



**Together.
Connecting
the future.**

TODAY. FOR TOMORROW. FOR US.

Figures, facts and data

CONTROL. Key indicators are an important tool for analysis and control. Here are the most important figures from the area of sustainability.

ÖBB's sustainability indicators are updated annually. The table shows the most important key indicators at a glance, divided into economic, ecological and social key indicators for a clearer overview. Sustainability indicators from the years 2020 and 2021 are provided in the table to enable the identification of further developments and trends.

Key Facts & Figures – the most important sustainability indicators GRI 102-7, 201-1

	2020	2021
Key economic figures		
Total assets (in EUR million)	33,103	35,555
Equity ratio (in %)	8.4	9.1
Gross investments (in EUR million)	3,353	3,688
Total revenues (in EUR million)	6,724	6,986
EBT (in EUR million)	59	170
Key performance indicators		
Passengers (in millions)	286.5	322.9
<i>thereof rail (in millions)</i>	162.8	187.6
<i>thereof bus (in millions)</i>	123.7	135.3
Net tons (in million t)	95.3	94.1
Total gross ton kilometers (in billion gtkm)	73.2	78.7
Innovation management – ideas submitted / ideas implemented	1,196 / 412	1,445 / 526
Environmental indicators		
CO ₂ savings through ÖBB transport services (rail & bus) in Austria (in million t) ¹	2.8	3.0
Total greenhouse gas emissions in the mobility sector in Austria (Scope 1, 2 and 3; CO ₂ equivalent in t) ¹	269,757	276,945
Greenhouse gas emissions in the mobility sector in Austria (Scope 1 and 2; CO ₂ equivalent in t) ¹	206,565	212,258
CO ₂ emissions in g/pkm – passenger rail transport in Austria ¹	9.5	9.5
CO ₂ emissions in g/pkm – passenger transport Postbus in Austria ¹	85.3	76.7
CO ₂ emissions in g/tkm – rail freight transport in Austria ¹	2.9	2.9
Total energy consumption of ÖBB (all energy sources, excluding external) in GWh in Austria ¹	2,963	3,032
Percentage of renewable energy sources in ÖBB traction power in Austria	100	100
Hazardous waste (in thousand tons) ²	26	25
Non-hazardous waste (in thousands of tons) ²	6,469	5,484
Investments in noise abatement on existing lines (in million EUR)	6.6	5.6
Amount of glyphosate used (in tons)	6.2	5.3
Social indicators		
Employees	43,659	43,673
<i>thereof apprentices</i>	1,787	1,775
Female quota (in %)	13.5	14.2
Female apprentice ratio (in %)	20.2	19.9
Operational Safety Index (BSX)	50	65
Occupational accident rate (accidents per 1,000 employees)	17.2	17.4
Education and training (participant hours in millions)	1.30	0.90

¹ Pandemic-related decrease compared to 2019.

² See page 32 (Resources) and following for more information.

Contents

2	Executive Board Commentary	
4	Introduction	
12	Sustainability building blocks	
14	Climate protection	
26	Adaptation to climate change	
28	Emissions incl. noise (excl. CO₂)	
32	Resource management, waste, land / soil, water	
38	Biodiversity & species diversity	
40	Sustainable procurement	
42	Innovation & technology	
44	Sustainable finance	
48	Affordable and accessible mobility services	
52	Health / safety / security	
58	Diversity & equal opportunities	
60	Compliance / Transparency, data protection and human rights	
64	Social responsibility and collaborations	
66	Reliable & attractive employer	
72	Generational change	
74	Economic driver, value-adding investments & sustainable financing	
76	Training and development	
80	Measures relating to the sustainability building blocks	
112	Guest Comments & Report	
112	TopSharing	
114	Expansion of the night train network	
116	Europe's Rail Joint Undertaking	
118	Mobility Master Plan 2030	
120	Risk and impact analysis	
129	Global Reporting-Initiative-Index	
139	Declaration by all legal representatives	
140	Auditor's Report	
143	Highlights 2021	
145	Legal Notice	



THE ÖBB SUSTAINABILITY REPORT 2021 is based on the 17 building blocks of the new ÖBB sustainability strategy and provides an insight into ÖBB's sustainability performance in 2021. The report also comprehensively illustrates the measures set and planned to further improve sustainability performance for each building block and thus for the entire company. ÖBB has been providing transparent and regular information on its sustainability performance since 2006. The current report is now the 13th of its kind.

