 and are intended to provide impetus for measures in various areas of sustainability in the coming years.

Energie Steiermark aims to do what it can to contribute to achieving the SDGs, with the focus here being on its core business as a regional energy service provider, because the actual work on the global goals happens locally, in the regions. Energie Steiermark supports twelve SDGs in particular with its activities:



In cooperation with charitable organisations, Energie Steiermark is committed to helping people at risk of energy poverty and supports several projects that address this issue.



A person's health is second to nothing, With this in mind, Energie Steiermark attaches great importance to preventative health care and supports employees with numerous measures.



The shortage of skilled workers is currently a major challenge. Energie Steiermark's training and competence center, E-Campus, both ensures that the demand for skilled workers is met by recruiting 40 percent more apprentices and provides a comprehensive range of training opportunities to meet the specific needs of each and every employee.



As is typical in this industry, women make up around 25 percent of the company's workforce, while the proportion of female managers is 16 percent. Energie Steiermark has set itself the goal of increasing this share to around 25 percent by 2025.



As an energy company that produces 100 percent of its energy from renewable sources, its business activities are geared towards the green world of tomorrow, and it is the goal of Energie Steiermark to encourage its customers to join in with attractive offers and innovative energy services.



As one of the largest employers in Styria, and in its position as a reliable service partner and innovative force, Energie Steiermark is a key driver of both the Styrian and the wider economies.



In order to guarantee a crisis-proof supply of electricity, gas, heat and Internet services in the Alpine region, Energie Steiermark invests EUR 110 million every year in both maintaining and expanding the network infrastructure.



In keeping with its attitude to equal opportunity, Energie Steiermark has developed a holistic inclusion strategy with specific measures for the entire company. The Group also specifically supports non-profit initiatives, projects and institutions that work for the inclusion of disadvantaged and underrepresented groups of people.



As a company deeply rooted in the region, Energie Steiermark is committed to sustainable local development. Municipalities and regions benefit from jobs being created, energy being produced from domestic biomass and regional suppliers being carefully selected.



The climate goals of Paris can only be achieved if the energy system transformation is a success. Energie Steiermark makes a major contribution to climate and energy strategies, in both Styria and at the national level, by pursuing a clear corporate strategy and implementing an extensive programme of measures.



When implementing projects, it is our utmost priority for Energie Steiermark to ensure that the way in which they intervene in particular areas of nature is sensitively minded. The action taken to compensate generally goes beyond the legal requirements such as nature conservation permits or environmental impact assessments.



Responsible corporate governance and control are guiding principles of Energie Steiermark. To this end, the company has committed to complying with the Corporate Governance Code and, as a partner of integrity and a stable economic factor, strengthens the cohesion of our society.

To improve clarity, passages relevant to the respective SDGs have been marked in the Sustainability Report and the sustainability programme on page 106 with a corresponding SDG symbol in the margin.

1.2 REGIONAL AND SUSTAINABLE PROCUREMENT



As one of the largest companies in Styria, Energie Steiermark is closely tied to its surroundings and sees itself as a service provider, employer, economic partner and driver of innovation from the region for the region. Suppliers and partners – preferably regional ones – are carefully selected and need to meet both environmental and social standards.

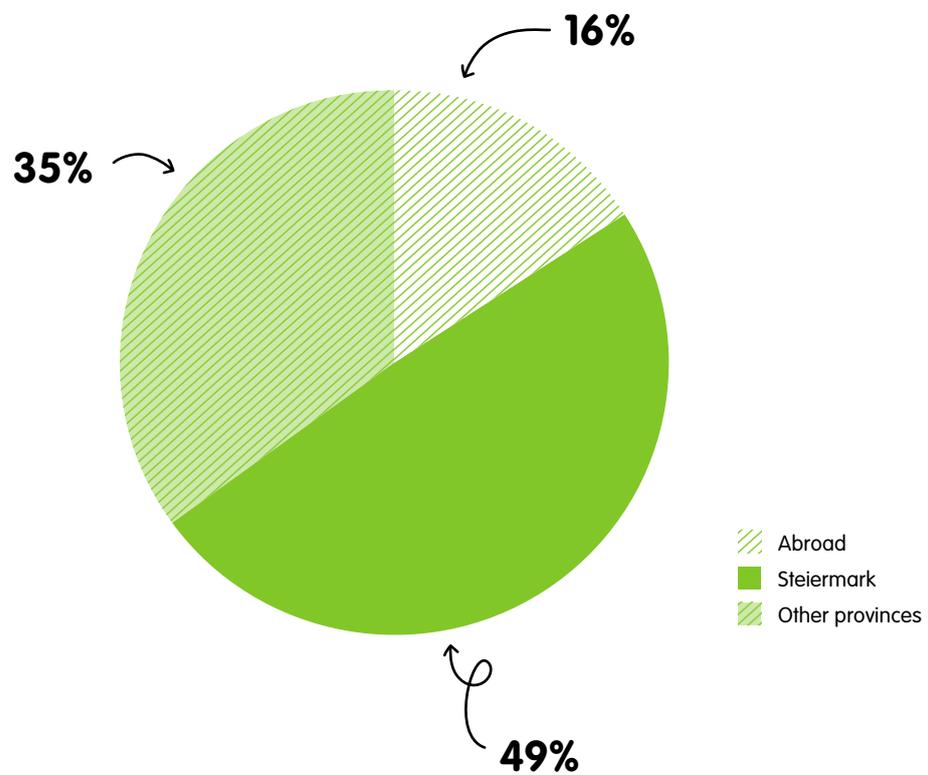
Energie Steiermark's procurement activities are divided into two main areas: On the one hand, there is Energy Trading through which primary energy sources and electricity are procured and, on the other hand, there is Materials Management through which all procurement activities are coordinated and carried out centrally for all companies. In accordance with the Group's procurement policy, sustainability criteria in particular must also be taken into account when selecting the best bid (best bidder principle) and the strict standards of the Federal Procurement Act [Bundesvergabegesetz, BVergG] must be complied with.

Energie Steiermark's "Catalogue of Criteria for Awarding Tenders" is valid for all tenders of the Group, with the best bidder principle being applied. In addition to economic criteria, the selected requirements also include social principles and environmental criteria. These include high standards for occupational safety, employing older workers and apprentices as well as ensuring that transport vehicles and machines used are environmentally friendly and generate little noise pollution. In the case of specific products, additional sustainability requirements can also be defined, based on the Sustainable Public Procurement Action Plan (NABE) or the EU's Green Public Procurement (GPP), for example. There is a wide range of sustainable products here: biological oils for transformers, salt-impregnated instead of tar-impregnated electricity pylons, fairly produced workwear made from low-emission and biological materials, energy-efficient IT products, furniture with eco-labels or emission-free e-vehicles.

Employees in the purchasing department have access to regular training in courses, workshops and seminars provided by the service point for innovation-promoting public procurement (IÖB) or within the scope of the action plan for sustainable public procurement (NABE) to create an even deeper understanding of the topic of innovation-promoting procurement in purchasing processes. There are also plans to work together with sustainable startups or rating agencies such as ecovadis, the aim of which being to pick up on new developments. In this context, procurement is also coordinated with our Innovation department (IN).

Aside from purchasing energy (electricity, gas, biomass and heat), other major procurement activities relate to construction services and technical equipment, such as for the mains supply network of Energienetze Steiermark GmbH. Particular importance is attached to ensuring that suppliers and subcontractors are primarily regional ones. 84 percent of Energie Steiermark's procurement volume in 2021 came from Austria or at least from a domestic subsidiary. In 2020, the figure was as high as 93 percent. Of the domestic suppliers, 49 percent came from Styria in 2021, compared with 64 percent in 2020.

**ORIGIN
SUPPLIERS 2021**



1.4 RESPONSIBLE CORPORATE GOVERNANCE



For Energie Steiermark, responsible corporate management means positioning itself as a reliable partner when interacting with its customers, suppliers, employees, business partners and other stakeholders. Only a company that continuously improves and develops will be successful in the long term. This applies in particular to the goals, philosophy and core values of Energie Steiermark. The current mission statement of Energie Steiermark was developed within the framework of the cultural project "E-Volution".

The vision

We are Energie Steiermark.
Official partner of a green world.

- Energie Steiermark is committed to providing a safe, comfortable and sustainable life.
- Energie Steiermark cooperates with partners in various energy worlds.
- We act individually and with the power of our people.
- Energie Steiermark is alert to customers and new developments. And finding solutions.
- We do what we say. With respect and responsibility.

The mission

We provide for a better life and a green world.
With more safety and comfort. We do that for Styria.
And beyond.

Corporate values

Attentive. Fair. Cooperative. Regional. Reliable.

CORPORATE GOVERNANCE

A Corporate Governance Code was drawn up on the basis of the Austrian Code of Corporate Governance (ÖCGK), which was adapted to the needs of Energie Steiermark as an unlisted Austrian stock corporation and as a strategically operative holding company. Compliance with the rules is documented in the annual corporate governance report and published on Energie Steiermark's website. A key challenge of the liberalised internal energy market is unbundling the network operator from other areas of activity. Energienetze Steiermark GmbH is therefore a stand-alone entity, completely separate from other business areas of Energie Steiermark in terms of its legal form, organisation and decision-making.

COMPLIANCE

Energie Steiermark firmly believes that common values and clear principles are needed for a sustainable energy future and fair cooperation. The Code of Conduct and Ethics of Energie Steiermark, which was updated in 2020, combines the requirement to comply with legal regulations and social and environmental standards with the company's value-oriented culture.

The compliance management system and the objectives, principles and measures defined by the responsible bodies are intended to ensure compliant conduct, especially in the core areas of anti-corruption and antitrust law. Compliance defines the responsibilities, tasks and powers of managers, employees, compliance managers, compliance officers and the compliance committee. As part of the Group-wide digitalisation initiative, a compliance tracker was introduced to document the compliance management process and the implementation of measures. Compliance targets and measures were also anchored in Energie Steiermark's sustainability strategy. The Code of Conduct and Ethics is also published on the Energie Steiermark website for business partners and suppliers of Energie Steiermark to see.

In 2021, corruption risks for Energie Steiermark and significant domestic subsidiaries underwent a risk assessment. This involved determining and risk categories and scenarios as well as control measures were surveyed and assessed in terms of risk impact and probability of occurrence, with this risk-control matrix showing no significant corruption risks.

Managers and employees are introduced to the content of the Code of Conduct and Ethics through practical examples in an e-learning course. Over 98 percent of nominated managers and employees completed such training courses on anti-corruption, antitrust law, data protection and the Code of Conduct and Ethics during the reporting period (for the first time in 2021). Managers and employees of Energie Steiermark can also contact the Compliance Officers and the Compliance Manager to obtain information or to ask specific questions. The reporting channels defined in the Code of Conduct and Ethics for suspected violations of statutory regulations or internal policies will be expanded in the next reporting period to include a confidential reporting option in a web-based whistleblower system.

The precautions and measures taken to prevent corruption are reported annually to the Management Board and in the Supervisory Board.

02

GREEN COMPANY

“For me, green energy means us working together with the customer to save energy through energy efficiency measures and meeting the demand for energy with renewable energy from plants in a way that protects the environment, and ecological measures are carefully maintained during operation.”

HENRIKE BAYER,
GREEN POWER
ECOLOGIST,
ON THE TOPIC OF
RENEWABLE ENERGY
AND BIODIVERSITY



2. GREEN COMPANY

Austria wants to be carbon neutral by 2040. Achieving this goal will require a fundamental transformation of our energy system: decarbonisation; away from fossil fuels; 100 percent green electricity and green gas supply, blue and green hydrogen as energy storage; smart grids and energy communities for the decentralised supply of energy; e-fuels for aeroplanes and ships – these are just some of the requirements needed to have a successful energy transition. Energie Steiermark plays a decisive role in the implementation of sustainable projects and is at the very heart of this change.

In the last financial year alone, Energie Steiermark invested around EUR 170 million in expanding and maintaining renewable energy projects. More than EUR 110 million was invested in expanding the smart grid infrastructure, primarily to enable green electricity from photovoltaic systems to be fed into the grid. This record level investment is set to continue over the next five years: Around EUR 1 billion is to be invested in the expansion of renewable, CO₂-free energy and in the development of smart grids.

“This record investment is part of our strategy to reduce our dependence on international markets,” emphasize **Christian Purrer, Spokesman of the Management Board, and Martin Graf, Chief Financial Officer.**



In addition to generation, storage and thus the holistic, sustainable use of green electricity is a key challenge. Hydrogen will play a central role here, along with other technical solutions, which is why Energie Steiermark focuses on all generation and application possibilities in this area and wants to position targeted pilot projects and innovation partnerships in all regions of Styria.

In view of the current situation of rising energy prices and political turmoil, the greening of heat applications in both urban and rural areas is one of the key issues. The existing gas infrastructure will continue to be an indispensable basis for safeguarding the supply of energy in the future. On its journey to decarbonise, Energie Steiermark will gradually replace natural gas with green gas from hydrogen and renewable methane.

Yet, with all of these plans, one thing is clear: the energy transition can only be a success if we all work together. It is for this reason that Energie Steiermark motivates its customers in particular to get involved in matters relating to a green energy future: Specially developed models offer a way of participating directly in the work to expand the use of renewable energies.

**SELECTED SUSTAINABILITY
TARGETS IN THE AREA OF GREEN
COMPANY**

- **Greening of district heating:** Increasing the share of renewables, waste heat and CHP in heat generation in the regions to 80 percent by 2025
- **Increasing sustainable power generation:** 660 GWh from wind power, 330 GWh from photovoltaics, 412 GWh from hydropower by 2030
- **Doubling the number of e-vehicles in the Group fleet** by 2025
- **Creating a roadmap for Energie Steiermark** to achieve climate neutrality

2.1 RENEWABLE ELECTRICITY FOR STYRIA



Things have to move quickly in the next few years particularly as regards the electricity transition: the Austrian federal government has set itself the goal of having 100 percent of the country's electricity supply come from renewable energy by 2030. To this end, as per the Renewable Energy Expansion Act [Erneuerbaren-Ausbau-Gesetz, EAG], green power plants for an additional 27 TWh are to be built over the next eight years. To put this into perspective: in 2021, green electricity production in Austria amounted to around 55.6 TWh.

In order to achieve this goal, Energie Steiermark plans to significantly expand its renewable energy generation activities in Styria in the coming years. In total, the company has projects with an investment volume of around EUR 2 billion in the pipeline. More than EUR 1 billion is earmarked for generation – to expand the use of wind power as well as photovoltaics and hydropower.

Energie Steiermark Green Power GmbH already supplies households and private customers exclusively with electricity from Austria and from renewable sources. The company operates green power plants such as hydropower plants, wind farms or photovoltaic systems.

OWN ELECTRICITY PRODUCED BY ENERGIE STEIERMARK BY SOURCES OF ENERGY IN AUSTRIA

Energy source	Unit	2020	2021
Hydropower	MWh	161,408	124,036
Wind	MWh	90,395	97,169
Photovoltaics	MWh	102	798
Biomass	MWh	1,407	1,655
Total	MWh	253,294	223,658



NEW GRATKORN MUR POWER PLANT

The end of March 2022 saw the official start of construction for the latest joint power plant of VERBUND and Energie Steiermark, which will be commissioned in 2024. The new hydropower plant in Gratkorn is being built on the river Mur north of Graz and will be the most modern run-of-river power plant of its kind. With an output of eleven megawatts per year, around 54 million kilowatt hours of green, CO₂-free electricity will be generated in the future. This amount of electricity is sufficient to cover the annual electricity needs of about 15,000 households or drive 30,000 electric cars 10,000 kilometres each. The Gratkorn power plant on the river Mur represents an investment of around EUR 80 million in the expansion of Styrian hydropower by VERBUND and Energie Steiermark.

RENOVATION OF BRUCK POWER PLANT

After a construction period of about two years, the work to renovate the Murinsel power plant, including the upstream and downstream channel, and to construct the new weir system, including the weir power plant in Oberaich, was completed. The plants are operated by Stadtwerke Bruck, in which Energie Steiermark is a co-owner. The investment volume for the project was over EUR 28 million. 9,000 to 10,000 households will be supplied by the power plant in the future, which has a total capacity of 36 gigawatt hours, 30 percent more than before. Despite Covid-19 and flooding just as construction work began, the power plant was returned to service on schedule.



THE POWER OF THE WIND

Styria has excellent regional wind conditions. The goal of Steiermark Green Power GmbH is to harness this potential. Around 100 additional wind turbines with a total output of around 300 megawatts are due to be built by 2030.

Energie Steiermark's first wind farm entered operation back in 2014 in the district of Deutschlandsberg on the Freiländeralm at an altitude of about 1,400 m above sea level. The Handalm large-scale wind farm project saw 13 wind turbines being built at an altitude of around 1,800 metres above sea level, which supply green electricity to more than 21,000 households. Since then, other wind power projects have been implemented, the latest in autumn 2021. One of the largest wind turbines in the Alpine region was erected on the Sommeralm in the municipality of St. Kathrein am Offenegg. With a height of 180 metres, the new wind turbine is a landmark that can be seen from afar. Capable of 3.6 megawatts of power and a total generation volume of around 10 million kilowatt hours per year, some 3,000 households in the "Almenland" sustainability region are supplied with wind power. The project cost around EUR 5.1 million.



SOLAR POWER OFFENSIVE

Producing your own electricity using photovoltaics is very much in vogue. Energie Steiermark is on hand to help with its expertise: photovoltaic projects supplying more than 6 million kilowatt hours of solar power were implemented with companies and private individuals in 2021 alone.

Currently, more than 20,000 Styrians have a photovoltaic system for private use. As part of its solar power offensive, Energie Steiermark plans to invest around EUR 250 million in additional plants in the coming years – the target being to

achieve around 300 megawatts of capacity, enough to allow a total of more than 100,000 households to be supplied exclusively by the sun.

In addition to fitting photovoltaic systems on roofs, Energie Steiermark has also set itself the goal of generating electricity for around 75,000 households on around 450 hectares of open spaces in all parts of the state, relying on sustainable, agricultural dual use, such as the project in Neudau.

NEW SOLAR FARMS IN NEUDAU UND BÄRNBACH

Austria's largest solar park is being built on the site of a former lignite mine in Bärnbach, western Styria. The collectors will be installed on a total area of 21 hectares (equivalent to 28 football fields). With a capacity of 17.2 megawatts, over 18 million kilowatt hours of green electricity per year will be generated as early as autumn 2022, help save 3,942,000 kilograms of CO₂ annually. Energie Steiermark is investing EUR 12 million in implementing this Austria-wide showcase project as part of the energy transition.

One of the largest solar parks in Styria is also being built in Neudau in eastern Styria. The area of around twelve hectares will be the site of a facility capable of generating more than 12 million kilowatt hours of solar power annually with an output of 11 megawatts as early as fall 2022. This will supply over 3,500 households with renewable energy while saving 2,628 tonnes of CO₂ annually. Energie Steiermark is investing around EUR 7.5 million in this project together with the company Supernova.



JOINT “SOLAR POWER” PROJECT WITH THE CHOCOLATE-MAKING COMPANY ZOTTER

For years, Energie Steiermark has been helping the chocolate manufacturer Josef Zotter implement projects related to alternative energies. For example, the chocolate maker was one of the first partners to have an e-charging station.

Now another reference project has been put into operation at the Riegersburg site. Josef Zotter’s organic farm was enlarged, and a large photovoltaic system was installed on the roofs of the new cow and pig barns. A total of 526 modules with a combined peak power of around 200 kWp were installed. The photovoltaic systems were planned and installed in cooperation with E1 Wärme und Energie GmbH – a subsidiary of Energie Steiermark. This facility is capable of supplying more than 60 households with electricity.

2.2 ENVIRONMENTALLY FRIENDLY DISTRICT HEATING

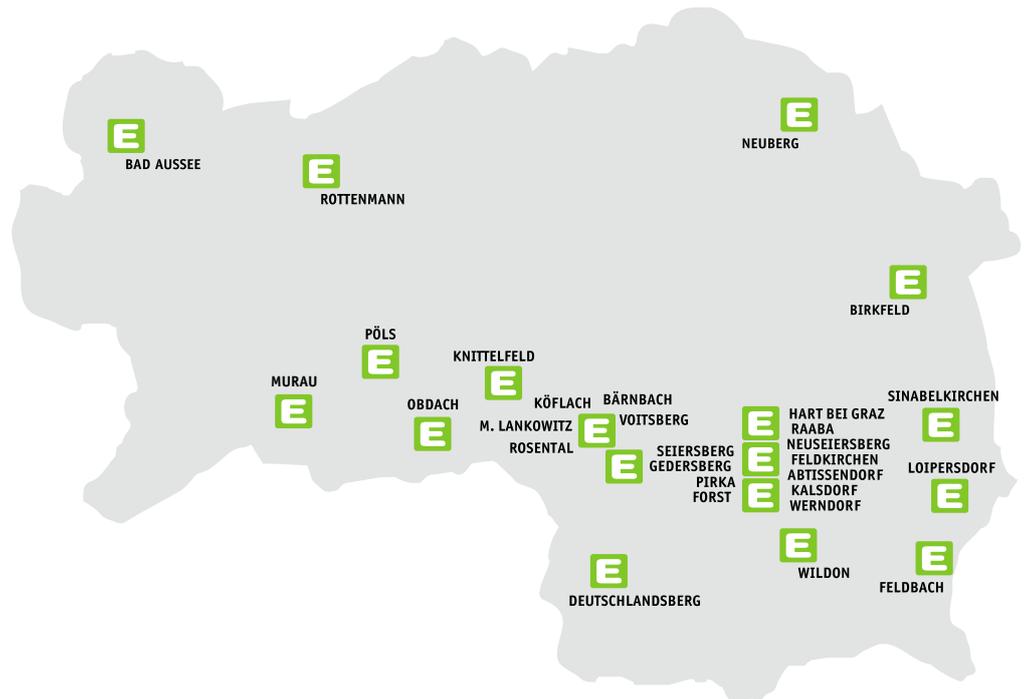


District heating has a key role to play when it comes to decarbonising the supply of heating. Energie Steiermark is the leading provider of environmentally friendly heating in Styria, supplying 26 Styrian cities and municipalities as well as 18 Slovakian and Czech cities via foreign shareholdings. The company relies on a mix of different sources of generation: biomass, industrial waste heat, solar collectors, cogeneration and modern natural gas boilers for peak load and as a back-up. Energie Steiermark is actively promoting the expansion of green district heating in many regions to make heating truly climate-neutral,

an example of which is its plans to build an additional biomass plant in Feldbach, enabling over 80 percent of the town’s heating needs to be provided with renewable energy in the future. In 2020 and 2021, the heating plant was planned and prepared for the approval procedure, and potential sites inspected. Commissioning is scheduled for 2023, in the course of which there was a drive to expand district heating to the eastern part of the city.