SUSTAINABILITY REPORT 2021

Executive Board Commentary GRI 102-14



ÖBB-HOLDING EXECUTIVE BOARD. Ing. Mag. (FH) Andreas Matthä (CEO), Mag. Arnold Schiefer (CFO)

Dear Readers, As the largest mobility provider and one of the largest employers in Austria, ÖBB bears responsibility in many respects. In order to live up to this broad responsibility, especially towards future generations, and in the spirit of long-term economic orientation, ÖBB has made sustainability and climate protection one of the key maxims for action throughout the company. This has given us a leading position in Austria as the largest climate protection company in the mobility sector.

The past year has tested our resilience. Our economy and our society continue to struggle with the COVID-19 pandemic. Nevertheless: ÖBB made good progress on the way to a strong railway even during the corona crisis. Just how great the demand is in society for environmentally friendly mobility has already become clear from the renewed growth in occupancy and booking figures. However, the external conditions remain challenging. Devastating floods as well as heat waves in Central Europe have once again made us aware of how serious the effects of climate change already are. The course and the conviction are more stable than ever: Rail is needed – for society, for the economy in Austria and Europe, and above all for the climate.

Shifting traffic to the environmentally friendly railways

One thing is clear: The Austrian and European climate targets can only be achieved through a massive modal shift to environmentally friendly rail. As the most environmentally friendly provider of mobility and logistics services, ÖBB is the key to the mobility turnaround. On the way to climate-neutral mobility, ÖBB is seeking dialogue with society and stakeholders. ÖBB is convinced that a reduction in CO₂ emissions of at least 55 percent by 2030 compared to 1990 is achievable under the EU Green Deal. The prerequisite is appropriate measures across all industries that are implemented jointly.

We have also set ourselves the goal within the Group of being carbon neutral from 2040 to 2050 at the latest – this includes our supply chains, operating facilities and buildings. ÖBB sees itself as part of the solution. We are proud that in 2021, despite the challenging environment, ÖBB succeeded in anchoring sustainability more firmly in the company's core business as part of our sustainability strategy. Leading rating agencies have recognised our performance with excellent ratings.

“We set ourselves strong, measurable targets for the 17 building blocks of our sustainability strategy. We thus ensure effective operational implementation of sustainability, with clear responsibilities and processes.”

Capacity, productivity and quality

We set ourselves strong, measurable targets for the 17 building blocks of our sustainability strategy. We thus ensure effective operational implementation of sustainability, with clear responsibilities and processes. The Austrian federal government has adopted an effective framework plan in the fight against climate change with a record investment volume of around EUR 18.2 billion. Investments in high-performance and efficient infrastructure should make it possible to double rail capacity by 2040 – through conventional expansion, but also by using new technologies. Significant investments are also being made in the rail vehicle sector. In addition to capacity, productivity and sustainability, the focus is on quality, i.e. making the mobility offer more attractive. On the way to climate neutrality, work was started in 2021 on decarbonisation pathways in the ÖBB-Group. The ÖBB Mobility division defined potential initial savings of over 55,000 metric tons of CO₂. Further activities on CO₂ reductions in buildings and along the entire value chain (circular economy) will be developed step by step in the coming months.

Enthusiasm for a “green railway”

A decisive prerequisite for ÖBB's successful development in the area of sustainability is the deep commitment of our employees. Their enthusiasm and passion for the “green railway” makes a significant contribution to the climate solution. They deserve our special thanks as a result. It is our responsibility as a team to contribute to the sustainability of environmental, social and economic systems for ourselves and future generations. We work on that every day. Today. For tomorrow. For us.

We wish you an enjoyable read

Ing. Mag. (FH) Andreas Matthä

Executive Board Chairman
ÖBB-Holding AG

Mag. Arnold Schiefer

Executive Board Member
ÖBB-Holding AG

Sustainably successful

INTRODUCTION TO THE REPORT. An overview of the principles of ÖBB's sustainability management with the 17 building blocks of ÖBB's sustainability strategy.

Since 2006, the ÖBB-Group has published sustainability reports and transparently and regularly provides information on the Group-wide sustainability performance. This report is based on the 17 building blocks of ÖBB's sustainability strategy and is also the second certified sustainability report at the Group level with which ÖBB provides an insight into its sustainability activities in 2021.

The key figures included for the respective sustainability topics are generally listed for the year 2021 and, for better comparability, also for the year 2020. **GRI 102-50**

This report was prepared voluntarily on the basis of the Sustainability and Diversity Improvement Act (NaDiVeG) and in accordance with the GRI standards (Global Reporting Initiative) under the "CORE option" and with information

on the EU Taxonomy Regulation (EU 2020/852). Moreover, ÖBB is committed to the United Nations Sustainable Development Goals (SDGs) and is an active driver for the realisation of global development goals through its business activities. The GRI content index with the GRI standards achieved is presented from page 129 onwards. **GRI 102-54**

In addition, the respective GRI standards are cited directly with the relevant text passages in order to provide a better overview of the information. The documentation generally covers the entire ÖBB-Group (ÖBB-Holding AG as the parent company and all fully consolidated subsidiaries), unless explicitly stated otherwise.

Structure and organisation of the ÖBB-Group

GRI 102-1 bis 3, 102-5, 102-6

ÖBB is organised in accordance with the Federal Railway Structure Act and has been divided into four independent subgroups since January 1, 2005. The overall Group is managed by **Österreichische Bundesbahnen-Holding (ÖBB-Holding AG)**, which acts as the parent company and is responsible for the strategic direction. The company's registered office is located at Am Hauptbahnhof 2, A-1100 Vienna, Austria, and is entered in the commercial register kept at the Commercial Court of Vienna under FN 247642f. 100 percent of the shares in the company are held by the Republic of Austria. The share rights are administered by the Federal Ministry for Climate Protection, Environment, Energy, Mobility, Innovation and Technology >

Number of investments by subgroup GRI 102-4 (see also ÖBB Annual Report 2021 – Group inventory report A)

	ÖBB- Personenverkehr	Rail Cargo Austria	ÖBB- Infrastruktur	ÖBB-Group incl. other*
Shareholdings >50 %	13	41	20	80
<i>thereof abroad</i>	5	34	0	39
Shareholdings 20-50 %	4	10	4	17
<i>thereof abroad</i>	0	8	1	9
Shareholdings <20 %	3	3	1	7
<i>thereof abroad</i>	3	3	1	7
Total	20	54	25	104
<i>thereof abroad</i>	8	45	2	55

*) Only companies where it is possible to exert a direct influence.



ÖBB is Austria's leading service provider for passenger mobility by rail. The ÖBB-Personenverkehr AG subgroup is responsible for the conception and implementation of the passenger transport service offer

(BMK for short). As Austria's largest mobility and logistics provider, ÖBB builds and operates infrastructure on behalf of the Republic and is thus one of the largest clients for the domestic economy. This makes ÖBB one of the most important employers and apprentice trainers in Austria.

The tasks of the **ÖBB-Holding AG** extend to the exercise of shareholding rights and the strategic orientation of the ÖBB-Group. This includes overall coordination of the creation and implementation of corporate strategies and ensuring transparency in the use of public funds. In addition, ÖBB-Holding AG is responsible for ensuring the Group-wide measures as well as the Group-internal staff compensation.

The subgroup **ÖBB-Personenverkehr AG** is responsible for the development and implementation of services, the coordination of service provision processes, marketing and sales as well as the financing of passenger transport services. ÖBB-Personenverkehr AG thus has a significant role as Austria's leading service provider for passenger mobility on the rail and bus markets. ÖBB-Personenverkehr AG and Österreichische Postbus AG are jointly coordinating an optimised range of rail and bus services.

Another subsidiary of ÖBB-Holding AG is the internationally operating freight transport subgroup **Rail Cargo Austria AG**. On the international market, it operates together with its subsidiaries and shareholdings under the umbrella brand of Rail Cargo Group (RCG). The home markets are Austria and Hungary. In addition, RCG is underway in several European countries using its own traction stock. The aim is to remain



INTERNATIONAL. Outside Austria, ÖBB maintains shareholdings in 17 countries

the Austrian market leader in the future and, in addition, to further expand its strong market position as number two in the European freight transport sector. The core business of Rail Cargo Austria AG is rail transport with additional forwarding services and environmentally friendly, reliable as well as cost-efficient

transport and logistics systems in combination with professional and customised services.

ÖBB-Produktion GmbH and **ÖBB-Technische Services GmbH** are joint subsidiaries of ÖBB-Personenverkehr AG

and Rail Cargo Austria AG and offer services in the areas of Traction and Maintenance of rail vehicles.

The subgroup is responsible for the construction and operation of Austrian rail infrastructure **ÖBB-Infrastruktur AG**. This includes, among other responsibilities 1,038 passenger stations and stops. These are used by the internal subgroups ÖBB-Personenverkehr and Rail Cargo Austria as well as by external non-Group railway undertakings (RUs). In addition, ÖBB has shareholdings in 55 companies in 17 countries.

Key processes

The process map at the top right provides a complete overview of the company's key processes. The presentation of the interrelationships, including the focus on customers and value creation, takes centre stage in this context. It is structured by process category (business, management and support processes) and built up according to levels of detail.