The installation of a flue gas condensation system and a buffer storage tank at the Bad Aussee biomass heating plant also served to increase the overall efficiency of heat generation by an additional amount, making use of previously unutilised energy in the flue gas by means of an intelligent technical solution. This is to ensure that renewable energy is also used with maximum efficiency.

COMMUNITIES WITH DISTRICT HEATING FROM ENERGIE STEIERMARK



DISTRICT HEATING SUPPLY GREATER GRAZ



In the Greater Graz area, a broad working group of experts from the Province of Styria, the City of Graz, the Graz Energy Agency, Energie Graz and Energie Steiermark are working on decarbonising the supply of heating to the state’s capital. The working group is pursuing the goal of increasing the share of heat from renewables, waste heat, and high-efficiency CHP plants to 80 percent of total generation by 2030.

A new sustainability partnership between Energie Steiermark and VERBUND is making a contribution here, supplying highly efficient CHP district heating from the Mellach gas-fired combined cycle power plant to the Greater Graz area. This enabled VERBUND to cover a significant share of heat generation by means of CHP heat in the 2021/22 heating period.

2.3 SECURITY OF SUPPLY



Energy – at any time, with a defined quality and at transparent prices: Energie Steiermark believes that its core task is to safeguard the supply of electricity, gas, heat and Internet services in the Alpine region for its consumers under any circumstances.

In particular, the phasing-out of fossil fuels and the transition to emission-free, renewable energy sources are among the greatest challenges here. Numerous decentralised energy producers need to be integrated, priority given to feeding renewable energy into the networks and required network expansion ensured in order to be able to cope with the high and volatile feed-in rates. What this means is that there is a growing need to focus on flexibility, particularly when it comes to battery storage systems, in order to meet these challenges. “Green” hydrogen will also play a key role here in the future.

To maintain security of supply at a very high level in the future, the company will invest around EUR 1.5 billion in modernising and upgrading the networks by 2030 alone.

PRODUCTION OF “GREEN” HYDROGEN

Hydrogen is a key technology when it comes to decarbonising the energy system. Hydrogen does not cause any CO₂ emissions at the point of consumption. It can be produced without CO₂ emissions using renewable energies – using carbon capture and storage (CCS) – almost emission-free from hydrocarbons. There are also various ways in which hydrogen can be used in numerous energy and raw material sectors.

In the southern Styrian municipality of Gabersdorf, construction work began in April 2022 on the first off-site production plant for “green” hydrogen in Austria. The model project with an investment volume of EUR 10.5 million is being built on a 10,000-square-metre site. There, an existing biogas plant will be combined with a new, 6,000-square-metre large-scale solar power facility. This will save up to 5,200 tonnes of CO₂ annually.

From the end of 2022, up to 300 tonnes of green hydrogen will be produced annually by the new plant. The first major customer is the industrial company Wolfram Bergbau und Hütten AG – a subsidiary of the globally active Sandvik Group. The company based in St. Martin is the world market leader for tungsten powders and will buy roughly 70 tonnes of the green hydrogen annually for its energy processes starting in 2023.

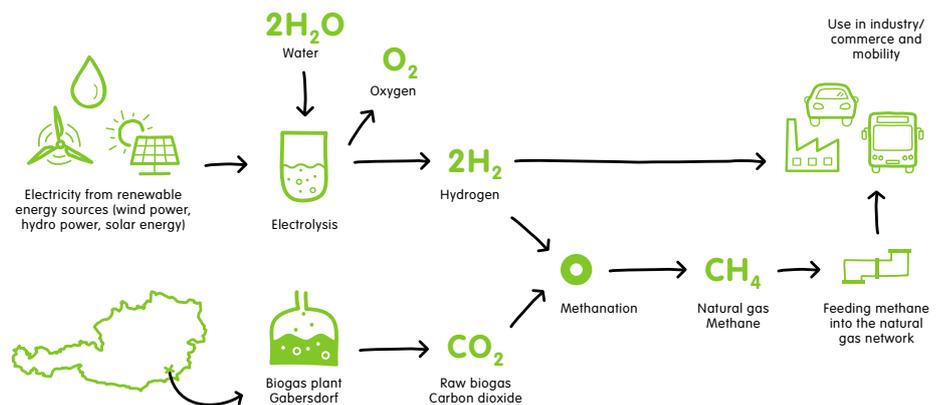
The current plans of Energie Steiermark see the supply of the hydrogen powered buses planned to be used in the provincial capital of Graz in the future. The amount of energy produced in Gabersdorf is sufficient for around four million kilometres or 50 buses. An additional side effect: “Green natural gas” from the plant will also be fed into the existing natural gas grid from 2023. This means that Gabersdorf will be a “triple green source” – for industry (tungsten) for mobility (buses) and for households – from next winter.



“In view of the current, dramatic energy crisis, such a project is an important contribution to reducing dependence on natural gas imports. At the same time, we aim to expand our innovation and sustainability partnership with Styrian industry,” say the **two men heading Energie Steiermark, Christian Purrer and Martin Graf**. “Cooperating with numerous research partners was of great importance for the development of new approaches: We are already considering the realisation of further, larger plants. However, this also requires corresponding tailwind in terms of funding.”

GREEN GAS 4 GRIDS

With power-to-gas technology, as in the Gabersdorf plant described above, electrolysis is used to generate seasonally storable hydrogen from electricity, which can then in turn be fed into the gas grid. The existing gas infrastructure will therefore continue to be an indispensable basis for safeguarding the supply of energy in the future. With this in mind, it is necessary to gradually increase the proportion of hydrogen in the gas grid and, in the longer term, convert pipeline sections so that they can be used for pure hydrogen.



This is why Energienetze Steiermark GmbH is already hard work testing the hydrogen compatibility of all components installed in the gas grid. Since the sensitivity of metallic materials to hydrogen-induced cracking is a key issue, selected pipeline samples were taken from the gas network for investigation in cooperation with the Graz University of Technology. The hydrogen hazard potential was classified as low here. Further investigations into the hydrogen compatibility of the network are already being undertaken.

ENERGY COMMUNITY IN SOUTHERN STYRIA AS A EUROPE-WIDE SHOWCASE PROJECT



Since autumn 2017, the southern Styrian municipality of Heimschuh has been the setting of some unusual test projects that will significantly change the energy market. After testing a "centralised community storage facility" for residential photovoltaic electricity from 2017 to 2019 past two years have taken it a step further: as part of the Blockchain Grid research project, eleven households have tested solar power "island trading" in practice. What this means is that those who generate too much electricity with their own photovoltaic system can sell the surplus directly to their neighbours or store it in the community storage system.

This is made possible by the use of shared battery storage and Blockchain technology. This has made Heimschuh one of the first energy communities in Europe. The aim of such “energy islands” is for energy to be both produced and consumed locally, enabling them to become essentially detached from any external sources of power.

And the results of the project are impressive: the use of community storage and “island trading” has boosted the amount of photovoltaic energy consumed by producers from 48 percent to 73 percent. This substantially reduces the pressure on the power grid and the financial burden of the customers: each household can save up to EUR 500 year in grid fees, taxes and charges.

ALLOW “JOHANN” – THE ELECTRICITY STORAGE OF THE FUTURE

“Johann” is a hydrogen-based hybrid energy storage system, developed in Styria by EEG Elements Energy GmbH. In May 2021, the pilot plant was commissioned at Energie Steiermark’s customer “Bauernbrot Nöhrer” in Schladming in order to test the economic viability and product maturity in operation. The excess power generated by the 65kWp PV system is stored in the 300kWh hydrogen storage tank and can be made available again by a fuel cell if required.

The conditions for the plant are perfect due to the fact that the bakery consumes a high degree of energy at night. The heat generated in the fuel cell is stored in the form of hot water.

Hydrogen storage systems like “Johann” provide autonomy for consumers, are an important element of decentralised power generation and thus contribute to the success of the energy transition. The project is supported by Energie Steiermark, the state of Styria and the Styrian Business Promotion Agency SFG.

ENERGY COMMUNITIES ARE THE "CLUE"

Energie Steiermark has already implemented several innovative and sustainable projects in cooperation with the Almenland region. The new research project "CLUE" is supported by the Climate and Energy Fund in which 22 partners from four countries are working together. The goal of the CLUE (Concepts, Planning, Demonstration and Replication of Local User-friendly Energy Communities) project is to create local renewable energy communities and, in the process, gain practical insights into how to integrate renewable energy communities into the distribution grid.

Members of the energy community are to be enabled to sell self-generated surplus energy locally and to use a community storage facility. A combination of smart home and innovative storage technologies will be used, which are being developed with the support of national and international partners such as Siemens and AIT. After completing a pilot phase, the plan is to roll "CLUE" out across the entire region.

WATER FROM THE MUR FOR THE NEW E-CAMPUS

The e-campus of Energie Steiermark, which was opened in autumn 2020 and, following the second stage of expansion starting in September 2022, will be a workplace for around 300 employees, is not only a showcase project for further education and training throughout Austria, but also a perfect example of how to do energy efficiency. Highlight of the newly installed energy centres at the location on Neuholdaugasse: the heat pumps, which use water directly from the adjacent River Mur to supply all of the heating and cooling for the facility's buildings, both old and new.

INCIDENT AND EMERGENCY MANAGEMENT

With its crisis management plan, Energie Steiermark has created a system that covers the issues of crisis prevention, crisis management and post-crisis analysis. Both normal operations and the company's approach to fault management in the electricity, gas and district heating networks as well as in the corresponding energy production plants of Energie Steiermark are regulated by internal procedures and guidelines (emergency plans).

Preventative crisis management has certainly proven its worth, especially since the outbreak of the pandemic in March 2020: A Covid-19 crisis team made it possible to keep business operations running with professional communication, rapid and specific regulations and measures.

**“TECHNICAL SAFETY
MANAGEMENT”
CERTIFICATION
ÖVGW GUIDELINE
QS-GNB 200**

Regular drills and external audits ensure that the crisis management system functions properly and that the energy supply is reliable. For example, the electricity and gas division of Energienetze Steiermark GmbH, in cooperation with Energie Steiermark Technik GmbH, undergoes a monitoring audit at regular intervals for “Technical Safety Management” certification purposes. The aim of the certification is to ensure the high quality of electricity supply in Austria on a sustainable basis.

**KEY FIGURES FOR FAILURE AND INTERRUPTION STATISTICS
(IN MINUTES)**

	2018	2019	2020	2021
ASIDI*	20.00	22.29	26.98	21.02
SAIDI*	26.72	30.28	30.97	25.84
SAIFI*	1.25	1.29	1.36	1.37

* Only interruptions; without regionally exceptional events

ASIDI: Average System Interruption Duration Index

SAIDI: System Average Interruption Duration Index

SAIFI: System Average Interruption Frequency Index

New representation: SAIFI compared with the previous report shown as the number of planned and unplanned shutdowns



2.4 INTERNAL ENVIRONMENTAL MANAGEMENT



Environmental protection at Energie Steiermark starts at home, in its own sector. Internal energy and environmental management is an important planning, implementation and control instrument for the company to incorporate environmentally relevant aspects into all corporate decisions. This is why key environmental indicators are regularly collected and undergo comprehensive monitoring. The relevant topics here include energy consumption and efficiency, air emissions (CO₂, NO_x, CO), water consumption and wastewater as well as paper consumption and waste management.

ENVIRONMENTAL INDICATORS OF ENERGIE STEIERMARK IN AUSTRIA

		Unit	2020	2021	
Material	Copy paper – recycled paper	in kg	16,624.0	14,912.0	
		in A4 sheets	3,321,121	2,988,288	
Emissions	NO _x	Tons	28.5	48.2	
	CO	Tons	1.0	1.0	
Water withdrawal	Ground water	m ³	185.0	117.0	
	Public water supply	m ³	13.0	9.8	
Wastewater	Receiving water	m ³	46.0	23.0	
	Total	Tons	1,842.7	2,725.2	
Overview	Hazardous	Tons	121.0	323.7	
	Not hazardous	Tons	1,626.1	2,115.8	
Waste	Electricity	Tons	95.6	285.7	
	Residential waste	Tons	108.5	115.4	
	Waste paper	Tons	39.7	43.6	
	Packaging material	Tons	78.2	100.6	
	Factions	Scrap metals and waste electrical equipment	Tons	796.7	1,277.4
		Wood ash	Tons	531.3	696.7
		Other	Tons	288.2	491.5
Waste recycling	Dumping	Tons	547.1	721.8	
	Composting	Tons	6.1	4.2	
	Recycling	Tons	947.0	1,455.0	
	Incineration	Tons	342.5	544.1	
SF ₆	Quantity in use	kg	27,094.0	27,557.0	

GREENHOUSE GAS BALANCE

In particular, a company's greenhouse gas emissions are an important indicator of environmentally and climate-friendly activity. The current carbon footprint of Energie Steiermark was determined for the 2020-2021 reporting period and structured in line with GRI Scopes 1 to 3. In our own area of impact (Scope 1), emissions from the production of district heating dominate. Emissions from purchased energy in our own area (Scope 2) relate to losses from the power grid. Emissions from purchased energy (Scope 3) passed on to customers result from the volume of electricity and natural gas sold. The calculations are made in accordance with the international guidelines issued by the Greenhouse Gas Protocol.

GREENHOUSE GAS EMISSIONS OF ENERGIE STEIERMARK AS PER MARKET-BASED APPROACH

		Unit	2020	2021
Scope 1	Own heating produced	t CO ₂ eq	188,448	254,130
	Own electricity produced	t CO ₂ eq	3,029	6,129
	Gas network loss (leakage)	t CO ₂ eq	369	8
	Gas network loss (preheating)	t CO ₂ eq	2,042	2,245
	Vehicle fleet	t CO ₂ eq	2,093	2,262
	Emergency power unit	t CO ₂ eq	228	275
	SF6 leakages	t CO ₂ eq	0	0
	Scope 1 total	t CO₂ eq	196,209	265,050
Scope 2	Energy use	t CO ₂ eq	3,279	4,474
	Electricity network losses*	t CO ₂ eq	33,664	33,382
	Scope 2 total	t CO₂ eq	36,943	37,856
Scope 3	Own heating produced	t CO ₂ eq	67,491	90,803
	Own electricity produced	t CO ₂ eq	2,473	3,489
	Additional heat purchased	t CO ₂ eq	37,859	37,355
	Additional electricity purchased on the market	t CO ₂ eq	169,016	525,777
	Electricity network losses	t CO ₂ eq	8,794	8,721
	Gas network loss (leakage)	t CO ₂ eq	14	0
	Gas network loss (own needs)	t CO ₂ eq	689	758
	Gas sales	t CO ₂ eq	666,595	717,504
	Energy use	t CO ₂ eq	596	905
	Fleet (incl. emergency power generators)	t CO ₂ eq	1,972	2,042
	Business operations	t CO ₂ eq	316	298
	Waste	t CO ₂ eq	661	1,653
	(Waste) water	t CO ₂ eq	18	9
	Coolant + gases	t CO ₂ eq	194	0.63
	Paper, devices	t CO ₂ eq	37	29
	Scope 3 total	t CO₂ eq	956,725	1,389,343
Total	Scope 1–3 total	t CO₂ eq	1,189,878	1,692,249

*location based, as details not known

WASTE MANAGEMENT

It is important for an energy supply company to make conservative use of resources to protect the environment. Energie Steiermark's operational waste management therefore keeps track of every aspect at a central location. Licensed disposal companies are tasked with disposing of the waste. The choice of disposal method is largely determined by the disposer's organisational specifications, with particular importance being attached to waste being disposed of in an environmentally compatible way when obtaining tenders for the service.

Energie Steiermark has been using an ESG data tool to collect and analyse waste generation data since 2020. This means that disposal data from 2019 is not directly comparable with data from 2020 and 2021. The total amount of waste produced at Energie Steiermark's sites increased sharply from 2020 to 2021, a fact attributable, on the one hand, to the sharp increase in electrical waste generated as a result of the electricity meter change in the ongoing smart meter project. 65 percent in 2020 and almost 89 percent in 2021 of the electrical waste disposed of was in the "meter scrap" category. On the other hand, the high annual variability of the scrap metals category also plays a role. As a result, the weight attributable transformer disposals nearly doubled from approximately 186 tonnes in 2020 to around 353 tonnes in 2021. Finally, there was also a substantial rise in the amount of old masts disposed of, a fact attributable to lines being removed.

The recycling rate of total waste has increased slightly compared with 2020, amounting to just over 53 percent for 2021.

SOYBEAN OIL IN THE SUBSTATION

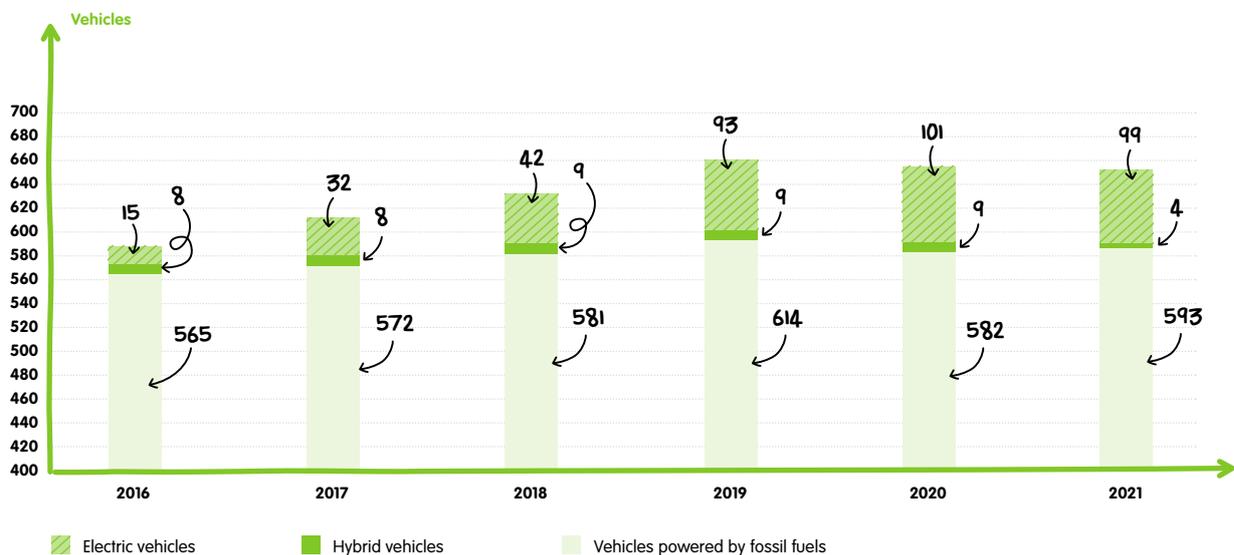
In its work to renovate the Graz Süd II substation Energie Steiermark is setting store by innovations instead of petroleum products. The oil used – 20.6 tonnes no less – is a natural ester, i.e. vegetable-based oils (e.g. soybean or rapeseed). Ester oil is not a synthetic oil and is biodegradable, so there is no need to be concerned that soil is contaminated in the event of an oil spill. It also has a higher viscosity and therefore does not seep as deeply as mineral oil. Since it has a much higher flash point, a transformer fire can be virtually ruled out.

CLIMATE-FRIENDLY MOBILITY



Energie Steiermark focuses on sustainability – including when it’s on the road. In order to steer the company even further in the direction of environmentally-friendly and sustainable mobility, its fleet of vehicles is seeing a move towards more electric, emission-free mobility approaches. Employees at both the E-office and the Graz-Süd sites currently have access to eight e-bikes, two e-scooters, seven e-cars and six hybrid cars to use for their business trips. Some 14 percent of all vehicles in the Energie Steiermark fleet are currently equipped with electric or hybrid-powered engines. This figure was just four percent back in 2016.

DEVELOPMENT OF ENERGIE STEIERMARK’S FLEET OF VEHICLES BETWEEN 2016 AND 2021



However, employees are encouraged to travel in an environmentally friendly way even when they are not at work. Energie Steiermark has participated in the annual “Cycling to work” campaign every year since 2013. Cycling to work is particularly encouraged for the duration of the campaign (in May) by being able to log and analyse the number of kilometres cycled to work in teams of two and four on the website radeltzurarbeit.at.

Those who cycle to work are also given the opportunity to have a free bike check carried out on a regular basis, with professional bike mechanics checking, maintaining and adjusting them properly.

ELECTRONIC LOGBOOK

In the 2020 and 2021 financial years, the focus of fleet management was on completing the “electronic driver’s logbook” project launched in 2020. The project was completed on schedule at the beginning of 2021 and around 629 electronic driver’s logbooks were successfully put into operation. The project concerned the vehicles of all domestic companies of Energie Steiermark AG. The electronic driver’s logbook creates the necessary framework conditions to promote the use of climate-friendly drive types in the entire fleet in a targeted manner and to phase out vehicles that are not required for operations so that the use of fossil fuels (fuel consumption) can be gradually reduced.



2.5 NATURE AND SPECIES CONSERVATION



When implementing projects, it is our utmost priority for Energie Steiermark to ensure that the way in which they intervene in particular areas of nature is sensitively minded. The actions taken to compensate for larger construction projects often go beyond the legal requirements such as nature conservation permits or environmental impact assessments.

One focus is on recording protected assets and developing management plans for ecological compensation areas, such as the section of the river Mur south of the urban area of Graz. In 2011 and 2012, the Gössendorf and Kalsdorf power plants were completed and around 70 accompanying ecological measures were implemented.

Today, reforestation efforts and new forest areas have created a diverse habitat for species along the river Mur south of Graz. Amphibian and reptile populations have developed in the newly created lakes and restored tributaries. Some dragonfly species, such as the endangered damselfly, have also found a new home here in recent years. The power plants are also attractive areas for waterfowl, meaning that even highly endangered species such as the common pochard can be observed. The sections of water are also very popular as hunting ground for bats. Reproduction rates appear to have improved as a result of the measures to improve the eco-system and hydromorphology of the water, with stocks of young fish happily being replenished.

Damselflies are potentially endangered and the river Mur to the south of Graz offers the perfect habitat.



The Mur power plant in Graz was opened in autumn 2019 and has since been feeding green electricity into the grid. The measures taken to renaturalise the land around the site have been largely completed, with the copses and riparian zones providing new habitats for numerous animal and plant species. The power plant's fish ladder is also used by thousands each year, according to monitoring. The most common fish species sighted were chub, barbel and spirlin.



Energie Steiermark also implements measures to improve biodiversity around its wind power plants. At the Handalm wind farm, for example, a black grouse action plan has already been launched. With some success, as the black grouse population has developed well on the Handalm. 25 were counted in May 2021. It is also worth mentioning the recurring evidence of the ptarmigan, an endangered bird species that is becoming increasingly rare, mainly due to climate change. The measures implemented, such as extensive wind rest areas or fenced-in rock furnaces that serve as refuges for ptarmigan, appear to have been successful.



E-BEES IN USE

Honey bees are important pollinators and indispensable for agriculture and biodiversity. Beekeeper Markus Peyreder looks after a total of 30 bee colonies – three of them for Energie Steiermark at various locations.



2021 was a challenge for the bees and the beekeeper because it was unusually long cold. Despite this, Energie Steiermark's bee populations have developed well and collected a lot of lime honey, enough for the e-bees to fill over 200 jars. Another location will soon be added with the E-Campus.



03

SERVICES PROVIDER FOR TOMORROW'S ENERGY WORLD



"Sustainable, smart and efficient – with the Managed Mobility solution, Energie Steiermark enables its employees to use the company fleet privately, reduces their carbon footprint in the long term and cuts costs along the way. A win-win situation for everyone!"

NINA WILDBERGER,
IBIOLA MOBILITY
SOLUTIONS GMBH
MANAGING DIRECTOR,
ON THE TOPIC
OF E-MOBILITY
MANAGEMENT

3. SERVICES PROVIDER FOR TOMORROW'S ENERGY WORLD

Our world is in upheaval: Covid-19 epidemic, shortage of raw materials, rising (energy) prices, digitalisation – these developments are affecting everyone. Being faced with such complex issues drives Energie Steiermark to work even harder to satisfy the wishes and demands of customers.

Energie Steiermark develops innovative and solution-oriented product and service offerings for the energy world of tomorrow. With a wide range of products and services, the company creates real added value – especially when it comes to energy efficiency, energy services and e-mobility.

The efforts made here on a daily basis are recognised and rewarded. Based on the largest market-representative study in Austria, Energie Steiermark received the "CUSTOMER EXCELLENCE – Industry Winner 2022" award in the product area of electricity providers.

CUSTOMERS, SYSTEMS AND METER POINTS OF ENERGIE STEIERMARK

	Power	Natural Gas
Customers	375,136	70,345
Systems	450,514	74,064
Meter points	522,120	74,076

Status as at 31.12.2021



E1-Energiemanagement, a subsidiary of Energie Steiermark was also presented with the "Energy Efficiency Award 2021". The international prize is awarded every year to visionary companies and technicians.

Last year alone (2021), Energie Steiermark invested almost two million euros in research and development. The Next-Incubator was founded in 2017 as a subsidiary of Energie Steiermark and today represents the innovation hub for sustainability. Every year, around 350 project ideas and start-ups are evaluated and ultimately around 30 projects and initiatives are implemented with Energie Steiermark customers.

**SELECTED SUSTAINABILITY
GOALS IN THE AREA OF
CUSTOMERS**

- **Energy provider with the best customer experience Austria-wide:** Improve the Customer Satisfaction Score (CSAT) to a score of 1.5
- **More premium green power:** Increase in the supply of regional green electricity "UZ 46" to 100 GWh by 2030
- **Expand demand side management for electric vehicles:** 1,000 charging points by 2030

3.1 TOGETHER WITH CUSTOMERS



Energie Steiermark attaches particular importance to customer contact, accessibility and having a local presence. For example, a customer dialogue was organised, to which residential, small business or agricultural customers are invited. Representatives from the Management Board and the management teams of various divisions and companies attempted to get to grips with how customers think in a rather unusual format, under the motto “listen & learn”. Customers are able to discuss expectations, needs and personal experiences in a 1-to-1 dialogue. The information collected here is used to help Energie Steiermark define and prioritise further development measures. The customer dialogue was suspended in 2020 and 2021 as a result of the Covid-19 pandemic. The customer dialogue – along with other initiatives – is being resumed and continues to be a fixed part of customer experience management.

CUSTOMER SURVEYS AS IMPORTANT FEEDBACK

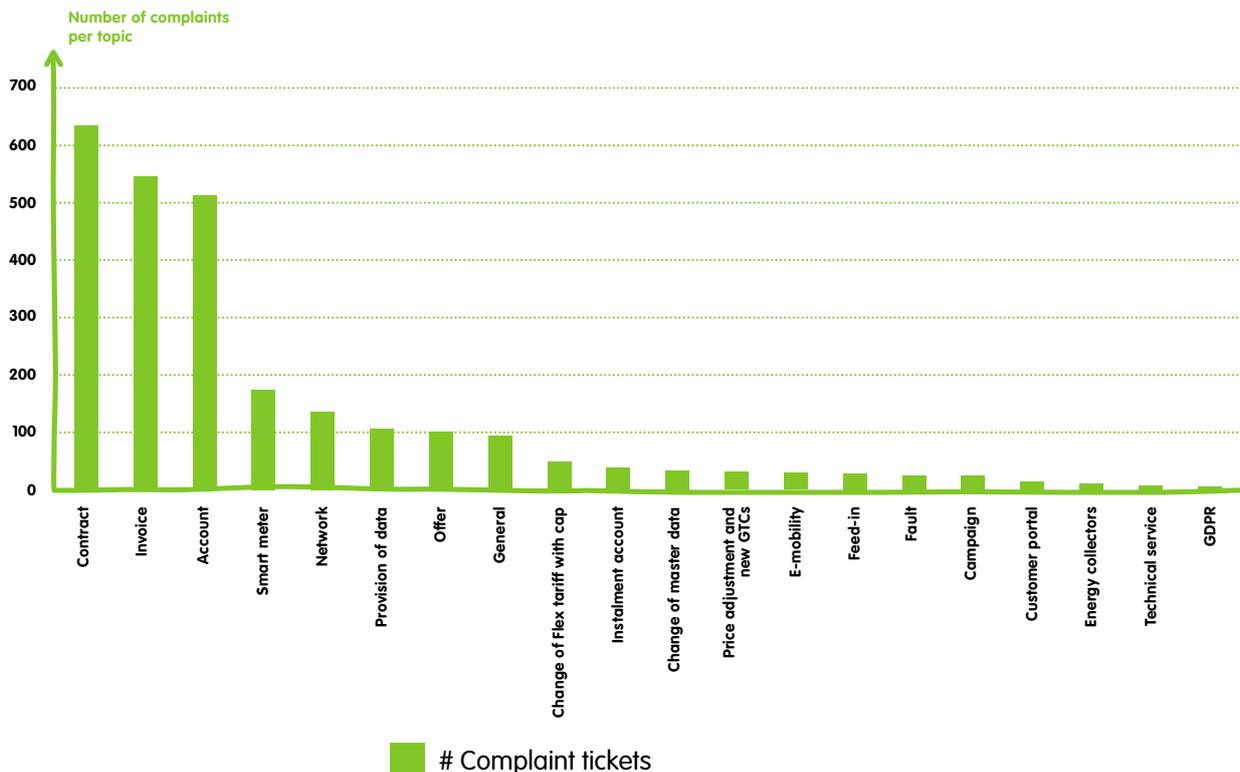
The VoC programme (Voice-of-Customer) is a key topic when it comes to customer experience management at Energie Steiermark. Energie Steiermark is running various initiatives and projects under the VoC banner to find out more about the expectations and needs of customers. One initiative launched in 2019 is a permanent, automated customer feedback management approach with a closed-loop system. Customers are interviewed immediately after experiencing an activity such as changing tariffs or receiving a new offer. They will either receive a link to a short online survey or are interviewed by telephone, depending on the specific matter. Business rules ensure that individual customers are not interviewed too regularly. Customers providing feedback of a critical nature will be contacted by customer services once the answers have been received.



Important survey results include key figures that the company can use to continuously measure its own performance in the area of customer service. Customer satisfaction, for example, is reflected in the Customer Satisfaction Score (CSAT), the user-friendliness of a product or service in the Customer Effort Score (CES), and the willingness to recommend a product or service in the Net Promoter Score (NPS). Energie Steiermark has set ambitious targets for all these key figures in order to achieve its goal of being the energy provider with the best customer experience across Austria.

Energie Steiermark's complaints management system optimises how complaints are processed, developing both suggestions for improvement and training measures. This offering is also the key to successfully marketing new services. The average time taken to handle a complaint in recent years was four days, with 94 percent of customers being contacted again or ultimately to solve the problem. Only six percent of the complainants could not be satisfied. The most frequent complaints concern statements regarding the account, contract or bills. There is also a growing number of enquiries relating to new products and technical developments such as e-mobility, the customer portal, smart meters, fibre-optics/Wi-Fi or tenant flow models.

BREAKDOWN OF COMPLAINTS BY TOPIC IN 2021



CUSTOMER INTERFACE AT THE HIGHEST LEVEL

Standard ISO 18295-1

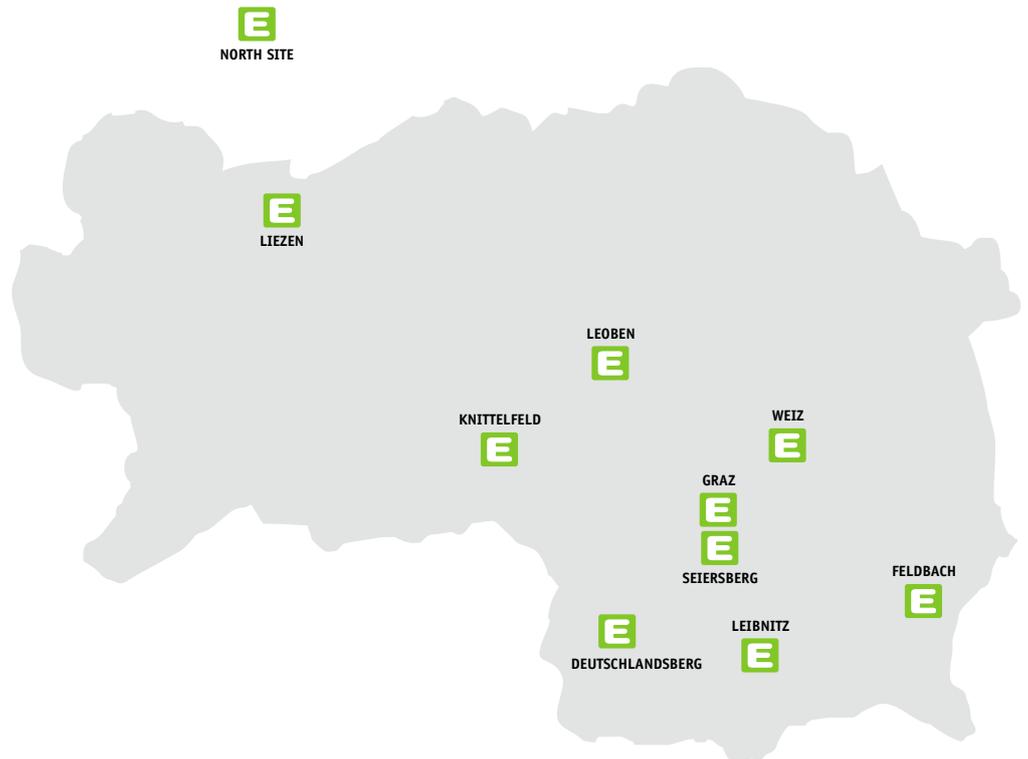
With a focus on quality assurance, the Energie Steiermark service centre was certified according to the ISO 18295-1 standard, a globally uniform standard for customer contact centres. The ISO standard defines service requirements for customer contact centres and focuses in particular on the customer interface. It is a service standard and helps outline expectations for clients and employees, enables performance management, and improves client and customer satisfaction. Applying ISO 18295-1 represents an improvement in customer service and an increase in business success.

E-CUSTOMER CENTRE FOR PERSONAL CONSULTATION

At the beginning of 2020, the Seiersberg e-customer centre was reopened, signally a further step in the work to revamp and modernise all nine Energie Steiermark e-customer centres, the aim of which being to make it possible to experience the company's transition from energy supplier to a modern energy service provider. Not only does Energie Steiermark use the customer centres to bring its extensive product portfolio even closer to its customers, but it also uses these to establish a valuable link between offers available online and personalised service. Above all, the rising demand for new products such as smart home services, photovoltaics and e-mobility requires individual advice which customers can easily obtain at the regional customer centres.



E-CUSTOMER CENTRE LOCATIONS



ENERGIESAMMLER – ENERGIE STEIERMARK'S CUSTOMER CLUB



“Energiesammler”, the official customer club for private customers of Energie Steiermark launched in 2017, was extremely important for customer loyalty. This customer portal provides a place where customers can earn points for their loyalty as well as using energy in an economical and efficient way. These points can then be redeemed for a wide range of leisure offers (from ski tickets and museum visits to admission to thermal baths). Over 21,700 customers have registered to date.

ES EMPOWERMENT – PRO- FESSIONAL CAREER IN CUSTOMER SERVICE



There is no substitute for meeting with customers in person – it is with this in mind that, despite the increase in the number of contact channels into the digital world, dialogue with the customer remains the most crucial element of sustainable service processes. Solution-oriented and competent dialogue leadership must be learned, which is why Energie Steiermark Service GmbH has launched a task-specific specialist career model.

The programme offers employees of Energie Steiermark Service GmbH the opportunity to develop their skills within their area of responsibility and also to

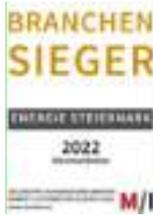
get to know new areas of responsibility through job rotation. The fifteen-month training programme includes individual training sessions as well as personality-building coaching. In the first run of the senior programme, 22 motivated colleagues from nine Energie Steiermark Service GmbH teams will complete the individual modules accompanied by their team leaders and department heads. The programme will end in the summer of 2022 with the job title of Customer Service Manager Senior being conferred. The job title "Customer Service Manager Professional" can be achieved in a further programme.

CUSTOMER EXCELLENCE INDEX – TOP MARKS FOR ENERGIE STEIERMARK

In 2021, the MARKET Institute conducted Austria's largest market-representative study with around 1.6 million reviews among customers from 51 different product areas. In the "Electricity Provider" product segment, Energie Steiermark was able to impress customers the most with its brands and products, and thus received the "CUSTOMER EXCELLENCE – Industry Winner 2022" award.

The study evaluated various product areas and a large number of relevant content criteria on a statistically reliable basis from the customer's or consumer's point of view. The resulting Customer Excellence Index shows how enthusiastic current and former customers are about brands. Customer excellence comes from a high number of what are called promoters (= high recommendation based on the internationally common Net Promoter Score) and brand lovers (= current and former customers or consumers who love the respective brand).

"We see this award as confirmation of our positioning as a modern, customer-oriented service provider," said **Christian Purrer, Spokesman of the Management Board, and Martin Graf, CEO**. "A strong regional presence and a broad portfolio of sustainable services fortunately ensure high satisfaction in the market."



Energie Steiermark is ahead within the industry. The figure is also well above average in a cross-sector comparison. More than half of current and former Energie Steiermark customers have a very high recommendation rate. Around three quarters of current and former Energie Steiermark customers would be “very disappointed” if this brand no longer existed. This achievement also puts the company in the top three for electricity providers.

AWARD-WINNING ELECTRICITY

Energie Steiermark’s digitalisation and service offensive is paying off: In spring 2020, the Society for Consumer Studies (ÖGVS) analysed 55 electricity suppliers operating nationally in Austria. The study examined the terms and conditions, the variety of offers, the website and the service.

Energie Steiermark Kunden GmbH took third place in the “Internet” category in 2020 and 2021. In the “Conditions” category, Energie Steiermark Kunden GmbH achieved first place among existing customers and among the green electricity stock groups. Third place in the overall standings in 2020 is also something to be proud of.

TOP SERVICE AUSTRIA SEAL OF QUALITY

The Top Service Austria competition came to an end in June 2020, with 27 companies from various sectors, including Energie Steiermark, ultimately receiving the “Top Service Austria” quality seal. The basis for the award was a scientifically developed survey of customers and management as well as additional customer orientation audits. Only companies that exceed a certain quality threshold are entitled to use the quality seal.

“CLIMATE AND ENERGY WORKSHOP” DISCOVER WATTS AND MORE IN A PLAYFUL WAY

The new “Climate and Energy Workshop Graz” was opened in autumn 2020. A cooperation of the Styria Energy Forum and Climate and Energy Fund, and Energie Steiermark, which imparts technical knowledge to children aged 6 to 14 by means of specific practical work in a workshop and is a real eye-opener when it comes to the topics of climate, resources and energy.

The newly designed test laboratory with numerous exciting exhibits is located in a building of Energienetze Steiermark GmbH in the middle of the state capital very close to a substation, the Mur power plant and the e-campus. Numerous technical materials and furnishings were provided free of charge by the state energy company. On-site support is provided by the experts of the Energy Forum.

The “Climate and Energy Workshop” offers a variety of experiments that children can carry out themselves under expert guidance. The laboratory is fully equipped with workstations for two school classes, a light laboratory, “mini power plants” for playing, an “energy house in the house” and much more.

Covid-19 made it necessary to think of different approaches, which is why the “Inter.LAB” was developed, in which the experiments can also be carried out in a combination of practical experiments (at school) and online at the same time.

3.2 PRODUCTS AND SERVICES WITH ADDED VALUE



It is the express aim of Energie Steiermark to provide its customers with ways of benefiting from the energy transition, and one way it does this is with its innovative and sustainable range of products and services. The areas of energy efficiency, energy services, photovoltaics and e-mobility in particular are seeing new drives creating real added value for customers and climate protection measures.

**STEIRERSTROM –
100% GREEN ELECTRICITY
FROM STYRIA**

With its “SteirerStrom” quality seal introduced in 2019, Energie Steiermark guarantees that all SteirerStrom products for private customers, small and medium-sized enterprises, and farmers are produced entirely from sustainable energy sources in Styria. As such, not only do “SteirerStrom” products make a valuable contribution to ensuring a sustainable energy supply, but they also support the domestic value creation chain. Independent control bodies regularly verify that only hydropower plants, wind turbines and photovoltaic systems located in Styria are used to obtain electricity.



**100 YEARS OF ENERGY IN
STYRIA – 100,000
CLIMATE-FIT SAPLINGS**



As part of the “Climate-Fit Forest Mission”, Energie Steiermark and SteirerStrom will plant 100,000 saplings over the next three years. Together with the Styrian Forest Association, not only will clearcut and windthrow areas be reforested with resistant mixed forest seedlings in the future, but farmers and foresters will also be subsidised for the purchase of climate-friendly tree seedlings. The initiative is being advertised with extensive use of marketing spaces – including in front of the e-office, online postings, radio spots and newspaper advertisements.

OIL-FIRED BOILER OUT, ENVIRONMENTALLY FRIENDLY HEAT PUMP IN



Having a sustainable heating system is becoming increasingly important, and not just because of rising energy prices. Heat pump systems have seen steady development in recent years and are now a very good option not only for new buildings but also when renovating older ones. Energie Steiermark offers an all-round carefree service as part of special promotional packages: from (subsidy) consulting to installation and commissioning.

MARKET APP

Knowledge means a head start – especially when your company is competing internationally. Energy markets are changing rapidly, and even small changes can have a big impact. To enable you to make the best possible use of these market movements for your company, Energie Steiermark provides its customers with the “Market App”. The in-house developed software “Procolix” serves as a market, research and portfolio management tool and is indispensable especially for the sales and procurement process of redistributors, business and industrial customers as well as feeders. The entire offer and energy ordering process is linked to the relevant Group systems such as CRM or Trading.

At a glance, Energie Steiermark customers receive:

- A clearly structured overview of national and international key drivers on the energy markets
- The most important electricity, gas, CO₂, coal and oil spot prices and many currency pairs, stock indices, economic data as well as selected intraday rates
- A weekly energy market analysis published in German and English and written by our team of analysts
- Ongoing, comprehensive and timely information on market changes or upheavals and innovations
- Images and tables help you collect information more quickly
- A professional portfolio management
- A customer-specific limit reporting system
- Price alerts for the commodities offered by Energie Steiermark

MUNICIPALITY OF TIESCHEN FOCUSES ON SUSTAINABILITY



With its “Klimafit Grüne Wärme” drive, Energie Steiermark, together with the municipality of Tieschen, is working hard to create climate-neutral and green energy and heating future. By converting the heating system from oil to a 200 KW pellet heating system, the municipality saves 35,100 litres of heating oil per year. Renewing the heating system, the pumps and the ventilation system will also produce electricity savings of around 4,217 kWh per year. Investing EUR 213,000 in this way makes it possible to save up to 106 tonnes of CO₂ annually. Since the schools have been back, the central heating system has been heating the elementary school, nursery, municipal office, registry office, library, the Raiffeisen bank as well as apartments and the Königsberg hall in Tieschen.

ENERGIE STEIERMARK HONOURED WITH “ENERGY EFFICIENCY AWARD 2021”

Great success for Energie Steiermark in Germany: The Nuremberg-based subsidiary “E1 Energiemanagement” received the Energy Efficiency Award from the German Energy Agency (DENA). The international prize, which is sponsored by the German Federal Ministry for Economic Affairs and Energy (BMWi), has been awarded to visionary companies and technicians since 2007. Awards are given to projects that achieve an increase in energy efficiency. In 2021, 130 projects were submitted in four competition categories.

“Contracting is an effective instrument for achieving the municipal energy turnaround and is therefore also an important part of our customer strategy in Austria, Slovakia and Germany,” explains **Energie Steiermark – Spokesman of the Management Board Christian Purrer**. “Our team has a clear focus on individual sustainability solutions and is also setting new standards internationally with the application of new technical concepts,” says **CEO Martin Graf**.