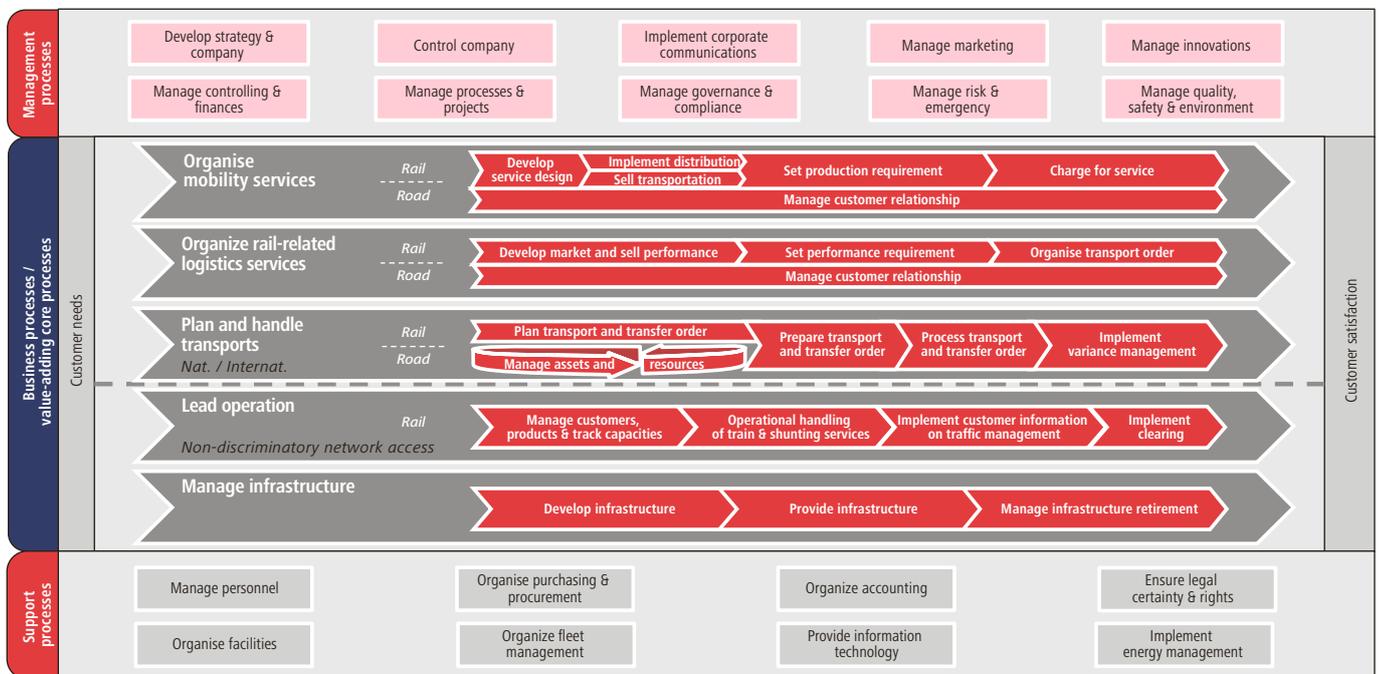
Corporate Governance

GRI 102-18

For the ÖBB-Group, a transparent, timely and detailed information policy is the key to deep trust among customers, employees and the general public. As a corporate group that operates on the capital markets and attracts a great deal of public interest, the ÖBB-Group aligns the organisation and communication of its corporate governance to international standards and best practices and, since 11 April 2014, to the Public Corporate Governance Code of the Federal Government (previously to the Austrian Corporate Governance Code). The Executive Board of ÖBB-Holding AG pursues a corporate strategy that is aligned with the interests of the owner (the Republic of Austria) and the employees. In its role as the Executive Board, it regularly reports to the Supervisory Board on the development of business and submits to it – in accordance with the law, the articles of association and the rules of pro-

Sustainable Action

Successful business management, combined with ecological compatibility and social responsibility, results in a sustainable corporate orientation that brings the individual building blocks into a balanced relationship. Given the medium and long-term horizon, an increase in the monetisation of ecological measures can be expected.



V2.4

ÖBB-Group Process Map

An overview of all essential and value-adding processes and their interrelationship, including a focus on customers

cedure – certain business transactions of ÖBB-Holding AG or its Group companies for approval. The strategic alignment of the ÖBB-Group is thus done in close coordination with the Supervisory Board. The full report is available on the website konzern.oebb.at/cg2021.