E1 Energiemanagement won the expert jury over with an energy-saving contracting project, which had been successfully implemented in the municipality of Meißenheim, on the German-French border near Strasbourg. Overhauling two school buildings, gymnasium and festival hall and converting street lighting to

LED technology had great impact in terms of sustainability: energy costs and CO₂ emissions were reduced by 61.3 percent thanks to the tailored package of measures. E1 Energiemanagement is investing around EUR 1.45 million in the renovation work, which will ultimately result in savings of around 4,000 tonnes of CO₂ over the contractual period.

MARKET LEADER IN PHOTOVOLTAICS AND ENERGY STORAGE

Photovoltaic systems have an increasingly important role to play in generating power across all our customer segments of the company, not only because of the positive contribution they make to climate protection, but also because they deliver a clear return on investment. The costs of acquiring such systems are falling all the time while the government continues to offer funding to help. In 2021, for example, it was possible to install 6,320 kWp of output in all customer segments with the E1 Pfund, corresponding to a module area of approximately 3 hectares. E1 Pfund acts as a full-service provider here, handling everything from applying for subsidies and planning the systems to installing and maintaining these.

"SUN COMPLETE" COMMUNITY PHOTOVOLTAIC INSTALLATIONS

The "Sun Complete" community PV installations represents Energie Steiermark's way of meeting its customers' wishes for greater autonomy, transparency and control over their energy needs. Energie Steiermark views its customers as partners as reflected in its approach to every aspect of the work, from the planning, handling of subsidies and construction of the installation to commissioning, maintenance and billing. Customers can choose between two models: Either Energie Steiermark operates the installations as the owner or a service contract is formed for a PV system owned by the customer. The advantages are that these make use of environmentally friendly solar energy, cutting energy costs while at the same time remaining detached from energy price trends and increasing the value of properties.

SPOTLIGHT ON ENERGY EFFICIENCY

ISO 50001:2018

Energie Steiermark Business GmbH has set up a staff unit for energy efficiency to implement the Energy Efficiency Act. By the end of 2020, more than 1,300 energy efficiency measures had been implemented by customers, evaluated by Energie Steiermark and reported to the monitoring body.

Efforts were also made to pursue further activities in the form of energy efficiency networks with customers in order to develop cross-industry measures. Over a period of four years, the industrial network achieved savings of around 50 GWh and avoided 9,630 tonnes of CO₂ emissions.

An energy management system was introduced in December 2018 to cover the whole sales organisation of Energie Steiermark. In December 2021, the management system was successfully recertified after switching to the new ISO 50001:2018.

As there is no legal framework currently in place to continue applying the Energy Efficiency Act, it is only possible at the moment to reflect on the essential requirements of the European amendment to the Energy Efficiency Directive. It is becoming apparent that the savings (2021-2030) will be significantly higher compared with the first period (2015-2020), measures will become more complex and the requirements more ambitious. Energie Steiermark is working hard to develop solutions and strategies in order to be able to successfully manage the subsequent period in close cooperation with its customers.

SMART METER ROLL-OUT

According to the EU regulation, 80 percent of households are to be equipped with smart meters by 2020, with Austrian lawmakers targeting 95 percent by 2024. These replace the previous mechanical Ferraris meters with turntable.

Smart electricity meters have been installed in Styrian households since December 2019. This makes electricity consumption more transparent for customers and even allows monthly cost and consumption information. Electricity customers can use the Energienetze Steiermark GmbH service portal to see for themselves how much energy they are consuming – and respond accordingly. This means that smart meters have an important role to play in the whole energy transition.

By the end of 2021, around 150,000 smart meters will have been installed on site at customers in the network of Energienetze Steiermark GmbH, equivalent to a roll-out rate of around 30 percent. More than 300,000 smart meters are already in use in Styria through project cooperation with other Styrian network operators (e.g. Energy Graz GmbH or Energy Service). While the Covid-19 pandemic put the brakes on smart meters being installed, the project itself did not grind to a complete halt. The interim target to be achieved by the end of 2022 in accordance with the IME Ordinance (Intelligent Metering Equipment Installation Ordinance), i.e. having an installation rate of 40 percent, will certainly be reached.



3.3 INFORMATION SECURITY

Standard ISO 27001

Information security is of central importance for Energie Steiermark and is an integral part of the company's policy,

which is why Energie Steiermark has successfully implemented an information security management system (ISMS) in accordance with ISO 27001 with a view to detecting risks in good time, reducing the probability of their occurrence, keeping their effects as low as possible and being able to react in a targeted and professional manner if a risk should occur. The relevant processes and structures of the ISMS are examined in regular external and internal audits and their suitability for ensuring a process of continuous improvement in the area of information security is safeguarded.

Establishing the ISMS and appropriately staffing the key functions in the technical areas, the ever-growing external threats and the increasing requirements of the legislation are professionally addressed. In addition, Energie Steiermark works closely with other energy utilities and suppliers to further develop the degree of cybersecurity protection. This guarantees the protection of critical infrastructure on the one hand and the security of internal data as well as customer and partner data on the other.

FIBRE-OPTIC BROADBAND FOR STYRIA

Building and running high-performance and secure infrastructure networks is the core business of Energie Steiermark. This applies to electricity, gas and heat just as it does to fibre optics. The fibre-optic network of Energie Steiermark, laid on high-voltage lines and in the ground, provides ultra-fast, high-availability data connections for many customers. Many FTTH (fibre-to-the-home) networks have been created in cooperation with municipalities over the past three years. In Gasen, Lang, Birkfeld and several other towns, hundreds of customers are already benefiting from Styrian fibre-optic Internet travelling at the speed of light. Numerous other networks are being planned or are close to completion, as well as the work to develop the entire district of Liezen. All of Energie Steiermark's telecommunications activities have been bundled in Energie Steiermark Breitband GmbH since the beginning of 2022.

3.4 COMPREHENSIVE E-MOBILITY FOR STYRIA



In order to help Austria meet its climate protection targets by 2030, around one-third of cars will have to be electrically powered in ten years' time. In addition to the availability of e-cars, another prerequisite for achieving this goal is having attractive and fair charging offers.

Energie Steiermark offers comprehensive, tailor-made mobility solutions for its customers and has created a comprehensive, high-quality network of e-charging stations in Styria. Today, no one in Styria is more than 15 kilometres away from the nearest e-charging station. Energie Steiermark and its cooperation partners currently operate at 399 locations 521 charging stations with 1,225 charging points and the expansion work has not stopped there.

Across Austria, there are currently around 7,500 charging points between Graz and Bregenz, which can be used with just one card or via the app: Energie Steiermark combines its charging stations with ten other leading energy companies to form Austria's largest and densest charging network for e-mobility.

A SECOND LIFE FOR USED BATTERIES

Together with AVL, the Graz Energy Agency, Saubermacher, Smart Power and the Green Energy Lab, Energie Steiermark presented a new and at the same time established electricity storage system in April 2022. The "SecondLifeBatteries4Storage" project namely deals with the development of battery storage systems from old e-car batteries. When their total capacity drops to around 80 percent, lithium-ion batteries are no longer suitable for demanding mobility applications, but still have sufficient state of health (SoH) for storage applications. These storage systems are essential, especially when considering the growing share of decentralised energy generated from fluctuating renewable sources and the integration into the power grid. The project will also develop a rapid analysis device for determining the SoH of old e-car batteries, helping create the conditions for a free second life battery market from e-mobility.

7 ENERGY COMPANIES JOIN FORCES IN THE FIELD OF E-MOBILITY

In April 2021, seven energy suppliers joined forces to make e-mobility even more attractive for customers by founding E-VO eMobility GmbH. Further developing the IT systems required for the operation of charging infrastructure will make the charging network more efficient stable and secure.

Energie Steiermark, Energie Graz, EVN, illwerke vkw, Innsbrucker Kommunalbetriebe AG, Kelag, and Linz AG have invested massively in expanding and operating charging infrastructure in recent years. Together, they are among the key builders of the largest public charging system in Austria, the BEÖ charging network. E-VO eMobility GmbH will intensify cooperation between the BEÖ members, with charging and the associated services functioning even better and more conveniently in the future than before.

“BOOST” – ELECTRICITY FLAT RATE IN AN ALL-ELECTRIC CAR SUBSCRIPTION

In cooperation with vibe, Energie Steiermark launched a new offer at the end of 2020: the electricity flat rate “boost”. The power needed for charging at Energie Steiermark’s charging stations and those in its partner network is included in the subscription or Auto-Abo users – a unique mobility offer in Austria. The Austrian car subscription provider vibe and Energie Steiermark provide relief for its car users when it comes to anything that costs time, money and nerves. The monthly fixed-price subscription includes all costs such as insurance, service, winter tyres, highway toll sticker and green electricity from the region.

3.5 INNOVATION, RESEARCH AND DEVELOPMENT



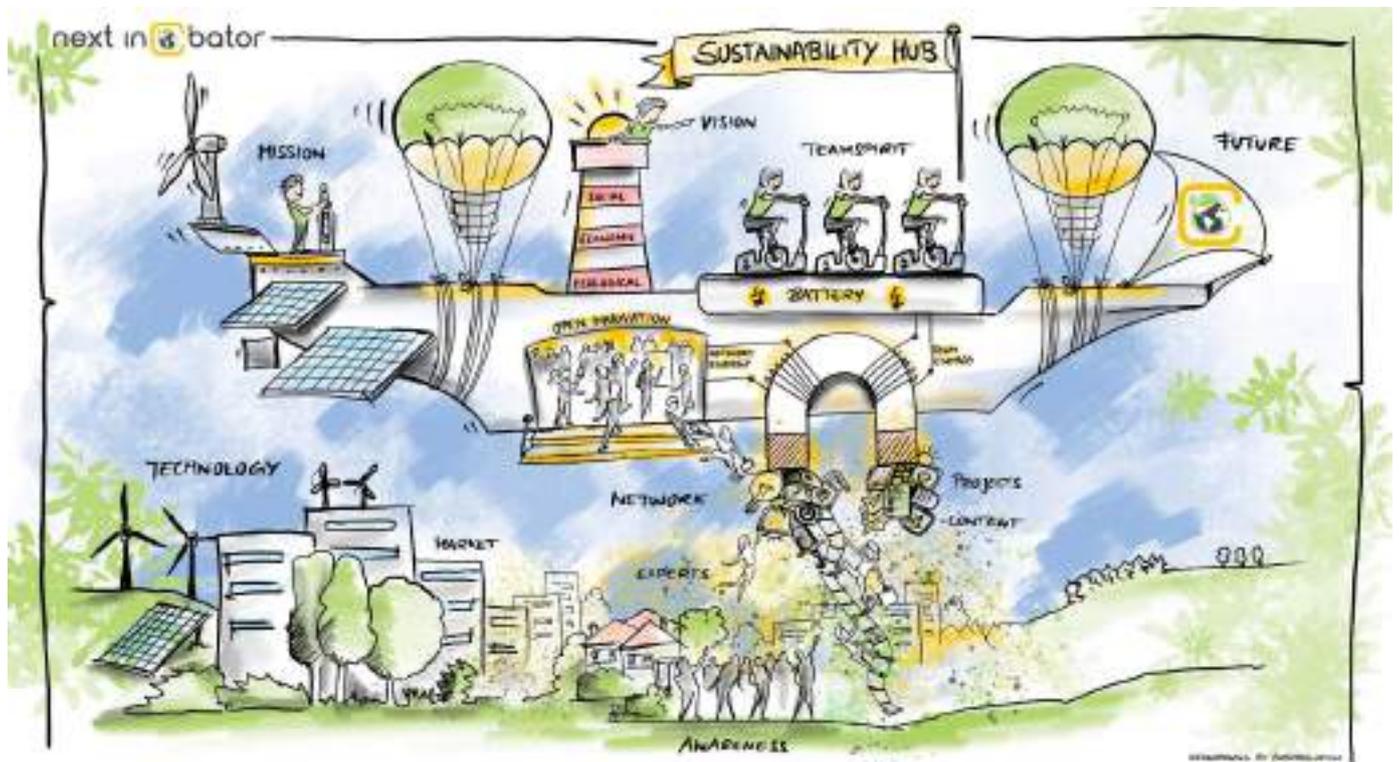
The “Innovation” division focus on the topics of innovation, Next-Incubator, research and development, and idea and funding management in the company. This division underwent transformation to become an innovation hub for sustainability in 2020/2021.

The transformation includes the following aspects:

Focus: All topics, processes, and projects of the Innovation division are aligned with the UN’s 17 Sustainable Development Goals (SDGs) The focus is on selected SDGs for maximum impact.

Criteria: Topics (projects and processes) in the division are selected according to defined sustainability criteria. In addition to economic and environmental values, social and societal issues are also given appropriate consideration in the selection and development process.

NEXT INCUBATOR – INNOVATION HUB FOR SUSTAINABILITY



Partners and competencies: The Innovation Hub sees itself as a point of contact for anyone who wants to promote sustainability together. This means that, in addition to the existing networks (start-ups, universities and R&D institutions), the division collaborates primarily with selected sustainability partners.

Communication and authenticity: The sustainability topics addressed are communicated via innovative formats and in cooperation with the partner network. The Innovation division is also committed to achieving CO₂ neutrality by the end of 2022 as part of the EU's European Climate Pact.

Selected highlights from the Innovation division are presented below:

IDEAS PLATFORM

In addition to holding a Group-wide competition for the best sustainability ideas and developing a sustainability trend radar first KLIMATHON was held in 2021. This saw 10 teams achieve CO₂ savings of 5.4 tonnes across all areas of life over a six-week period.

NEXT-INCUBATOR

<https://next-incubator.com/projekte/>

In the innovation process, around 350 project ideas / start-ups are evaluated each year according to sustainable criteria, resulting in around 30 projects and initiatives being implemented with customers and in coordination with the business units of Energie Steiermark. The Innovation Hub for sustainability works together with the international network partner "Plug and Play Techcenter" as well as with innovation partners for sustainability. An independent, international jury of experts also evaluates the impact of the implemented innovation projects.

Innovation calls were held on topics including:

- Sustainability and climate protection (plug n play)
- AI energy future (tech house challenge)
- “Climate-friendly ski resort” (Riesneralm)
- Smart cities (plug n play)
- Circular economy (scouting via network)

RESEARCH AND DEVELOPMENT

<https://greenenergylab.at/innovationmap/>

The project portfolio for R&D projects in the Group comprises around 35 R&D projects, two thirds of which are carried out as part of funded projects in cooperation with R&D partners. In addition to the core topics of “energy and mobility”, the focus in the area of research & development is increasingly on ancillary aspects of sustainability. Energie Steiermark, as co-founder of the Green Energy Lab research initiative, developed project ideas for the strategic spotlights:

- Climate-neutral security of supply and resilience
- Circular economy in energy systems of the future
- Green heating and cooling
- Social acceptance of technologies and climate protection measures

SUSTAINABILITY NETWORKS

The HUB partners play a key role for the Next Incubator. Collaborations with and between partners accelerate the implementation of the SDGs through the sharing of experiences and collaborative projects. In addition to the existing network partners (start-up Hubs, R&D, cluster companies, etc.), an additional network with flagship companies in the field of sustainability was established in 2021 with around 30 partners.

**HUB NH PARTNER NETWORK
(2021)**



**SUSTAINABILITY
COMMUNICATION AND
AUTHENTICITY**

Sustainability initiatives are communicated in authentic mix via the different channels of the Next Incubator such as website incl. blog, social media, webinars or events and lectures. In addition to the specialist events “SDG inside” and “Next Skill Session” webinars, the HUB annual event is undoubtedly worth highlighting. In 2021, some 100 experts met under the motto “Planet Future” to discuss best practices for safeguarding a liveable environment.

SUBSIDY MANAGEMENT

The subsidy management coordinates all subsidy activities in Energie Steiermark AG. The Covid-19 pandemic in particular proved to deliver a huge boost to new ways of working and stimulated additional investment by the energy industry to boost the economy. Sustainability when it comes to subsidies also thrives on the exchange of experience with other sectors.

04

RESPONSIBLE EMPLOYER

“The employees of Energie Steiermark are a central factor in the success of the company and form the basis of sustainable corporate success. Effective personnel development is directly related to corporate culture.

The willingness to learn new things every day, to be a role model, to think in a networked way and to anchor sustainability everywhere in the company requires an open and self-confident approach to change.”

PETRA PIEBER,
ENERGIE STEIERMARK
HEAD OF HUMAN
RESOURCES DEVELOP-
MENT, ON THE TOPIC
OF SUSTAINABLE
HR MANAGEMENT



4. RESPONSIBLE EMPLOYER

The approximately 1,938 employees of Energie Steiermark make a significant contribution to the sustainable success of the company. Rapid digital transformation and constant changes in the energy industry environment, demographic change and labour shortages call for a flexible – and long-term – strategy in HR policy. Under these conditions, it is therefore particularly important for Energie Steiermark to create a modern corporate culture with a flexible, digital and agile working environment, to promote training and development programmes, to promote diversity and equal opportunities, and to support the health and safety of all employees. Specific and measurable targets have been set in these strategically important areas as part of the sustainability strategy.

2020 and 2021 were overshadowed by the Covid-19 pandemic and, accordingly, a Covid-19 crisis team was also established in the HR Management department. Ensuring consistent transparency with regard to the pandemic was an essential measure for maintaining the health of our employees and thus also for the security of supply to our customers. Ongoing information and video messages via intranet and e-mail from the company's management ensured that the entire workforce was informed. As a precautionary measure, it was also ensured that all employees had the opportunity to work from home and physically separated, as well as to complete educational programmes and training virtually. Thanks to its open and modern corporate culture and committed employees, Energie Steiermark was able to deal positively with the changes in the working and professional world driven by the Covid-19 pandemic.

SELECTED SUSTAINABILITY
GOALS IN THE AREA OF
EMPLOYEES

- **Maintain employee satisfaction index** at a consistently high level (above 1.92)
- **Ensure a stream of newly qualified skilled workers** by increasing the technical apprentice quota by 40 percent
- **Increase of the share of women in managerial positions** to 25 percent by 2025
- **Improvement of the Lost Time Injury Frequency Rate** (below 5) by 2025



KEY FIGURES FOR EMPLOYEES IN AUSTRIA

	Unit	2020	2021
Total employees	FTE	1,612	1,654
thereof female	FTE	410	416
thereof male	FTE	1,202	1,239
Permanent contracts	FTE	1,514	1,582
thereof female	FTE	352	378
thereof male	FTE	1,162	1,205
Fixed-term contracts	FTE	98	63
thereof female	FTE	59	37
thereof male	FTE	42	29
Part-time employees	FTE	147	144
thereof female	FTE	114	113
thereof male	FTE	37	33
Full-time employees	FTE	1,464	1,510
thereof female	FTE	296	303
thereof male	FTE	1,169	1,208

FTE: full time equivalent

The figures refer to the annual average and to the Austrian holding company excluding foreign shareholdings

KEY FIGURES FOR EMPLOYEES ABROAD

	Unit	2020	2021
Total headcount	FTE	271	284
Slovakia	FTE	224	228
Germany	FTE	21	22
Czech Republic	FTE	26	26
France	FTE	0	8

FTE: full time equivalent

4.1 CORPORATE CULTURE



Fundamental principles such as equal treatment, equal opportunities, personnel development and promotion, the compatibility of family and career, preventive health care, occupational health and safety shape the corporate culture of Energie Steiermark.

As the company evolves, the needs, perspectives and required skills of employees change. For this reason, Energie Steiermark specifically takes a lifelong learning approach and motivates employees to actively contribute and help shape change in the course of a Group-wide ideas management programme. Throughout the Group, around 30 cultural ambassadors have been established as contact persons to support the long-term development of corporate culture, to hone it in ongoing processes and adapt it to future challenges.

In order to successfully pave new ways, Energie Steiermark has set itself the goal of maintaining and increasing its attractiveness as an employer at a high level, as well as ensuring and continuously improving employee satisfaction.

EMPLOYEE SATISFACTION



Employee satisfaction is an important aspect of the company's strategy. In order to continue to guarantee this, Energie Steiermark offers comprehensive training and further education programmes, flexible working models with options to work from home and integrates the ideas of employees in a structured manner.

The company also offers various activities that not only promote the corporate culture and the health of the employees, but also represent added value for the employees. In addition to health and exercise programmes, employees can join various company clubs and take part courses that go beyond their work duties. From sports activities, such as tennis, beach volleyball and sailing, to an e-choir, there is a wide range of activities for all Energie Steiermark employees.

In order to measure employee satisfaction, but also to give them room for suggestions, criticism or change requests, a comprehensive employee survey is conducted at regular intervals throughout the Group – the most recent one being in autumn 2021. According to the survey, 85 percent of employees were very satisfied or satisfied. And the response rate also increased from the 2018 employee survey, from 69.2 percent in 2018 to 71.2 percent in 2021.

As a Styrian energy service provider, Energie Steiermark is also one of the most attractive employers in the country, a fact highlighted not only by the large number of applications and positive reviews on Internet platforms, but also by the regularity with which we receive awards.

“This award underscores the **high job attractiveness** of our company. **Sustainability, team spirit and appreciation** are absolutely paramount for us. All our employees are a calling card of Energie Steiermark, their **creativity and innovative drive** are decisive for the success with our customers”, says Spokesman of the Management Board **Christian Purrer**.



According to a study commissioned by Trend magazine, Energie Steiermark is one of the top 300 employers in Austria. In 2022, the company ranked number one in Styria and is thus the “best employer” in the country. In the energy sector, Energie Steiermark comes in second in the Austria-wide ranking. In the overall ranking of all nominated companies, the state energy supplier achieves a top ranking of fourth place, rising a full ten places from 2021.

Energie Steiermark’s attractiveness as an employer is reflected not only in the high employee recommendation rate of 97 percent on the kununu job platform, but also in the low employee turnover of just 1.93 percent in 2021.

"We pursue a **holistic approach** in our corporate development holistic approach which focuses on the personality of each individual. Our focus is on the balance between individual self-actualisation and team spirit, personal development and permanent upgrade. Work-life balance, new career paths for apprentices, health care, diversity and inclusion are all part of the equation. We are delighted that all of our initiatives are receiving such outstanding feedback," said Management Board member responsible for Human Resources **Martin Graf**.