Achieving economic success through sustainability

GRI 102-11, 103-1, 103-2, 103-3

Those who understand sustainability holistically lead their company to success in the long term. Successful business management, combined with ecological compatibility and social responsibility, results in a sustainable corporate orientation in line with the precautionary principle, which brings the individual building blocks into a balanced relationship. The ÖBB-Group is focusing on the opportunities that social-ecological change makes possible. Based on intermediate and long-term goal setting, an increase in the monetisation of ecological measures can be expected. This provides ÖBB with economic security.

Entrepreneurial action within the ÖBB-Group is geared to the future, which is also evident in the longevity of ÖBB assets such as infrastructure facilities or rail vehicles. In addition, ÖBB is aware of its role in society and

accepts its social responsibility. Measures are implemented on an ongoing basis to achieve our goals in order to continually develop as a company.

Management, structure and decisions

GRI 102-18, 102-19, 102-20

As a company, the ÖBB-Group is guided by the three pillars of sustainability: Ecology, economy and social issues. In order to also inform the highest decision-making bodies about sustainability issues, a

Three pillars of sustainability

As a company, the ÖBB-Group is guided by the three pillars of sustainability: **Ecology, economy and social issues**. Fundamental structures and processes for sustainability management are found within the company. This facilitates the **systematisation of professional sustainability management** and paves the way for corporate sustainability.

2021. Additionally, a sustainability board was also established in 2021. At this level, Executive Board members and managing directors have the opportunity to exchange and discuss the most important sustainability issues several times a year and to define the strategic direction of the Group. In addition, a Group-wide sustainability platform was established, where the respective

regular exchange of information takes place.

General information on the structure of the decision-making bodies is available in the excerpt from the Corporate Governance Report in the Annual Report

sustainability contact persons from the holding company and the subgroups coordinate Group-wide sustainability topics and implementation measures for the ÖBB sustainability strategy and the 17 building blocks on a quarterly basis. These internal structures and controls facilitate the systematisation of professional sustainability management and pave the way for corporate sustainability. As early as 2008, a dedicated coordination unit was implemented at ÖBB-Holding AG for the Group-wide management of sustainability agendas. ÖBB-Holding AG sets the Group's goals and thrusts on sustainability issues. A regular exchange with the respective contact persons of the subgroups is essential in order to cover the diversity of a mobility and infrastructure company on the topic of "sustainability" as broadly as possible and to define focal points and current key topics of the ÖBB-Group. The subgroups are responsible for developing effective measures and their implementation in a targeted manner. Sustainability performance is effectively monitored and controlled with the help of monitoring key performance indicators.