TURNOVER

	Unit	2020		2021	
		Number	percent*	Number	percent*
Total number of new entries	Number	86	4.85	101	5.57
thereof female	Number	24	1.35	36	1.98
thereof male	Number	62	3.50	65	3.58
under 30 years old	Number	59	3.33	59	3.25
thereof female	Number	15	0.85	23	1.27
thereof male	Number	44	2.48	36	1.98
30-50 years	Number	25	1.41	36	1.98
thereof female	Number	9	0.51	12	0.66
thereof male	Number	16	0.90	24	1.32
more than 50 years old	Number	2	0.11	6	0.33
thereof female	Number	0	0.00	1	0.06
thereof male	Number	2	0.11	5	0.28
Total number of departures	Number	31	1.75	35	1.93
thereof female	Number	15	0.85	19	1.05
thereof male	Number	16	0.90	16	0.88
under 30 years old	Number	19	1.07	17	0.94
thereof female	Number	7	0.39	11	0.61
thereof male	Number	12	0.68	6	0.33
30-50 years	Number	9	0.51	15	0.83
thereof female	Number	7	0.39	6	0.33
thereof male	Number	2	0.11	9	0.50
more than 50 years old	Number	3	0.17	3	0.17
thereof female	Number	1	0.06	2	0.11
thereof male	Number	2	0.11	1	0.06

The figures refer to the Austrian holding company excluding foreign investments.

* The calculation is based on the average number of employees per capita in Austria.

NEW WORK PROJECT AND DIGITALISATION

The project “New Work – New Working World of Energie Steiermark” enables a holistic view of modern forms of work in terms of time and location flexibility, combined with a modern and innovative office concept. The implementation will meet an increased need for flexibility and communication as well as the need for dynamic processes and high agility within the company.

One of the primary objectives when it comes to HR is also to prepare employees for the latest digital developments and skills on an ongoing basis, to design change processes efficiently and to implement them together with the acceptance of employees. The Digital Performance programme offers holistic competence development by strengthening digital skills and mentality and equipping employees with agile working methods.

WORK-LIFE BALANCE

Another key area of concern for Energie Steiermark is ensuring a good balance between work and family life. Energie Steiermark provides its employees with numerous instruments and opportunities to keep professional and private interests in balance. In this way, special needs of individual staff members can also be taken into account. In particular, parents who return to work after maternity leave benefit from individual and highly flexible part-time models that go beyond what is required by law. Full-day company childcare in the form of a crèche or kindergarten not only ensures a better work-life balance, but also helps employees transition back to work after maternity leave.

In addition to teleworking arrangements, employees can also use a decentralised workplace near their place of residence, which in turn saves travel time and minimises stress.

In order to optimise the workforce structure, the existing semi-retirement model will be expanded. The company pension scheme in the form of a pension fund is an important part of an employee’s overall compensation package, constituting a pillar of provision for old age and also helps foster company loyalty.

4.2 DEVELOPMENT POSSIBILITIES



Effective personnel development is directly related to corporate culture. First-class qualified and motivated employees form the basis for the entire entrepreneurial performance. Within the scope of strategic personnel development, a holistic education and training is offered for executives and employees that ranges from subject-specific training courses and workshops on working methodology to initiatives for workplace health promotion and targeted seminars to strengthen personal and social skills. The aim is, on the one hand, to ensure high work quality or performance and the company's success and, on the other hand, to improve employee satisfaction. This also ensures that qualified experts are developed and retained. In addition, Energie Steiermark's internal job market serves as an opportunity for the professional development of all employees. Over 30 percent of vacancies are filled internally.

Systematic talent and generation management combined with structured knowledge transfer is a key success factor in securing the Group's key strategic business positions over the long term. On the one hand, this involves maintaining and further developing the necessary skills and abilities within the Group and, on the other, recognising the professional and personal development potential of skills and systematically building them up.

Employee appraisals have been established as a development management tool in the Group. In 2021, a total of 1,636 employee appraisals were conducted throughout the Group, corresponding to a ratio of 98 percent across the Group and is clearly up on 2018 and 2019, both at 89 percent. It will also be possible to conduct an evaluation by hierarchical level and gender in the future. During these interviews, the need for competence development is jointly analysed and targeted training and further education measures are agreed upon. Every development measure agreed between managers and employees is intended to contribute to the successful, continued implementation of the corporate strategy.

TRAINING

	Unit	2020	2021
Total employees	Hours	23	27
thereof female	Hours	23	25
thereof male	Hours	23	28
General Management, Division and Staff Unit Managers	Hours	15	60
thereof female	Hours	7	34
thereof male	Hours	15	63
Department and Staff Unit Managers	Hours	21	43
thereof female	Hours	30	75
thereof male	Hours	20	36
Team Leaders	Hours	16	29
thereof female	Hours	21	32
thereof male	Hours	16	28
Technical Department	Hours	13	29
thereof female	Hours	24	46
thereof male	Hours	13	26
Employees	Hours	10	24
thereof female	Hours	10	21
thereof male	Hours	10	25

The figures refer to the Austrian holding company excluding foreign investments.

FOCUS ON YOUNG PEOPLE

Apprenticeship training in the company in various professions at the most modern level has a high and growing importance. The need for qualified employees can be secured in the long term with targeted recruiting measures adapted to the needs and expectations of the "new" generations, and through strategic cooperation with schools, universities and technical colleges. This will help make up for the number of employees due to retire in the near future. At the end of 2021, a total of 103 apprentices and qualified junior workers were being trained at Energie Steiermark in technical and commercial apprenticeship occupations. A year before, 96 apprentices and young professionals were employed by the company.

Since 2021, Energie Steiermark has been training between 25 and 30 technical and commercial apprentices per year. At the newly built e-campus, young people are offered high-quality, state-of-the-art training in commercial and technical professions. The second part of the apprenticeship training is completed by the junior staff in the various specialist departments within Energie Steiermark, where they receive the necessary specialist knowledge in each case.

The quality of the apprentice training and the performance of apprentices was demonstrated once again in 2020 by the above-average exam results and several external awards.



The integration and promotion of young employees are concerns of Energie Steiermark which go far beyond the training of the apprentices. Every year trainees from universities, technical colleges and secondary schools have the opportunity to familiarise themselves with a job in Energie Steiermark, enabling them to gain their first practical experience for their future everyday working life. In addition, Energie Steiermark is awarding two “green and sustainable” scholarships for the first time in cooperation with the Graz University of Technology for a period of two years. The goal is to promote interest in the fields of IT and electrical engineering and to attract future employees.

4.3 EQUAL OPPORTUNITIES



Energie Steiermark believes that the same opportunities should be available to every employee – regardless of age, gender, origin and any other features of diversity. The company wants to take advantage of the diversity of its employees and support groups that are either disadvantaged or under-represented. In particular, Energie Steiermark has set itself the goal of increasing the proportion of women in management positions to 25 percent by 2025.

ZUKUNFTS-INITIATIV.E.FRAUEN

In 2021, the proportion of women in management positions was 16 percent. The “WOMEN FOR THE FUTURE INITIATIVE” was created, among others, to work on increasing this share successively. The aim of this initiative is to help women develop their skills and expertise to enable them to take on managerial and other key positions in the future. The focus is on women of all ages who have no or little management experience, as well as women who are currently working part-time and want to take on more responsibility in the future. Key success factors here include integrating the programme into ongoing personnel development measures, mentoring, individual development discussions, involving line managers in the programme and, in particular, securing the support of the Management Board and senior management. In 2021, 13 women from various Group areas took part in the programme. So far, it has been run five times and inspired a total of more than 70 female graduates.

E-WOMEN NETWORK

The E-Women Network was founded in 2019, building on the “zukunftsinitiativ.E.frauen” programme, to which graduates of the programme are invited. In order to increase the visibility of women in the company, and to support the Group’s strategy with regard to diversity, the network promotes the personal and professional development of women within the Group by means of an intensive exchange. Workshops and networking events are therefore organised as part of this network.

Energie Steiermark also offers diversity and inclusion training. The establishment of an active parental leave management with a “parental leave exchange” programme for the purpose of networking and needs evaluation is planned for 2022. HR Development is currently developing a questionnaire together with the E-Women Network in order to evaluate the needs of women and men going on maternity leave and returning from maternity leave, and to develop the best possible recommendations for measures. The gender-neutral wording policy and guidelines on how to deal with sexual harassment at work are additional measures in place here.



DIVERSITY IN CONTROL BODIES
AND AMONG EMPLOYEES

	Unit	2020	2021
Management Board			
thereof female	percent	0	0
thereof male	percent	100	100
under 30 years old	percent	0	0
30-50 years	percent	50	50
more than 50 years old	percent	50	50
Supervisory Board			
thereof female	percent	20	20
thereof male	percent	80	80
under 30 years old	percent	0	0
30-50 years	percent	17	17
more than 50 years old	percent	83	83
General Management, Division and Staff Unit Managers			
thereof female	percent	4	11
thereof male	percent	96	89
under 30 years old	percent	0	0
30-50 years	percent	42	43
more than 50 years old	percent	58	57
Department and Staff Unit Managers			
thereof female	percent	16	17
thereof male	percent	84	83
under 30 years old	percent	0	0
30-50 years	percent	49	45
more than 50 years old	percent	51	55
Team Leaders			
thereof female	percent	17	16
thereof male	percent	83	84
under 30 years old	percent	6	4
30-50 years	percent	51	50
more than 50 years old	percent	43	46

The figures refer to the Austrian holding company excluding foreign investments.

DIVERSITY IN CONTROL BODIES AND AMONG EMPLOYEES

	Unit	2020	2021
Technical Department			
thereof female	percent	7	14
thereof male	percent	93	86
under 30 years old	percent	2	2
30-50 years	percent	50	50
more than 50 years old	percent	48	48
Employees			
thereof female	percent	31	31
thereof male	percent	69	69
under 30 years old	percent	29	28
30-50 years	percent	43	44
more than 50 years old	percent	28	28

The figures refer to the Austrian holding company excluding foreign investments.

PARENTAL LEAVE

	Unit	2020	2021
Total	Number	77	73
female	Number	55	55
male	Number	22	18

The figures refer to the Austrian holding company excluding foreign investments.

SPOTLIGHT ON INCLUSION

Energie Steiermark believes it is important to consider people with disabilities when seeking to fill vacant positions with a view to supporting the concept of equal opportunity in society, and then to provide these individuals with the optimum level of help and support. In cooperation with the management consultancy myAbility, Energie Steiermark therefore developed a holistic inclusion strategy, which aims to raise employee awareness, strategic partnerships, internal networking and barrier-free workplace design, among other things. Energie Steiermark is also constantly working to make the working environment more inclusive for people with disabilities in cooperation with the Network for Occupational Assistance (NEBA), an initiative of the Social Ministry Service.

Expertise on barrier-free communication and inclusive coexistence was developed through disability awareness trainings held in 2020 and 2021 as part of the comprehensive inclusion strategy. 117 employees, including managers and cultural ambassadors, took part in these workshops.

In 2020, one individual successfully completed a partially qualified apprenticeship in office administration and was hired as a young professional. A bachelor's thesis is currently evaluating the options available to young people with disabilities in order to offer the respective individual apprenticeships that match the individual abilities of each person so that potential can be optimally exploited.



4.4 HEALTH AND SAFETY OF EMPLOYEES



A person's health is second to nothing, which is why Energie Steiermark pursues clear goals within the framework of preventative health care to safeguard workplace safety as well as the physical and mental well-being of employees.

First-aid courses and various safety technology training courses are a regular feature of the company's training programme, along with employee protection committees and access to a company physician and occupational psychologist.

The centrally managed quality assurance system in the technical area is also an important part of efforts to protect health and is an effective control system with respect to employee protection, workplace safety, work quality and the environment.

Numerous activities such as physiotherapy, coaching as well as extensive consultations by the company's prevention service ensure employees have the necessary technical and psychological protection. Employees also have access to health seminars and medical check-ups as well as exercise programmes.

Energie Steiermark also has a clear strategy in place to prevent workplace accidents and is committed to comprehensive health protection in the workplace. This means that activity- and facility-specific work-related hazards and risks were identified during workplace evaluation processes including hazards associated with falls, cuts from tools, electric current (electrification), gas as a conducted energy source (explosive atmospheres), and driving service vehicles. Falls were the leading cause of work-related injuries between 2020 and 2021.

Regular safety training, standardised safety clothing and targeted training courses contribute effectively to avoiding the risk of accidents. The system of standardised safety and health management (SGM), which is currently being introduced, is a further building block for a forward-looking approach to occupational health and safety in connection with operational performance processes. Accordingly, the number of occupational accidents has fallen to a consistently low level in recent years.

WORK-RELATED INJURIES AND ILLNESSES

	2020		2021	
	Number	Rate*	Number	Rate*
Fatalities as a result of work-related injuries or illnesses	0		0	
thereof employees	0	0	0	0
thereof freelancers	0	0	0	0
Work-related injuries with serious consequences	36		28	
thereof employees	16	5	12	4
thereof freelancers	20	17	16	18
Documentable work-related injuries	10		54	
thereof employees	2	1	4	1
thereof freelancers	8	7	50	56
Documentable work-related illnesses	0		0	
thereof employees	0		0	
thereof freelancers	0		0	
Number of hours worked	4,278,404		3,772,532	
thereof employees	3,125,040		2,876,266	
thereof freelancers	1,153,364		896,266	

The figures refer to the Austrian holding company excluding foreign investments.

* The calculation is based on 1,000,000 hours worked.

ACCIDENT FREQUENCY

	2020	2021
	Rate*	Rate*
Lost Time Injury Rate (LTIR)		
thereof employees	5	4
thereof freelancers	17	18
Total Recordable Injury Rate (TRIR)		
thereof employees	6	6
thereof freelancers	24	74

The figures refer to the Austrian holding company excluding foreign investments.

* The calculation is based on 1,000,000 hours worked.

05

TOGETHER WITH SOCIETY



“For me, sustainability first and foremost also means helping in a sustainable way. As the customer ombudsman for Energie Steiermark AG, I have countless conversations with people who have concerns and fears. I cannot solve each and every individual problem, but when it comes to fighting energy poverty, I can offer alternatives and options for the future. Our cooperation with Caritas of the Diocese of Graz Seckau is particularly helpful here. We have been able to support around 300 Styrian families each year since 2017.”

PETER MUSSENBICHLER,
ENERGIE STEIERMARK
OMBUDSMANN,
ON THE TOPIC OF
ENERGY POVERTY

5. TOGETHER WITH SOCIETY

As one of the largest companies in Styria, Energie Steiermark sees its responsibility both to its stakeholders – employees, customers, business partners, authorities, NGOs and the capital market – and as a regional supporter of sustainable, social and societal projects. After all, education, a sense of togetherness and cultural commitment shape the very essence and sustainability of a society, in addition to having a sound economic and environmentally minded base. This is why Energie Steiermark maintains a close and ongoing dialogue with various stakeholder groups, commits to transparency in its sustainability communications, and focuses on social engagement, especially to combat energy poverty – in areas where the company can make a significant difference. Accordingly, specific and measurable targets have been set as part of the sustainability strategy.

SELECTED SUSTAINABILITY GOALS IN THE AREA OF SOCIETY

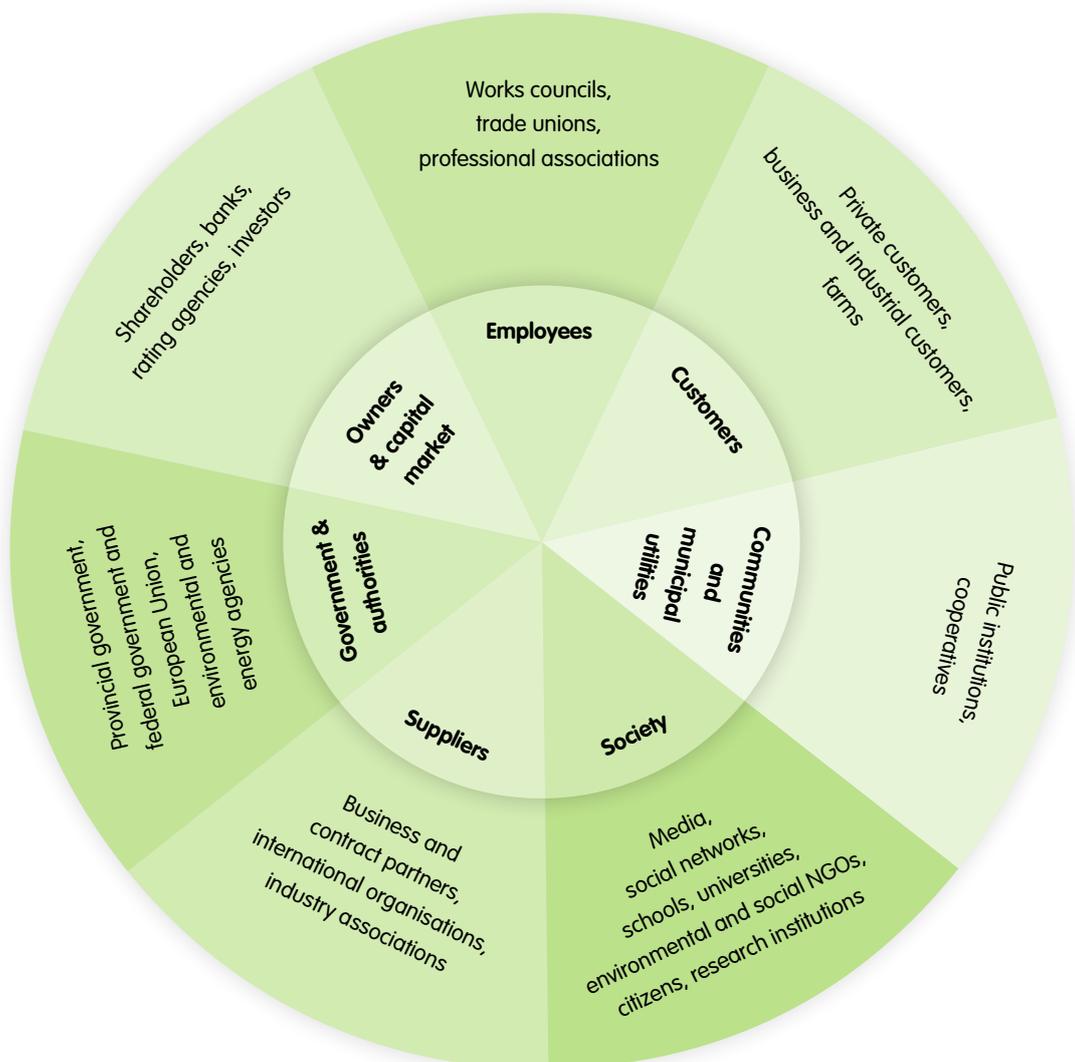
- **Implementing the new sponsorship policy and code by 2023**
- **Encouraging the training of advisors to combat energy poverty by 2025**
- **Continuing cooperation with charity organisations**



5.1 ACTIVELY INVOLVING OUR STAKEHOLDERS

Energie Steiermark has set itself the goal of constantly improving its sustainability communication, with continuous dialogue with all stakeholder groups being crucial to assessing expectations and responding accordingly. The company employs different forms of dialogue in a variety of ways – for example, through the Sustainability Advisory Board, the Energie Steiermark customer dialogue and business talks. Employees are trained on the topic of sustainability as part of an internal communication strategy and supported in their sustainability projects. Energie Steiermark sets particular store by its cooperation with schools, universities and other educational institutions, the aim being to raise awareness for the environment, climate and natural resources at an early stage and to generate interest in both technical and scientific subject areas.

STAKEHOLDERS OF ENERGIE STEIERMARK



To keep the public informed at all times, Energie Steiermark communicates mostly via the mainstream media and social media channels. Especially when it comes to large construction projects with many stakeholders, Energie Steiermark is committed to ensuring the transparency of sustainability communication. In the case of construction projects such as hydropower plants, wind farms and photovoltaic plants, it is essential to open communication channels with NGOs, local residents and the general public in advance, enabling open questions to be clarified and potential concerns and complaints to be addressed.

ENERGIE STEIERMARK SUSTAINABILITY ADVISORY BOARD

The Sustainability Advisory Board of Energie Steiermark was set up in 2015. Since this time, the job of the advisory board has been to help Energie Steiermark achieve or implement its sustainability objectives, meeting twice a year. The top-class advisory board includes politicians from all political parties represented in the provincial parliament, representatives of Austrian environmental and social NGOs, and independent experts. Further information about Energie Steiermark's internal sustainability process and the role of the Sustainability Advisory Board can be found on page 16.

MEMBERS OF THE SUSTAINABILITY ADVISORY BOARD

Title	First name	Surname	Company
	Monika	Langthaler-Rosenberg, MSc.	Brainbows
Mag.	Herbert	Beiglböck	Caritas Graz-Seckau (from mid-2022 Nora Tödting-Musenbichler)
Mag.	Johannes	Wahlmüller	Global 2000
DI	Gudrun	Walter	Province of Styria
DI	Dieter	Thyr	Province of Styria
	Helga	Ahrer	Province of Styria – SP
	Franz	Fartek	Province of Styria – VP
MSc.	Marco	Triller	Province of Styria – FP
DI (FH)	Lara	Köck	Province of Styria – the Greens
Dr	Werner	Murgg	Province of Styria – KPÖ
Mag.	Andrea	Gössinger-Wieser	Province of Styria
Dipl. Päd. DI	Markus	Ehrenpaar	Styrian Society for Nature Conservation
Prof. DDI Dr	Helmut	Hoffmann	Styrian Society for Nature Conservation
DI Dr	Werner	Prutsch	Graz Environmental Agency
Mag.	Gerald	Pfiffinger	Umbrella Association for the Environment
	Barbara	Gross	Volkshilfe Styria
Prof. DI Dr	Günter	Getzinger	Graz University of Technology – Institute of Interactive Systems and Data Science
Mag.	Markus	Schneidergruber, MSc.	Brainbows

ENERGIE STEIERMARK
PARTICIPANTS

Title	First name	Surname	Company
DI	Christian	Purrer	Energie Steiermark
DI (FH) Mag. (FH) MBA	Martin	Graf	Energie Steiermark
Mag.	Urs	Harnik-Lauris	Energie Steiermark
MA	Kerstin	Huber	Energie Steiermark



DIALOGUE

Date	Topic
Sustainability Advisory Board on 31 July 2020	Topic: Sustainability report 18/19
Survey Sustainability Advisory Board Summer 2021	
Sustainability Advisory Board on 18 October 2021	Topic: Developments in international climate protection policy and energy market price development
Sustainability Advisory Board on 24 May 2022	Topic: Sustainability report 20/21



INTERNAL COMMUNICATION WITH EMPLOYEES

In order to inform employees about Energie Steiermark's sustainability strategy and to motivate them to help shape it, there are many opportunities in the company's internal communication strategy for employees to learn all about the topic of sustainability. In addition to introducing employees who are responsible for sustainable agendas at Energie Steiermark, such as waste management, the code of conduct or complaints management, sustainability terms and projects such as the SDGs, energy poverty and green financing are explained on the intranet, and events and seminars on sustainability and innovation are offered.