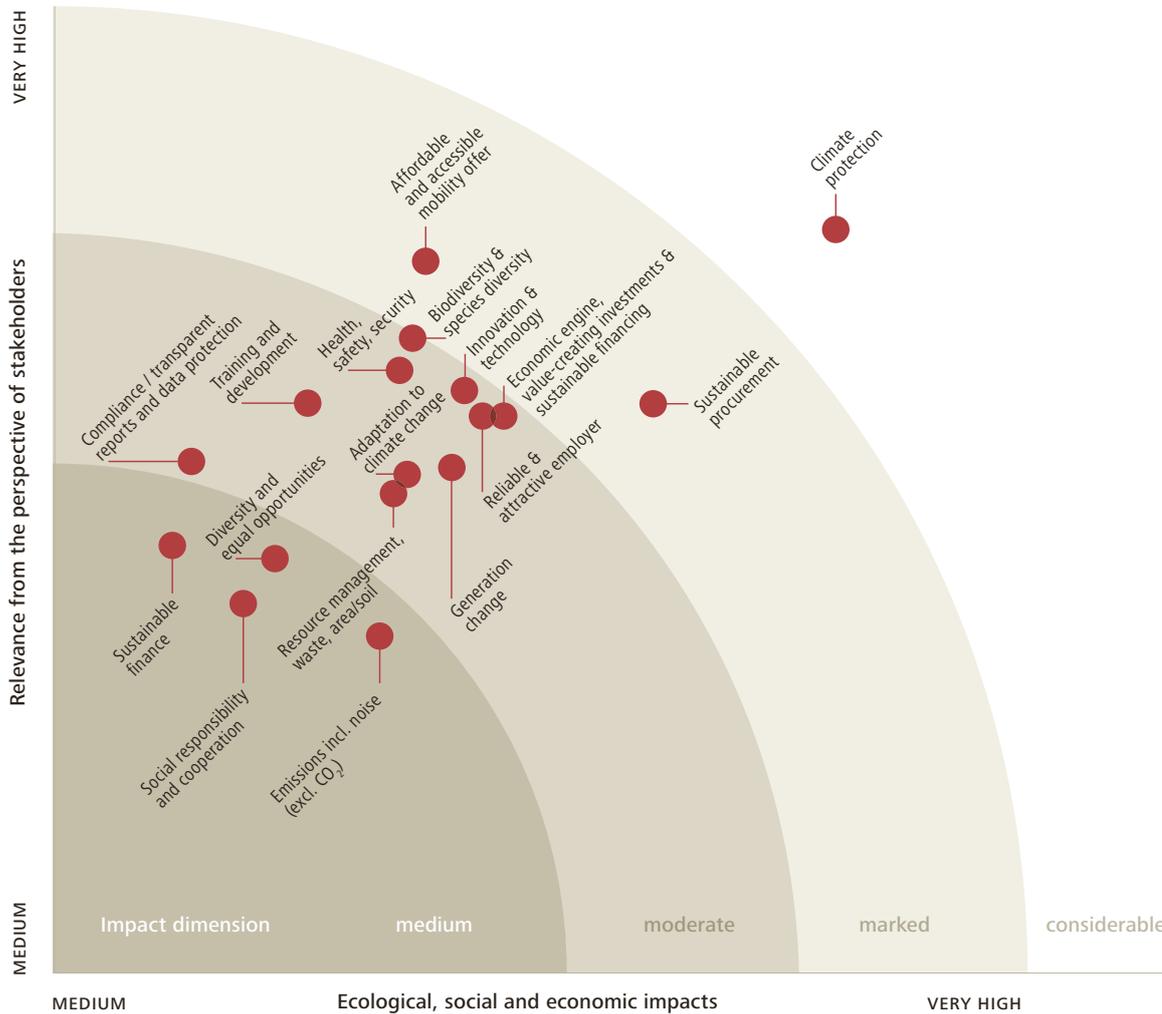
Key topics

GRI 102-44, 103-1, 102-47, 102-48

In addition to other tools, materiality analysis is a method that ÖBB can use at regular intervals to both identify and prioritise the issues it considers essential >

The ÖBB materiality matrix

The materiality matrix results from the overlap of the stakeholder survey and the results of the expert workshops. **GRI 102-44, 102-47 and 103-1**



and to set priorities in the development of measures. In addition, in accordance with the guidelines of the Global Reporting Initiative, the focus of sustainability reporting is on materiality. This means that the informing companies increasingly focus their reporting on those topics that are of high importance to them and to their stakeholders.

In 2021, ÖBB’s materiality analysis was evaluated on the basis of the 17 building blocks of the ÖBB sustainability strategy. The relevance and importance of the individual building blocks were surveyed in the stakeholder survey (internal and external) launched in the autumn of 2021. Around 2,700 people were consulted as internal and external stakeholders in order to update the significance of the individual sustainability modules. In order to also assess the im-

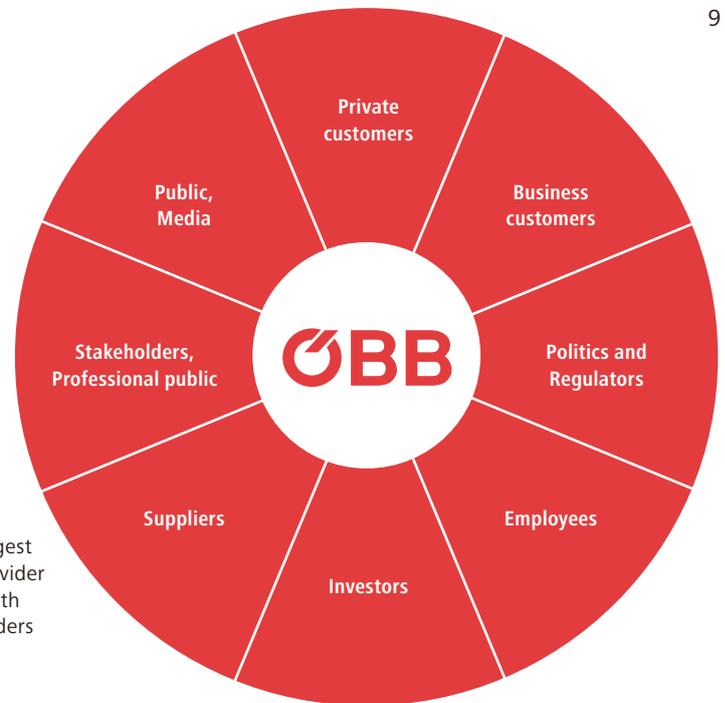
pact of the company’s activities on the economy, environment and social issues, an expert survey was also conducted in the autumn of 2021. Responsible persons from different business areas of ÖBB evaluated the sustainability components with regard to the positive and negative orientation of the company. The result is the ÖBB Materiality Matrix 2021 and the impact analysis starting on page 120.