A virtual e-dialogue was introduced during the Covid-19 pandemic to maintain and encourage active dialogue with employees. This series of digital events enables direct contact to be maintained between employees and the Management Board, especially in times of crisis. Current topics, projects and future issues concerning Energie Steiermark are discussed. Employees also have the opportunity to actively contribute suggestions and ideas. Since it was first launched in 2020 the digital e-dialogue has been held four times.

ENERGY GLOBE STYRIA AWARD



The Energy Globe Styria Award is one of the most prized environmental awards, honouring particularly outstanding Styrian flagship projects since 2007. The award is organised by the Styrian Energy Agency (Styrian Green Energy Network) and the province of Styria (Sustainable Economy Initiative) with the support of Energie Steiermark. The Energy Globe Styria Award is presented in the five categories of Application, Campaign, Research, Youth and Worldwide.

In 2020, 48 projects were submitted, and in 2021, 82 projects were submitted, addressing diverse topics such as climate protection, resource conservation, air and water quality improvement, energy efficiency, renewable energy use, recycling, or awareness creation.

In 2021, the project "The KAGes Climate and Energy Strategy PROKlima+" run by Steiermärkische Krankenanstaltengesellschaft m.b.H. won the main prize of the event - the "Golden Ticket" for the national Energy Globe Award competition. In addition to the Energy Globe Styria Award, Energie Steiermark also supports awards in the arts and culture sector.

Energie Steiermark also works to encourage the exchanging of ideas and experience by means of our participation in various initiatives.

ELECTRICITY AND GAS
LOBBYISTS

Federation of Austrian Industries
Association of Austrian Electricity Companies – Österreichs Energie
Austrian Association for the Gas and Water Industry (ÖVGW)
Styrian Economic Chamber (WKO)

SUSTAINABILITY-RELATED
MEMBERSHIPS

AC Styria Autocluster GmbH
AGFW Energieeffizienzverband für Wärme, Kälte und KWK e.V.
ARGE Erneuerbare Energie
Austrian Standards Institute – Österreichisches Normungsinstitut
Bundesverband Elektromobilität Österreich (BEÖ)
Bundesverband eMobilität (BEM)
Forum Technik und Gesellschaft (Graz University of Technology)
Green Energy Lab Austria
Green Tech Cluster Styria (formerly Eco World Styria)
Human.technology Styria (HTS)
Austrian Wind Energy Association (IGW)
Austrian Association for the Biomass Industry
Austrian Energy Agency
Austrian Association for Water and Waste Management (ÖWAW)
respACT – austrian business council for sustainable development
smartlab InnovationsgesmbH
Association for Ecology and Environmental Research
Austrian Association for the Small-Scale Hydropower Industry
WIVA P&G Hydrogen Initiative Model Region Austria Power & Gas
World Bioenergy Association
World Energy Council
AAEE Austrian Association for Energy Economics
callcenterforum.at
CMG-AE Computer Measurement Group, Austria & Eastern Europe
DLMS User Association
ESEIA European Sustainable Energy Innovation Alliance
European Network for Cyber Security (ENCS)
myAbility Business Forum
Styrian Society for Nature Conservation
Photovoltaic Austria Federal Association
Association of Alternative Telecom Network Operators (VAT)
Styrian Service Cluster Association
Austrian Association of Energy Service Providers (DECA)

ADV Austrian Digital Value
Advatera
AT Styria Automation Technology Platform
Fuhrparkverband Austria
IEAF International Energy Accounting Forum
Imkerbund
Kuratorium Sicheres Österreich (KSÖ)
ÖBV Austrian Building Technology Association
SWV Social Democratic Styria Business Association
Urban Forum

5.2 SPONSORSHIP AND SOCIAL COMMITMENT



Energie Steiermark specifically supports non-profit initiatives, projects and institutions that work for the inclusion of disadvantaged people. In cooperation with organisations such as the Odilien Institute, Lebenshilfe, Youth at work, Caritas and the “Show responsibility!” network, inclusion is something that is also being promoted beyond the company’s activities.



In its position as a company with strong regional roots, Energie Steiermark and its employees are also reliable partners and enthusiastic participants in Styrian cultural and sporting events. The process of providing sponsorship is defined within the framework of the internal control system (ICS) and is monitored accordingly. The priority here is on transparency and sustainability.

GRAZ CLIMATE AND ENERGY WORKSHOP



In cooperation with the Styria Energy Forum and Climate and Energy Fund, Energie Steiermark opened the new “Climate and Energy Workshop Graz”, which uses concrete practical work and experiments in a workshop to teach children aged 6 to 14 technical knowledge about climate, resources and energy.

The newly designed test lab, conceived by the managing director of the Styria Energy Forum, Rudolf Schwarz and energy expert Wolfgang Jilek with numerous exciting exhibits is located in a building of Energie Steiermark in close proximity to a substation, the Mur power plant and the E-Campus. Numerous technical materials and furnishings were provided free of charge by the state energy company. On-site support is provided by the experts of the Energy Forum.



Below is a selection of projects sponsored by Energie Steiermark over the past two years:

SOCIAL PROJECTS

Youth at work
SOS Children's Village
Caritas/Kronen Zeitung – Ein Funken Wärme [A bit of warmth]
Styrians help Styrians
Rainbows
Volkshilfe
Aktion Krone hilft [Krone helps]
Disability Confidence Day
Odilien Institute
ISOP
Minorites Convent Graz to renovate the Minorites halls
Soroptimist International
Inner Wheel
Association of Social Projects in Styria
Renovation of the Mariatrost Basilica
Lebenshilfe Social Services
Cancer Aid Styria

REGIONAL AND SOCIAL PROJECTS

Herberstein Animal World
Civil Defense Association
EuroSkills
Styrian Reading Day
Graz Winter World
Daffodil Festival (Sustainability Partner)
Stars of Styria
Styrian Skills
Wood construction prize
A steirische Roas
Fratz Graz
Bright sparks – Styrian of the year
Aufsteirern
Der Weinberg rockt (The vineyard rocks)
Long night of research
Geist & Gegenwart (spirit and now)

ART SPONSORSHIP

Styria show – state exhibition
Styrian Music Society
Styriarte
Arsonore
Playwrights festival
Philharmonic sounds
Diagonale Film Festival
Hin und Wider Kleinkunstvogel
RING AWARD
Styria fairy tale summer
Guest performance of the Vienna State Opera Ballet in Bad Aussee
Neuberger Cultural Days
Vorau stories
Green Guitar Festival
Styrian Abbey and Castle Concerts
Graz musical evenings
Exhibition of Photographer Steve McCurry

SPORTS SPONSORSHIP

FC Sturm
Graz 99ers
Styrian Ski Association
GAK
TSV Hartberg
FIS Snowboard Big Air Kreischberg 2021
Schöckl Orienteering
UVC – Union Volleyball Club
Beach Volleyclub Graz
Styrian Badminton Association
Sport Austria Finals
UBI
E-Business Marathon (over 200 employees participated)
Styria Regional Gymnastics Association
Nordic Training Center Eisenerz
UBSC
Ladiesrun
ATSE ice hockey
Alpine Tour Trophy
RFV Preding
Graz Canoe Club

5.3 COMBATING ENERGY POVERTY



Energy is a basic need, which is why Energie Steiermark is committed to helping people facing energy poverty and supports several projects that address this issue. The objective here is to get to the root of the problem and, together with partners, find the best possible solutions.

In cooperation with Caritas Styria, Energie Steiermark has set up an annual fund of EUR 100,000 to provide for direct assistance and advisory services. The funds are for the benefit of Energie Steiermark customers who seek help in one of the Caritas counselling centres due to having fallen into arrears or facing the threat of electricity and/or heating being switched off. After taking a closer look at the situation and conducting an in-depth consultation, a plan is developed with Caritas to settle debts and stabilise the situation of the affected households over the long term. The Energie Steiermark fund can be used to settle acute cases of individuals in payment arrears; it is also possible to arrange for appliances to be replaced to improve energy efficiency. Caritas remains on board to help the households as agreed until the situation has been demonstrably and effectively overcome. Some 500 households in Styria needed support from Caritas in 2021.

To counteract the causes of energy poverty, ensuring accessible energy advice and training energy advisors are important success factors. This is why Energie Steiermark supports the Caritas initiative "Energy saving check for low-income households". Within the framework of the project, Caritas energy consultants are supplied with the necessary equipment by Energie Steiermark. These "energy-saving cases", as they are known, contain high-quality measuring instruments and the specialist staff of Energie Steiermark also provide the necessary training here.

The Ökosoziales Forum Steiermark is also a cooperation partner of Energie Steiermark, where voluntary energy consultants are trained and who then pass on their knowledge to others. This helps reduce the amount of energy consumed and thereby cuts costs.

Energie Steiermark provides contact points and advice centres available, and did so even before it became a legal requirement, to combat energy poverty. Both a customer ombudsman and the trained staff at the Knittelfeld, Leoben, Seiersberg and Weiz customer centres deal with the concerns of those affected and work together to find effective solutions. An example here is that Energie Steiermark offers a social bonus to customers facing social hardship, which

takes the form of 90 energy-free days that are credited to the annual statement. Anyone in receipt of means-tested income support and holders of the Graz Social Card can take advantage of this offer.

Christian Purrer and Martin Graf, Energie Steiermark Board Members: "Helping people in need – not only in times of crisis – is an important part of our corporate philosophy. As a leading Styrian company, we see it simply as a moral duty to lend a hand when needed. That's why we work closely with Caritas and join forces to give support to those who urgently need it, especially before Christmas. We do that full of positive energy – and knowing that we need to stand together, especially in difficult times."

CURRENT SITUATION

Since extraordinary social and economic circumstances increase the risk of a greater number of people falling into energy poverty, Energie Steiermark works hard to address this in its strategy to combat energy poverty. An example of this is how it responded to the Covid-19 pandemic, during which time the company waived reminders and refrained from disconnecting customers from April to June 2020. The company also funds a full-time position at Caritas Styria, which provides advice to people living on the bread line, so as to help manage the additional need as a result of the Covid-19 crisis.

Energie Steiermark also supports voluntary industry-wide measures to cushion the impact of rising global energy prices in 2022. Examples of which include the Caritas hardship fund, which has been endowed with 100,000 euros by Energie Steiermark and is to be continued quickly and unbureaucratically, the customer ombudsman Peter Mussenbichler, who is to be available at all times for customer enquiries, especially those relating to energy poverty, instalment payments, which are to be made at the customer's request in cases where back payments are high, and a hiatus on disconnections in cases of hardship, which is to remain in place until the end of May 2022.

SUSTAINABILITY PROGRAMME

Objective and essential measures	Value (beginning of 2019)	Target value	Target year
			
Security of supply			
Increase security of supply, reduce network losses			
ASIDI value (excl. REE)		20.0 min	2030
Increase medium-voltage coverage		75.0%	2030
Increase low-voltage coverage		90.0%	2030
Ensure qualified succession of skilled workers			
Accepted technical apprentices (total)	2019: 17 p.a.	25 p.a.	2020-2030
Increase connection capacities for RE feed-in		+ 2,000 MW	2030
Security of supply on the part of the generation: see sustainable energy generation			

			
Regional responsibility as an investor, employer and customer			
Anchor green financing instruments			
Develop a green finance framework for Energie Steiermark			2022
Implement ESG rating as basis for ESG-linked financing			2025
Regional procurement			
Proportion of orders in Austria acc. to procurement volume		> 90%	2025
Number of events certified as green events		40%	2025
Health-related incidents at technical facilities			
Deaths of citizens in connection with EN plants	2020: 0	0 p.a.	2025
Incidents involving personal injury to citizens in connection with EN plants (including fatalities)	2020: 0	0 p.a.	2025
As employer: see employer			

			
Smart grids and decentralised energy production			
Increase decentralised feed-in and local consumption			
Smart meter roll out		100%	2025
Continue the Clue, FlyGrid, BlockChainGrid projects			ongoing
Heat pumps and photovoltaics as a sustainable energy supply solution			
Number of contracts signed for heat pump systems (E1 / KD)		250 / 50	2025
kWp PV – end customer market (E1)		50,000 kWp	2030
kWp PV – partner model (E1)		28,000 kWp	2030
kWh end customer market storage (E1)		10,000 kWh	2030
kWp Sun Complete (KD)		5,500 kWp	2030
kWp Sun Complete Business (KD)		19,800 kWp	2030
Implement local energy communities	2020: 0	2	2021

Objective and essential measures	Value (beginning of 2019)	Target value	Target year
			
Research and innovation			
Realise projects renewable gasfield and move2zero - produce green hydrogen	2020: 0	302 t/a	2023
Replace problematic operating resources and materials			
Continue existing projects (use of ester oil, alternative mast coating, Blue Air)			ongoing
Establish sustainability in innovation management / Next Incubator			
Develop IN.NX as an innovationHUB for sustainability			2021
Climate neutrality IN.NX as part of pilot project KLIMA METRIX			2022
			
Responsibility in the supply chain			
Occupational health and safety of the supply chain			
Anchoring H&S KPIs in supplier evaluation			
LTIFR for A-suppliers in the construction and service industries (from >EUR 1 million p.a.)	not yet	5.0	2030
TRIFR for A-suppliers in the construction and service industries (from >EUR 1 million p.a.)	measured	6.0	2030
Focus on sustainably produced materials/services			
Article number of sustainable e give away products	not yet measured	35%	2025
Green procurement roadmap			2025
			
Compliance and anti-corruption			
Further development of the Group-wide compliance management system			
Percentage of persons having successfully completed the anti-corruption e-learning programme*	2020: 99%	100 % p.a.	2020-2030
Number of confirmed incidents of corruption (GRI 205-3)	2020: 0	0 p.a.	2020-2030
Percentage of persons having successfully completed the antitrust law e-learning programme**	2020: 98.5%	100 % p.a.	2020-2030
Legal proceedings due to anti-competitive behaviour and violations of antitrust and monopoly laws (GRI 206-1)	2020: 0	0 p.a.	2020-2030
* Employees of domestic fully consolidated subsidiaries incl. E1 Wärme und Energie GmbH			
** Managers and nominated employees of the domestic fully consolidated subsidiaries incl. E1 Wärme und Energie GmbH			
Number of administrative offences under section 159 of the Gas Business Act (GWG) or section 99 of the Electricity Business Organisation Act (ELWOG)		0 p.a.	ongoing

Customers

Objective and essential measures	Value (beginning of 2019)	Target value	Target year
			
Customer orientation			
Energy provider with the best customer experience across Austria			
Touchpoint Net Promoter Score (TNPS)		45	2025
Product NPS (PNPS)	unknown	35	2025
Customer Satisfaction Score (CSAT)		1.5	2025
Customer Effort Score (CES)		1.5	2025
Relationship NPS (RNPS) at Group level	unknown	25	2025
Information and data security			
Continuous information security improvement			
ISO 27001 recertification			2022
NIS test			2022
Share of employees who have successfully completed the e-learning module		> 90%	annual
Percentage of persons having successfully completed the anti-corruption e-learning programme*	2020: 99.0%	100 % p.a.	2020-2030
Privacy violation needing to be reported to the DPA	2020: 0	0 p.a.	2020-2030
* Employees of domestic fully consolidated subsidiaries incl. E1 Wärme und Energie GmbH			
Data protection see Further development of the data protection management system			

ENVIRONMENT AND CLIMATE PROTECTION

Objective and essential measures	Value (beginning of 2019)	Target value	Target year
			
Sustainable energy production			
High efficiency heat			
Share of RE and waste heat in heat generation in the Greater Graz area	2019: 22%	50%	2027
Share of RE, waste heat and CHP in heat generation in the regions	2019: 66%	80%	2025
Increase in electricity generation from renewables			
Generation from wind power	2020: 90 GWh	660 GWh	2030
Generation from PV	2020: 0.1 GWh	330 GWh	2030
Generation from water	2020: 161 GWh	412 GWh	2030
Replace existing oil plants			
Concluding contracts for contracting plants (as of 2021)	n.a.	25	2025
Green hydrogen: see Research and innovation			

Objective and essential measures	Value (beginning of 2019)	Target value	Target year
 Energy efficiency			
Cumulative energy savings (2015-2020)*	n.a.	295 GWh	2020
Implement energy efficiency networks			2021
Reliance on new energy efficiency law (EEffG): Expand energy audits at customer sites and continue or expand internal Group audits, expand SME consulting services			2021
* Update for 2020-2025 period will occur as soon as EEffG is redefined, probably Q3 2021			
Cumulative CO ₂ savings (2015-2020)*	n.a.	30,000 to	2020
Supply regional green electricity "UZ 46" through E-Stmk Natur GmbH		100 GWh	2025
Consultations on measures to reduce the use of resources (on behalf of KD)	2019: 0	10	2020-2030
Increase the efficiency of the preheating systems GDRA (gas pressure regulator)			
Reduce gas consumption for preheating		-20%	2030
Increase energy efficiency at operating sites			
Number of sites for which an energy concept is defined and implemented		5	2025
Energy savings per site in MWh (with concept above)		-20%	2025
 Environmentally friendly mobility			
Modular mobility platforms for sustainable and efficient solutions			
Total new fleet customers from 2021	2020: 16	64	2025
Total vehicles saved from 2021	n.a.	160	2025
Number of car-sharing vehicles	2020: 52	150	2023
Number of residential projects with IMS solution	2020: 0	15	2023
Greening employee mobility			
Cycle friendly employer certification	2020: Silver	Gold	2021
Employee bicycles HVW (actual/potential)	2020: 42%	> 50%	2021
E-JobRad model for employees	2019: 0	100	2021
Bike checks for employees HVW (+GRS)	2020: 120	150	2021
GRS employee mobility pilot project – vehicle km saved		100,000 km	2021
Flexible workplaces (tele/dec. WS) – individual agreements concluded	2020: 1,200	1,300	2022
Flexible workplaces (tele/dec. WS) – share of teleworking (relates to employees with agreement)	2020: 39%	40%	2022
Continue Jobticket – employees with Jobticket (Styria)	2020: 293	≥ 380	2025
Greening Group fleet**			
Number of electric vehicles (without hybrid)	2020: 101	100	2025
Number of hydrogen vehicles	2020: 1	5	2025
Reduce annual fuel consumption (gasoline + diesel) compared to 2019	2019: 979,575 l	-82,500 l	2025
100 percent alternatively powered vehicle fleet (if technically and economically feasible)		implemented	2030
**Without vehicles for customer loyalty measures (formerly Next)			
Controlled charging of electric vehicles (demand side management)			
Launch DMS product		done	2023
Connected charging points (product ramp-up)	2020: 14	1,000	2025
Number of controlled charging processes p.a.	2020: 20	200,000	2025

ENVIRONMENT AND
CLIMATE PROTECTION

Objective and essential measures	Value (beginning of 2019)	Target value	Target year
 Air emissions			
Reduce methane emissions during operation and maintenance of gas pipelines			
Reduce methane emissions compared to the average value 2015-2020	to be evaluated	-20%	2030
Energie Steiermark climate neutral by 2040			2040
Prepare roadmap or E-stmk climate strategy			2022

 Conservation & diversity			
Create flowering strips with higher biodiversity at PV plants		10 ha	2030

EMPLOYEES

Objective and essential measures	Value (beginning of 2019)	Target value	Target year
 Job satisfaction and development opportunities			
Increase employer attractiveness			
Placement trend	2021: 2nd place 2021: 1st place	Top 3 Styria Top 3 AUT / industry	annual annual annual
Kununu recommendation	2021: 97%	≥ 90%	
Increase the proportion of women in management positions	2021: 16%	25%	2025
Satisfaction according to employee survey	2018: 1.92	≤ 1.92	2025
Maintain the age structure		≤ 43 years	2025

 Work safety & health protection			
Increase work safety			
Improve LTIFR value	2020: 5.12	≤ 5.0	2025
Improve TRIFR value	2020: 5.76	≤ 6.0	2025
Maintain / improve employee health – mental resilience index	2018: 1.73	≤ 1.73	2025

SPONSORSHIP AND
SOCIAL COMMITMENT

Objective and essential measures	Value (beginning of 2019)	Target value	Target year
			
Combating energy poverty			
Combating energy poverty			
Cooperation Caritas		EUR 100 thousand	2023
Train advisors to combat energy poverty		p.a.	2025
Energy advice from the ombudsman and the advisors in the customer centres		continue	2025
		continue	



Sponsorship and social commitment

Improve sustainability communication			
Sustainability Advisory Board meetings		2	annual
Communication concept for large construction projects (checked by independent institute)		done	2030
Carry out and managed collaborations and sponsorships in a targeted way			

ESG GOVERNANCE

Objective and essential measures	Value (beginning of 2019)	Target value	Target year
Image controlling		1 p.a.	2023
Code for sponsorships		completed	2023
Sponsorship guideline (part of the communications policy)		completed	2022
Set up a sponsorship tool		completed	2022
ESG training for employees			
		implemented	2022
Reporting and monitoring			
Implement database – collect data for fully consolidated companies		implemented	2022
Mode for ESG reporting in the Supervisory Board		specified	2022
Include ESG risks as non-financial long-term risks			2021

**GRI INDEX
IN ACCORDANCE
WITH GRI STANDARDS –
CORE OPTION**

**GRI INDEX
IN ACCORDANCE
WITH GRI STANDARDS
– CORE OPTION**

This GRI Index has been compiled in accordance with the current guidelines of the Global Reporting Initiative (GRI Standards 2016, core option, industry-specific set of indicators for energy supply companies GRI G4). All data relate to 2020 and 2021 unless otherwise stated.

In the course of performing the materiality process, Energie Steiermark identified the main topics and core areas, which were then assigned to the individual GRI topics. The following table provides an overview of the main topics and the corresponding core areas of the materiality matrix.