The goal was to identify and prioritise those topics that are of essential importance for ÖBB as well as for the stakeholders. This procedure also served to contact and consult with the most important internal and external stakeholders.

ÖBB’s most important stakeholders GRI 102-40, 102-42, 102-43

ÖBB is Austria’s largest mobility service provider and also a public interest entity. Their transport services move many people and goods in Austria and Europe. For this reason, there are many points of contact with topics relevant to the stakeholders, such as climate protection, affordable and reliable infrastructure, financial market, etc.

For ÖBB, the term stakeholder encompasses many different interest groups. Part of the stakeholder groups (namely the employees) are located within the ÖBB-Group. In addition, there are external stakeholders. Involvement, close contact and active dialogue with stakeholders are important criteria for long-term success, especially for a company like ÖBB. In doing so, they



are naturally in contact with numerous stakeholders.

➤ ÖBB's key external stakeholders are private customers, business customers, investors, owners, politicians and regulators, and suppliers

A regular, transparent and open exchange with stakeholders is the basis for trust, which in turn is a prerequisite for joint sustainable action. ÖBB actively promotes exchange and uses a variety of dialogue platforms and initiatives to maintain contact with its stakeholders.

Special attention is given to which aspects are highly significant for which stakeholders, with the aim of promoting open dialogue. The more intensive the contact, the earlier the views of the stakeholders can be perceived, the better ÖBB can coordinate its planning and actions and reconcile the different interests. Exchange creates the basis for mutual understanding. This consensus is in turn conducive to social acceptance of entrepreneurial activity. ÖBB is open to new external impulses that enable it to act sustainably in line with its strategy.

➤ ÖBB's key internal stakeholder groups are employees, managers, and employees' representatives

The ÖBB sustainability strategy and its 17 building blocks GRI 102-44, 102-46

In 2020, the 17 sustainability building blocks of the ÖBB-Group were defined. Based on the results of the materiality analysis 2018 and the Sustainable Development Goals of the United Nations (SDGs), 17 modules for the new ÖBB sustainability strategy were derived and defined.

STAKEHOLDERS.

ÖBB is Austria's largest mobility service provider and is in contact with numerous stakeholders

Goals and Control

ÖBB-Holding AG sets the Group's goals and thrusts on sustainability issues. A regular exchange with the respective contact persons of the subgroups is essential in order to cover the diversity of a mobility and infrastructure company on the topic of "sustainability" as broadly as possible and to define focal points and current key topics of the ÖBB-Group. Sustainability performance is effectively monitored and controlled with the help of monitoring key performance indicators.

The figure on the ÖBB sustainability strategy provides an overview of the interlinking of the 17 sustainability modules within the "three-pillar model". The different sizes of the circles show the

impact dimensions of the building blocks for ÖBB and illustrate the current materiality (data basis is the updated materiality analysis of 2021) of the respective sustainability topics for the ÖBB-Group, especially in the context of opportunities and risks. The presentation of the interrela-

tionships of the 17 ÖBB sustainability modules with the topics of the materiality analysis can be seen in the GRI Content Index (from page 129).

Highlights 2021

Mobility Master Plan 2030. The Mobility Master Plan published by the Federal Ministry for Climate Protection, Environment, Energy, Mobility, Innovation and Technology in 2021 has the ultimate goal of identifying ways to achieve climate neutrality in the transport sector, with the mobility transition creating a multifaceted contribution to society. The clear objective in the shift priority is to

shift traffic and transport services that cannot be avoided to environmentally friendly means of traffic and transport, for example bicycles, buses and trains. For the ÖBB-Group, the goals of the Mobility Master Plan 2030 represent an opportunity for growth, but at the same time it is important to significantly and skillfully increase the capacity of the rail system by 2030 within the framework of technical and economic possibilities.