Essential topic	Core areas
Company and management	Compliance and preventing corruption
	Regional responsibility as an investor, employer and customer
	Security of supply
	Research and innovation
	Responsibility in the supply chain
Customers	Smart grids and decentralised energy production
	Information and data security
Environment & Climate Protection	Customer orientation
	Air emissions
	Conservation & diversity
	Environmentally friendly mobility
	Sustainable energy production
	Energy efficiency
Employees	Adjustment to climate change
	Occupational health and safety
Dialogue & Social Commitment	Job satisfaction and development opportunities
	Combating energy poverty
	Sponsorship and social commitment

GENERAL INFORMATION

Code	Content according to GRI standards (core)	Reference / comments
Organisational profile		
102-1	Name of the organisation	Energie Steiermark AG
102-2	Activities, markets, products and services	p. 7 et seqq.
102-3	Location of headquarter	p. 11
102- 4	Operating sites	p. 11
102-5	Property and legal form	p. 7
102- 6	Markets supplied	p. 7 et seqq.
102-7	Size of the organisation	p. 15, Group report
102-8	Information about employees and other staff	p. 78
102-9	Supply chain	p. 24 et seqq.
102-10	Significant changes to the organisation and its supply chain	No significant changes since the last report
102-11	Precautionary principle or approach	p. 27 et seqq.
102-12	External initiatives	p. 99
102-13	Memberships of associations	p. 99
Strategy		
102-14	Statement from senior decisions-maker	p. 3 et seq
Ethics and integrity		
102-16	Values, principles, standards, and norms of behaviour	p. 27 et seqq.
Governance		
102-18	Governance structure	see Corporate Governance Report
Stakeholder involvement		
102-40	List of stakeholder groups	p. 95
102-41	Collective bargaining agreements	100% of employees with collective bargaining agreements
102-42	Determination and selection of stakeholders	p. 18
102-43	Approach to stakeholder engagement	p. 18, p. 95 et seqq
102-44	Key topics and concerns raised	p. 18 et seqq.
Reporting practice		
102-45	Entities included in the consolidated financial statements	see Group report
102-46	Defining report content and topic boundaries	p. 3, 4 & 5
102-47	List of material topics	p. 19
102-48	Restatement of information	p. 43
102-49	Changes in reporting	No changes in reporting
102-50	Reporting period	p. 5
102-51	Date of most recent report	July 2020
102-52	Reporting cycle	p. 5
102-53	Contact point for questions regarding the report	Kerstin Huber, MA
102-54	Claims of reporting in accordance with the GRI Standards	p. 5
102-55	GRI content index	p. 113
102-56	External assurance	

MANAGEMENT APPROACH AND ECONOMIC INDICATORS

Breakdown by material topics and assigned GRI topics

COMPANY AND MANAGEMENT

Code	Content according to GRI standards (core)	Reference / comments
GRI 103: Management Approach		
		p. 21
103-1	Explanation of the material topic and its boundary	
103-2	The management approach and its components	p. 7 et seqq.
103-3	Evaluation of the management approach	
GRI 203 Indirect economic impacts		
203-1	Infrastructure investments and services supported	p. 15
GRI 204 Procurement practices		
204-1	Proportion of spending on local suppliers	p. 25
GRI 205 Anti-corruption		
205-3	Confirmed corruption incidents and implemented measures	No incidents during the reporting period
GRI 206 Anti-competitive behaviour		
206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	No incidents during the reporting period
GRI 415 Political influence		
415-1	Party donations	No party donations during the reporting period
Industry-specific indicator: Availability and reliability		
EU6	Management approach to ensure short and long-term electricity availability and reliability	p. 42
Industry-specific indicator: Demand-side management (DSM)		
EU7	Demand-side management programme (DSM) for private individuals, trade/industry, institutions	p. 58 et seqq.
Industry-specific indicator: System efficiency		
EU12	Transmission and distribution losses as a percentage	p. 45

CUSTOMERS

Code	Content according to GRI standards (core)	Reference / comments
GRI 103: Management Approach		
103-1	Explanation of the material topic and its boundary	
103-2	The management approach and its components	p. 53 et seqq.
103-3	Evaluation of the management approach	
GRI 416: Customer health and safety		
416-1	Assessment of the health and safety impact of products and service categories	p. 42 et seqq.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents during the reporting period
GRI 418: Customer privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 56
Industry-specific indicator: Addition		
EU28	Frequency of power outages	p. 42

ENVIRONMENT AND CLIMATE PROTECTION

Code	Content according to GRI standards (core)	Reference / comments
GRI 103: Management Approach		
103-1	Explanation of the material topic and its boundary	p. 43 et seqq.
103-2	The management approach and its components	p. 30 et seqq.
103-3	Evaluation of the management approach	
GRI 302: Energy		
302-1	Energy consumption within the organisation	p. 15
302-2	Energy consumption outside of the organisation	p. 45
EU1	Generation capacity / installed output by primary energy source and regulatory area	
EU2	Final energy supplied by primary energy source and regulatory area	p. 15
EU4	Length of transmission and distribution networks (overhead lines, underground cables) by regulatory area	
GRI 304: Biodiversity		
304-2	Significant impacts of activities, products and services on biodiversity	p. 49 et seqq.

ENVIRONMENT AND
CLIMATE PROTECTION

Code	Content according to GRI standards (core)	Reference / comments
GRI 305: Emissions		
305-1	Direct (Scope 1) GHG emissions	<p>p. 45</p> <p>All relevant greenhouse gases are taken into account. No reference year is used. Source for emissions factors: the emissions factors are stored in Energie Steiermark's ESG cockpit and stem from a cooperation between the Federal Environment Agency and Akaryon.</p> <p>The calculation was made for fully consolidated companies in Austria. Re biogenic CO₂ emissions (Scope 1 and 2): the data is currently not available and will be collected in the next reporting period.</p>
305-2	Energy indirect (Scope 2) GHG emissions	
305-3	Other indirect (Scope 3) GHG emissions	
GRI 307: Environmental compliance		
307-1	Non-compliance with environmental laws and regulations	No incidents during the reporting period
EMPLOYEES		
Code	Content according to GRI standards (core)	Reference / comments
GRI 103: Management Approach		
103-1	Explanation of the material topic and its boundary	p. 76 et seqq.
103-2	The management approach and its components, assessment of the management approach	
103-3		
GRI 401: Employment		
401-1	New employees and employee turnover	p. 81
GRI 404: Training and education		
404-1	Average number of training hours for training and further training per year and employee	p. 84
GRI 405: Diversity and equal opportunity		
405-1	Diversity in control bodies and among employees	p. 88 et seq.
GRI 406: Non-discrimination		
406-1	Discrimination incidents and implemented corrective measures	No incidents during the reporting period

Code	Content according to GRI standards (core)	Reference / comments
GRI 103: Management Approach		p. 24 et seqq.
103-1	Explanation of the material topic and its boundary	
103-2	The management approach and its components	p. 94 et seqq.
103-3	Evaluation of the management approach	
Industry-specific indicator: Addition		
EU26	Percentage of the population without electricity in the distribution area	Population in supply area supplied 100% with electricity

AUDIT REPORT

To
the Management Board of
Energie Steiermark AG,
Graz

**REPORT ON INDEPENDENT
AUDIT OF THE
NON-FINANCIAL REPORT
AS PER GRI STANDARDS**

We have performed a limited assurance review of the condensed consolidated non-financial report prepared in accordance with GRI Standards (hereinafter called "NFI Report") for the 2020 and 2021 financial years, referred to as the Sustainability Report 2020/2021 of

Energie Steiermark AG,
Graz,
(hereinafter also referred to as "Energie Steiermark" or the "Company").

ASSESSMENT

Nothing has come to our attention through our audit procedures and the evidence obtained that leads us to believe that the Company's NFI Report has not been prepared, in all material respects, in accordance with the GRI Standards (Core option).

**MANAGEMENT'S
RESPONSIBILITY**

Ensuring that the NFI report is properly prepared in accordance with the reporting criteria is the responsibility of the Company's legal representatives. The Company applies the Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI Standards), using the "Core" option as the reporting criteria.

The Company's management is responsible for selecting and applying appropriate non-financial reporting methods (in particular choosing the key topics) and for making assumptions and estimates for individual sustainability disclosures deemed reasonable in the circumstances. Secondly, it is also responsible for designing, implementing and maintaining systems, processes and internal controls to enable sustainability reporting to be free from material misstatements caused by fraud or error.

AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion, based on our audit procedures and the evidence we have obtained, as to whether any matters have come to our attention that cause us to believe that the Company's NFI Report has not, in all material respects, been prepared in accordance with the GRI Standards ("core" option).

We conducted our audit in accordance with the International Standard on Assurance Engagements (ISAE 3000) applicable to such engagements. We will also comply with professional obligations, including requirements for independence and to schedule and perform the order taking into account the principle of materiality, so that we can express our conclusion with limited assurance.

With an audit to obtain limited assurance, the audit procedures are less extensive compared to an audit to obtain sufficient assurance, so therefore less assurance is obtained. Although the engagement was carefully planned and carried out, it cannot be ruled out that material errors, illegal acts or irregularities in the non-financial report may remain undetected.

The choice of audit procedures is at the discretion of the auditor and includes the following activities:

- Interviewing employees responsible for materiality analysis at the Group level in order to gain an understanding of the procedure for identifying key sustainability issues and the corresponding reporting limits of the Company;
- Risk assessment, including a media analysis, of relevant information on the Company's sustainability performance in the reporting period;
- Assessment of how systems and processes are designed and implemented to identify, process and monitor sustainability performance data, including data consolidation;
- Interviewing Group level employees who are responsible for identifying, consolidating and performing internal control procedures regarding the disclosures on concepts, risks, due diligence processes, results and performance indicators;

- Inspection of selected internal and external documents to determine whether qualitative and quantitative information is supported by sufficient evidence and presented in an accurate and balanced manner;
- Assessment of the local data collection, validation and reporting processes as well as the reliability of the data reported by means of random (remote) sampling by the subsidiary Energienetze Steiermark GmbH.
- Analytical assessment of the data and trends in quantitative data for the GRI Standards listed in the GRI Index, which were reported by all sites for consolidation at the Group level;
- Assessment of whether the requirements of the GRI Standards applicable to the Company ("Core" option) are consistent with the information and indicators provided in the NFI report;
- Assessment of how the information is presented overall by critically reading the NFI report.

The scope of our audit is neither an audit of annual accounts nor a review of financial statements. Likewise, neither the detection and investigation of criminal offences, such as embezzlement or other infidelity acts and offences, nor the assessment of the effectiveness and efficiency of management are the scope of our audit. Furthermore, auditing forward-looking statements, prior-year figures, statements taken from third-party documents and expert opinions, as well as references to other reporting formats issued by the Company do not fall within the remit of our engagement.

RESTRICTIONS ON USE

Since our report is made solely on behalf and in the interest of the client, it's contents should not be seen as a basis for third parties' trust. Claims by third parties, therefore, cannot be derived. We agree to our audit certificate being published together with the NFI report, yet this may only be done in the complete version certified by us.

CONDITIONS OF CONTRACT

Item 7 of the General Conditions of Contract for the Public Accounting Professions applies in respect of our responsibility and liability vis-à-vis the Company and third parties.

Vienna, 15 July 2022

KPMG Austria GmbH
Certified public accountants and tax advisors

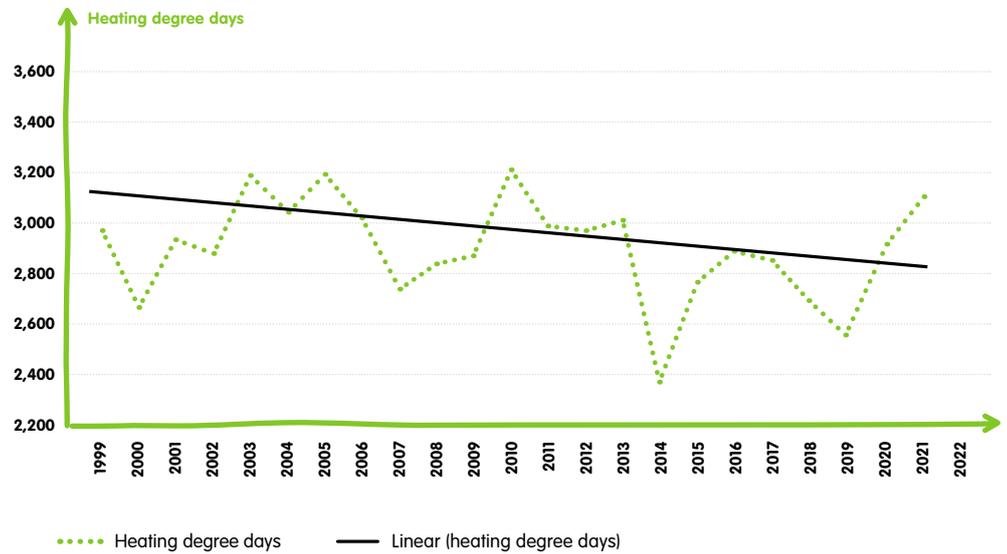


Mag. Peter Ertl
Public Auditor

HEATING DEGREE DAYS AT THE GRAZ SITE

Heating degree days (the difference between a room temperature of 20°C and the average outside temperature) are a useful climate-related indicator and help determine heating costs.

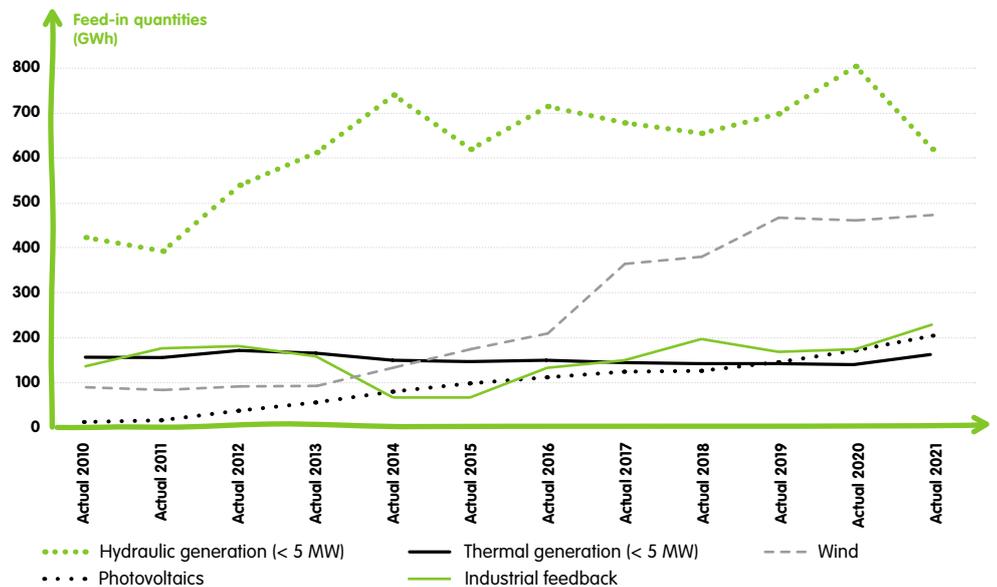
The chart below for the Puchstrasse location in Graz clearly shows how average temperatures have risen and the associated impact on heating energy required over the last 23 years.



DEVELOPMENT OF FEED-IN QUANTITIES

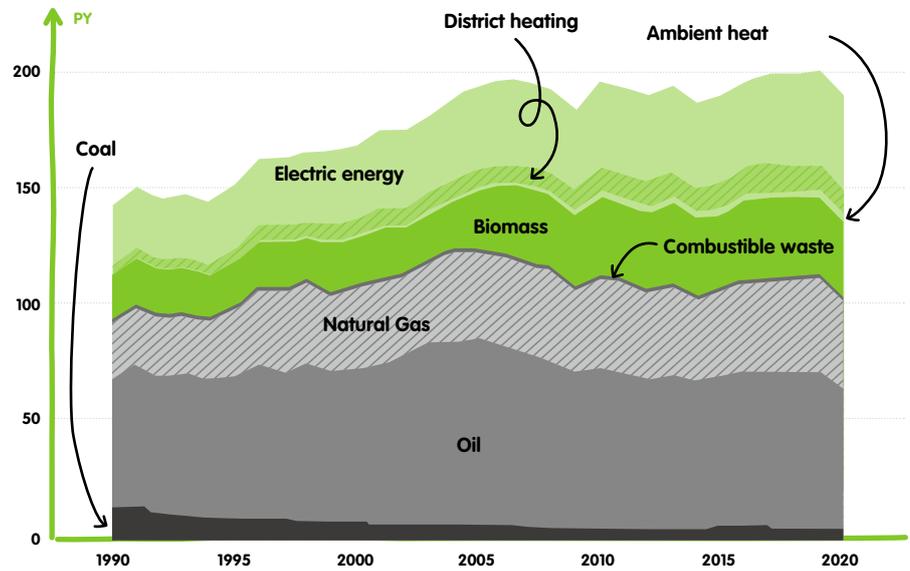
Breakdown of "Other feed-in sources"

In recent years, the primary source of energy for Energie Steiermark's electricity grid has been hydropower. The rise in photovoltaics and wind energy in recent years is plain to see.



END ENERGY CONSUMPTION IN STYRIA

End energy consumption in Styria increased by only about one percent annually from 1990 to 2020. The energy sources electricity, biomass and natural gas increased significantly during this period.

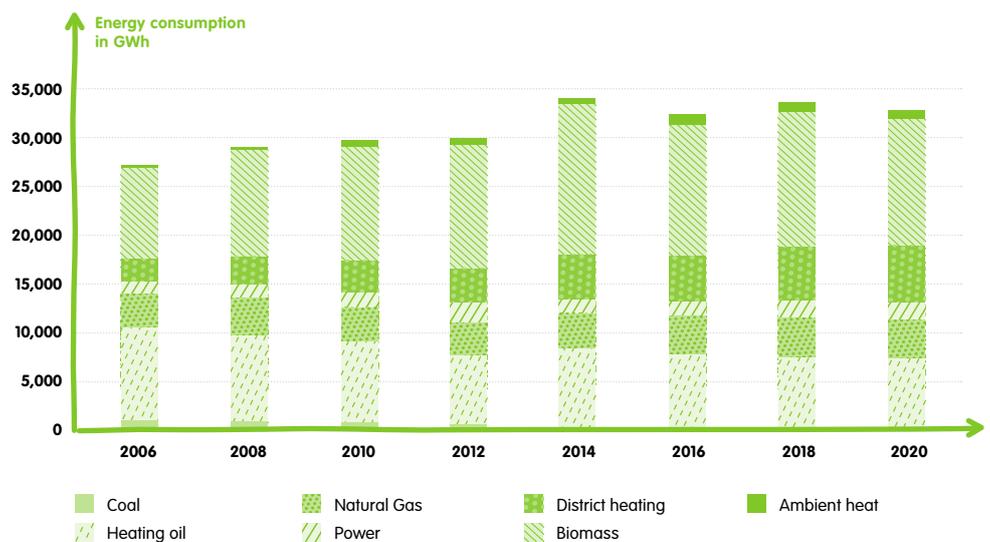


Source: Energy Report Styria 2021

DEVELOPMENT OF ENERGY SOURCES

Styrian households – energy sources for indoor heating and hot water

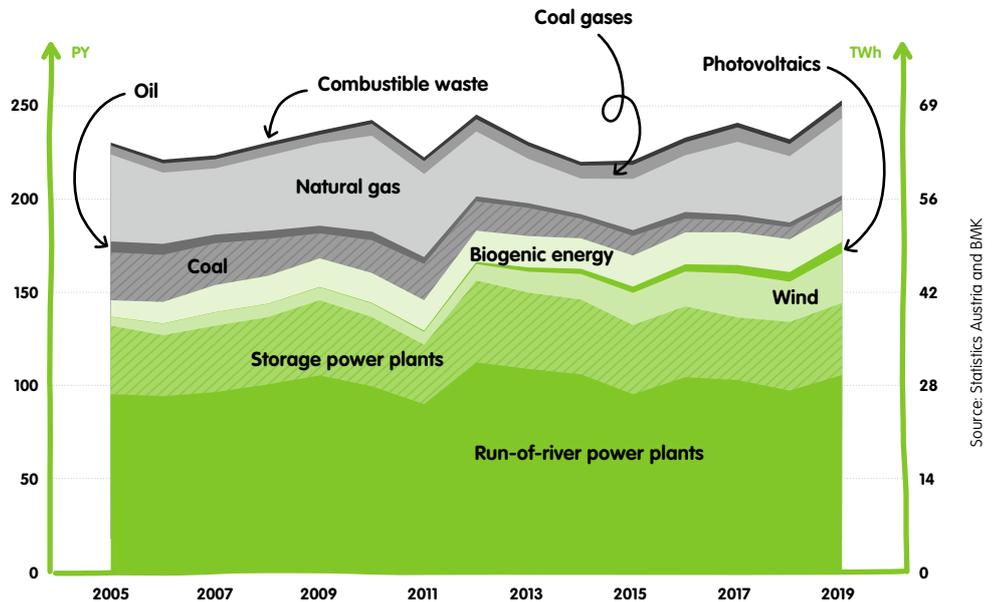
The development of energy sources for indoor heating and hot water also shows that fewer Styrian households are using oil for heating.



Source: Energy Report Styria 2021

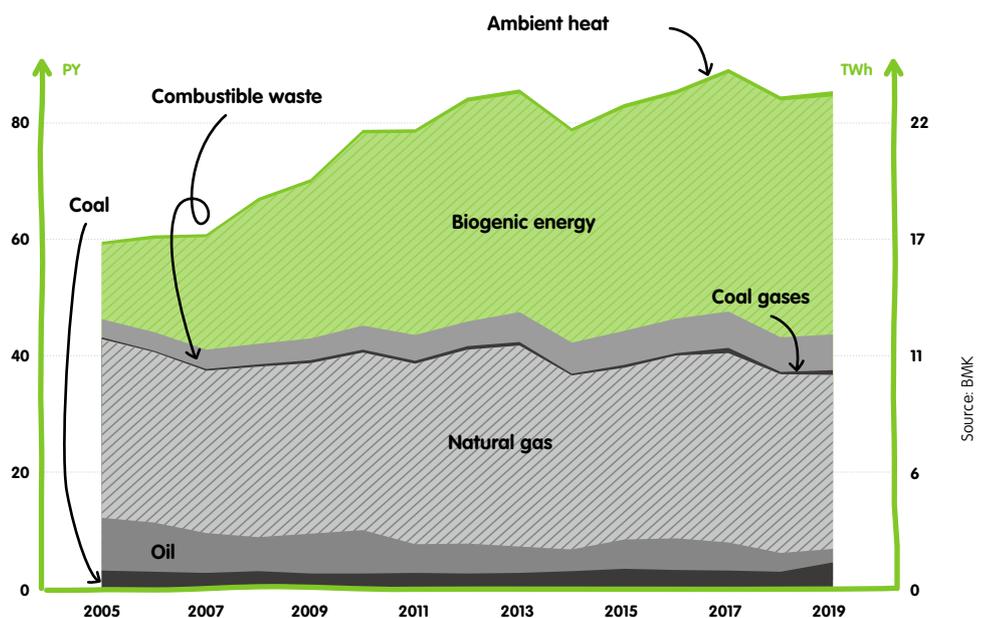
GROSS ELECTRICITY GENERATION IN AUSTRIA

The chart shows the total gross electricity generation in Austria by source. While electricity generation remained largely unchanged from 2005 to 2018, the share of renewable energies rose significantly and amounted to 77 percent in 2019 (total amount of electricity generated in Austria: 255.1 PY).



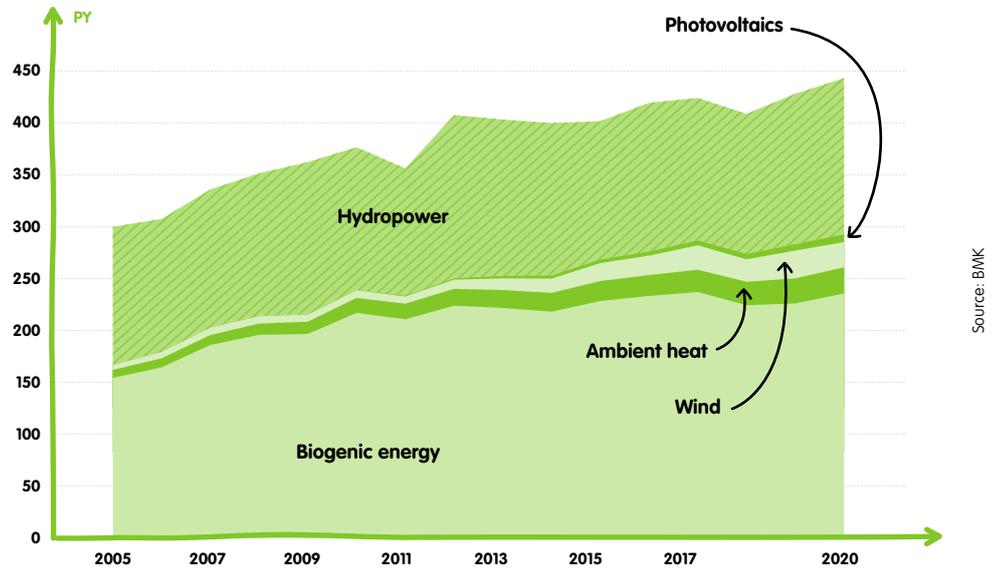
DISTRICT HEATING GENERATION BY SOURCE

The chart shows the total amount of district heating produced in Austria by source. The increase in district heating production from 2005 to 2019 is primarily due to the growth in biomass power plants (total amount of district heating produced in Austria in 2019: 84.9 PY).



STRUCTURE OF RENEWABLE ENERGY GENERATION IN AUSTRIA

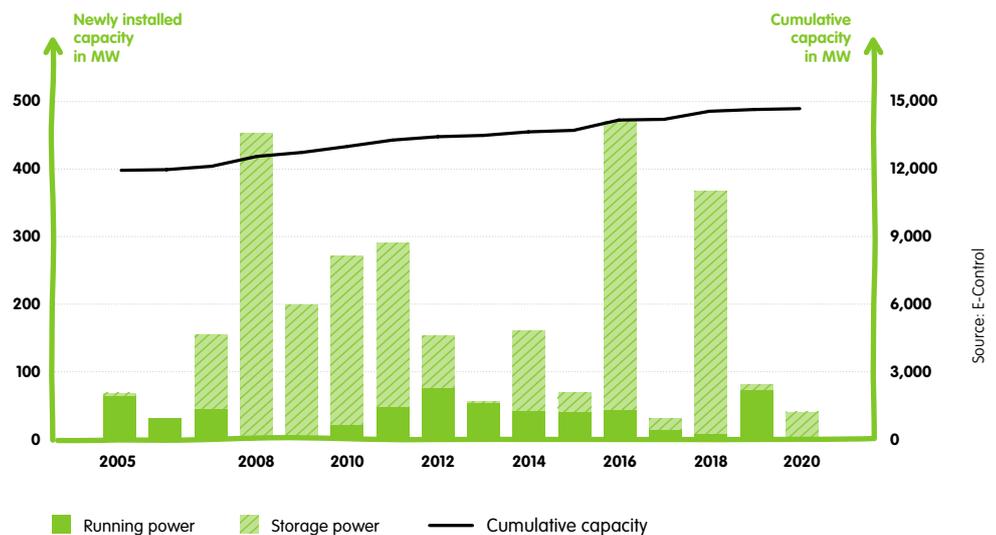
The chart shows the total amount of renewable energy produced in Austria by energy source. The rise in biogenic energy, wind power, ambient heat (heat pumps, solar thermal energy) and photovoltaics can be seen. Renewable energies currently make up almost 85 percent of total domestic primary energy production (amount of renewable energy production in Austria in 2020: 445 PY).



Source: BMK

HYDROPOWER IN AUSTRIA

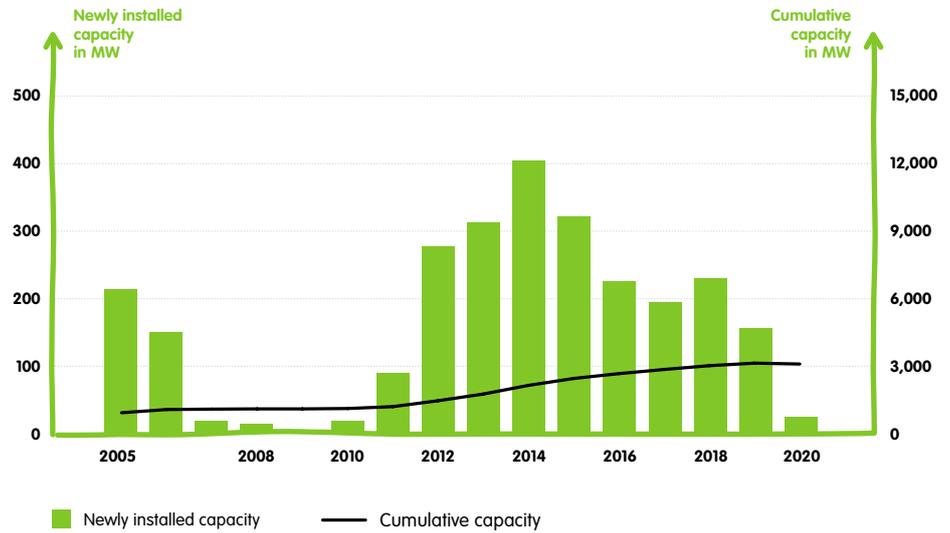
Hydropower has been able to make up between 55 and 67 percent of domestic electricity production in recent years, the exact amount depending on the varying conditions faced during production, making it the most important energy source. At the end of 2020, 3,068 hydropower plants with a total installed capacity of about 14.6 GW were in operation in Austria, 2,953 of which were run-of-river plants and 115 storage power plants.



Source: E-Control

WIND POWER IN AUSTRIA

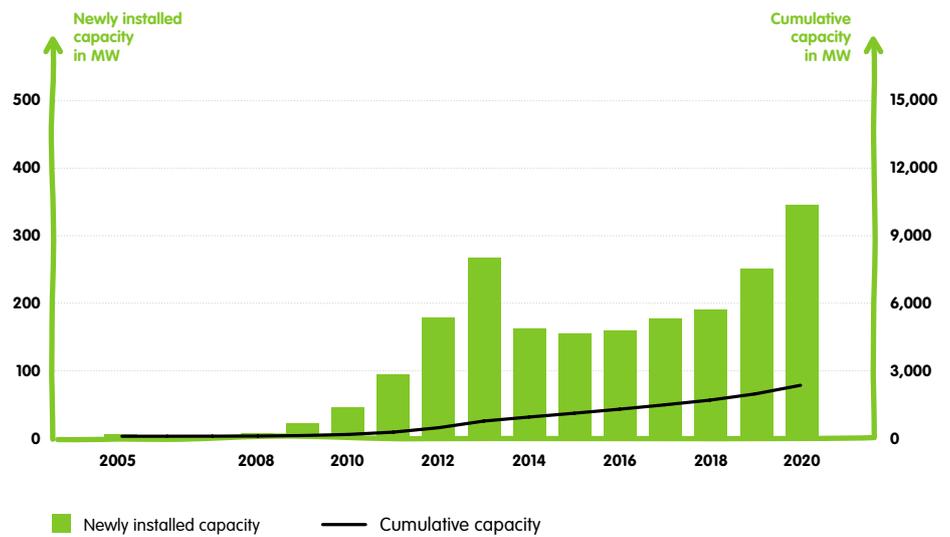
The use of wind power has grown significantly in Austria in recent years. The contribution of wind energy to domestic electricity generation between 2005 and 2020 rose from around two percent to 9.8 percent.



Source: P. Biermayr et al (2021) Innovative energy technology in Austria – 2020 market development; commissioned by BMK

PHOTOVOLTAICS IN AUSTRIA

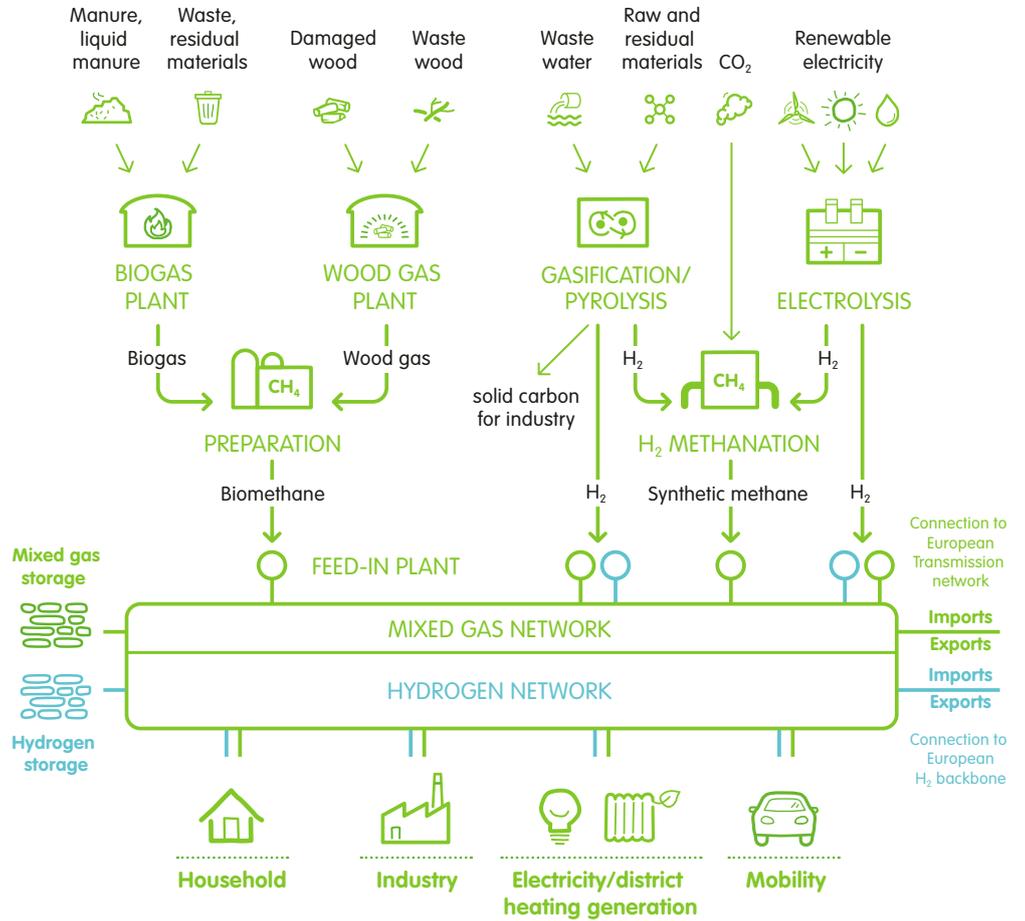
Since 2009, the contribution of photovoltaics to domestic electricity generation has grown rapidly, now making up over three percent.



Source: P. Biermayr et al (2021) Innovative energy technology in Austria – 2020 market development; commissioned by BMK

**GREEN GAS
SUPPLY BY 2040**

By 2040, our gas is to come entirely from green gas sources. On the journey to decarbonise, natural gas will be gradually replaced with green gas from hydrogen and renewable methane.



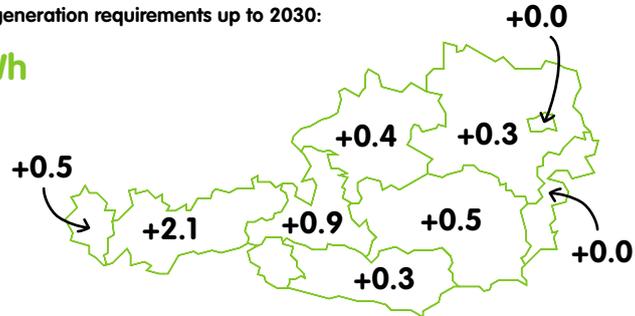
**EXPANSION OF
RENEWABLE ENERGY
BY 2030**

As per the Renewable Energy Expansion Act [Erneuerbaren-Ausbau-Gesetz, EAG], green power plants for an additional 27 TWh are to be built in Austria by 2030.

HYDROPOWER

Additional generation requirements up to 2030:

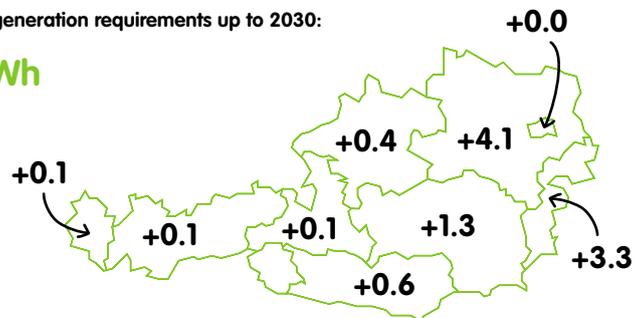
+ 5 TWh



WIND POWER

Additional generation requirements up to 2030:

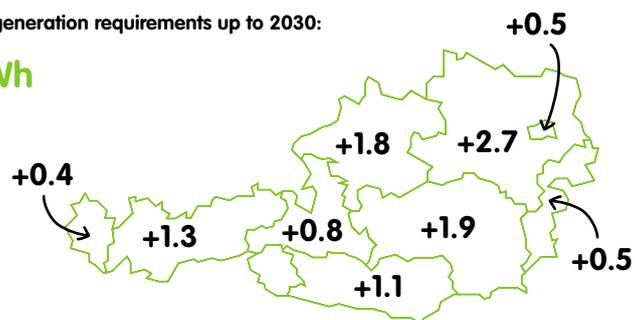
+ 10 TWh



PHOTOVOLTAICS

Additional generation requirements up to 2030:

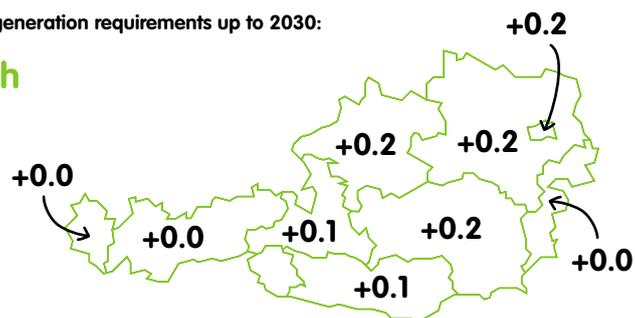
+ 11 TWh



THERMAL POWER/BIOMASS

Additional generation requirements up to 2030:

+ 1 TWh



Source: Austrian Energy Agency

**FACT SHEET:
THG CALCULATIONS OF
ENERGIE STEIERMARK AG
FOR THE BALANCE SHEET
YEARS 2020 AND 2021**

DATA INPUT

The ESG cockpit was implemented at Energie Steiermark in 2020.

This data tool is used to obtain all relevant data and key figures and to calculate the greenhouse gas balance.

Area	Unit	2020	2021
Fleet, diesel	l	886,002.2	953,453.4
Fleet, petrol	l	7,217.8	5,087.2
Fleet, natural gas	kg	5,376.4	5,547.8
Fleet, hydrogen	kg	105.3	138.2
Emergency power unit	l	83,214.0	100,574.0
SF 6 use	kg	1,565.4	3.1
Business operations	pkm	217,009.8	63,005.4
Waste			
Residential waste	Tons	108.5	115.4
Waste paper	Tons	39.7	43.6
Packaging material	Tons	78.2	100.6
Scrap metals and waste electrical equipment	Tons	796.7	1,277.4
Wood ash	Tons	531.3	696.7
Other	Tons	288.2	491.5
(Waste) water			
Withdrawal	m ³	185,342.2	126,720.1
Recirculation (freshwater) – Recirculation (freshwater), RER	m ³	45,530.0	22,938.0
Refrigerant			
Refrigerants and other gases – R134a, GLO	kg	30.0	0.5
Refrigerants and other gases – R407c, GLO	kg	22.5	21.2
Refrigerants and other gases – R410a, GLO	kg	16.3	6.1
Refrigerants and other gases – R32, GLO	kg	0.8	1.0
Refrigerants and other gases – R404a, GLO	kg	2.8	0.5
Paper	kg	16,624.3	14,911.6
Toner	Pieces	299.0	247.0

RESULTS

The results are presented for 2020 and 2021 using a market-based and location-based approach.

GREENHOUSE GAS EMISSIONS OF ENERGIE STEIERMARK AS PER MARKET-BASED APPROACH

	Unit	2020	2021	
Scope 1	Own heating produced	t CO ₂ eq	188,448	254,130
	Own electricity produced	t CO ₂ eq	3,029	6,129
	Gas network loss (leakage)	t CO ₂ eq	369	8
	Gas network loss (preheating)	t CO ₂ eq	2,042	2,245
	Vehicle fleet	t CO ₂ eq	2,093	2,262
	Emergency power unit	t CO ₂ eq	228	275
	SF ₆ leakages	t CO ₂ eq	0	0
	Scope 1 total	t CO₂ eq	196,209	265,050
Scope 2	Energy use	t CO ₂ eq	3,279	4,474
	Electricity network losses*	t CO ₂ eq	33,664	33,382
	Scope 2 total	t CO₂ eq	36,943	37,856
Scope 3	Own heating produced	t CO ₂ eq	67,491	90,803
	Own electricity produced	t CO ₂ eq	2,473	3,489
	Additional heat purchased	t CO ₂ eq	37,859	37,355
	Additional electricity purchased on the market	t CO ₂ eq	169,016	525,777
	Electricity network losses	t CO ₂ eq	8,794	8,721
	Gas network loss (leakage)	t CO ₂ eq	14	0
	Gas network loss (own needs)	t CO ₂ eq	689	758
	Gas sales	t CO ₂ eq	666,595	717,504
	Energy use	t CO ₂ eq	596	905
	Fleet (incl. emergency power generators)	t CO ₂ eq	1,972	2,042
	Business operations	t CO ₂ eq	316	298
	Waste	t CO ₂ eq	661	1,653
	(Waste) water	t CO ₂ eq	18	9
	Coolant + gases	t CO ₂ eq	194	0.63
	Paper, devices	t CO ₂ eq	37	29
	Scope 3 total	t CO₂ eq	956,725	1,389,343
Total	Scope 1–3 total	t CO₂ eq	1,189,878	1,692,249

*location based, as details not known

The majority of greenhouse gas emissions occur in Scope 3, with the purchased electricity and gas sales segments being the biggest drivers here. Scope 1 relates in particular to own heating produced, as natural gas is primarily used in the production of district heating. Scope 2 emissions stem mostly from electricity network losses.

LOCATION-BASED APPROACH

		Unit	2020	2021
Scope 1	Own heating produced	t CO ₂ eq	188,448	254,130
	Own electricity produced	t CO ₂ eq	3,029	6,129
	Gas network loss (leakage)	t CO ₂ eq	369	8
	Gas network loss (preheating)	t CO ₂ eq	2,042	2,245
	Vehicle fleet	t CO ₂ eq	2,093	2,262
	Emergency power unit	t CO ₂ eq	228	275
	SF6 leakages	t CO ₂ eq	0	0
	Scope 1 total	t CO₂ eq	196,209	265,050
Scope 2	Energy use	t CO ₂ eq	3,279	4,474
	Electricity network losses*	t CO ₂ eq	33,664	33,382
	Scope 2 total	t CO₂ eq	36,943	37,856
Scope 3	Own heating produced	t CO ₂ eq	67,491	90,803
	Own electricity produced	t CO ₂ eq	2,473	3,489
	Additional heat purchased	t CO ₂ eq	37,859	37,355
	Additional electricity purchased, located-based	t CO ₂ eq	1,266,106	1,457,677
	Electricity network losses	t CO ₂ eq	8,794	8,721
	Gas network loss (leakage)	t CO ₂ eq	14	0
	Gas network loss (own needs)	t CO ₂ eq	689	758
	Gas sales	t CO ₂ eq	666,595	717,504
	Energy use	t CO ₂ eq	596	905
	Fleet (incl. emergency power generators)	t CO ₂ eq	1,972	2,042
	Business operations	t CO ₂ eq	316	298
	Waste	t CO ₂ eq	661	1,653
	(Waste) water	t CO ₂ eq	18	9
	Coolant + gases	t CO ₂ eq	194	0.63
	Paper, devices	t CO ₂ eq	37	29
	Scope 3 total	t CO₂ eq	2,053,815	2,321,243
Total	Scope 1–3 total	t CO₂ eq	2,286,967	2,624,148

*location based, as details not known

Both Scope 1 and Scope 2 remain unchanged in the location-based approach. The impact is seen in Scope 3 and here exclusively for purchased electricity, since here, contrary to the market-based approach, the guarantees of origin as per electricity labelling requirements are not used; Austrian electricity production is taken instead as a basis.



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Symbol
Werner Krug
Rossi

www.un.org/sustainabledevelopment/news/communications-material/