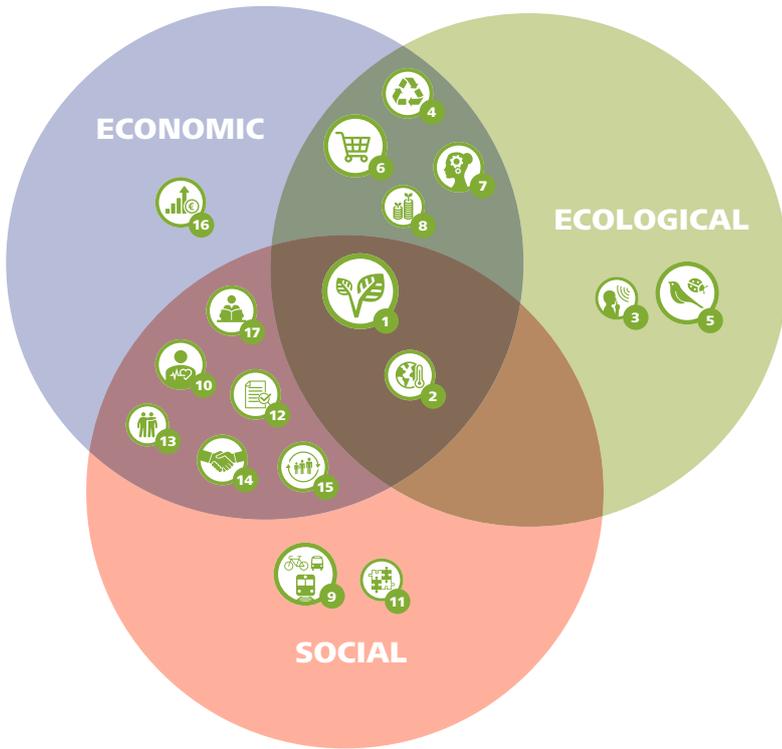
Decarbonisation pathways mobility.

ÖBB's climate protection strategy has defined the gradual decarbonisation of the company by the period 2040 to 2050 as a goal. The first step is the climate neutrality of the ÖBB Mobility division from 2030. For actual implementation, the development of a decarbonisation path for the mobility sector was launched in 2021 to describe the path to 2030 with concrete measures. Additional decarbonisation pathways for buildings and for Scope 3 emissions will follow.

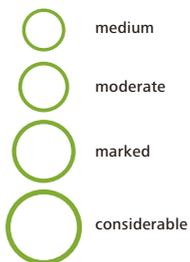
Nightjet. In May 2021, ÖBB was able to ramp up its international long-distance service again after a brief corona-related pause. In addition to the resumption of existing day and night services, four new Nightjet lines have been opened by the end of 2021, including Vienna – Amsterdam and the traditional Vienna – Paris connection. Comprehensive safety and hygiene measures as well as the offer of booking a private compartment enable >

ÖBB Sustainability Strategy

17 building blocks with their dimensions of impact in three pillars of sustainability



Dimensions of impact



- 1. Climate protection
- 2. Adaptation to climate change
- 3. Emissions incl. noise (excl. CO₂)
- 4. Resource management, waste, land / soil
- 5. Biodiversity & species diversity
- 6. Sustainable procurement
- 7. Innovation & technology
- 8. Sustainable finance
- 9. Affordable and accessible mobility services (PV)
- 10. Health / safety / security
- 11. Diversity & equal opportunities
- 12. Compliance / transparent reports and data protection
- 13. Social responsibility & collaborations
- 14. Reliable & attractive employer
- 15. Generational change
- 16. Economic driver, value-adding investments & sustainable financing
- 17. Training and development

ÖBB to provide its customers with a safe train ride even in times of a pandemic.

Green Deal Work Program 2021. A Group-wide ÖBB steering group with experts on energy, climate and the environment, freight mobility, passenger mobility and infrastructure has been working intensively since 2020 on the “European Green Deal” and the “Fit for 55” package published in mid-2021. ÖBB is pursuing a clear goal here, namely to make transport in the EU more sustainable and resource-efficient. The experts in the working groups screen Commission drafts of legislative initiatives and formulate any resulting amendments. The focus in 2021 included the European Commission’s proposals on the European Emissions Trading Scheme (ETS), energy

efficiency, renewable energy and alternative fuel infrastructure directives.

Europe’s Rail Joint Undertaking. In December 2021, ÖBB joined forces with 24 European partners from the railway, industry and research sectors, as well as the European Union, to found the “Europe’s Rail Joint Undertaking” research and development program, which is endowed with over 1 billion euros. The shift to rail is to be further accelerated by 2030 through the use and further development of various technologies. Supported projects that will be further advanced with ÖBB participation include, for example, the further development of the “Digital Automatic Coupler” (DAC)

Sustainable Development Goals – SDGs

In September 2015, the SDGs were formulated in a UN declaration and became effective on 1 January 2016. The corresponding **Agenda 2030** aims to make the world more sustainable and equitable. This program includes 17 overarching sustainable development goals at the global level. The SDGs focus on **“poverty reduction,” “protecting the planet,”** and **“ensuring prosperity for all.”** These goals are to be fully implemented by 2030 through the cooperation of a wide range of actors from politics, civil society, science and business.

ÖBB is committed to the SDGs and, as an environmentally friendly mobility provider, attractive employer and responsible infrastructure manager, actively contributes to the realisation of the global development goals. ÖBB has formulated its own sustainability strategy. It comprises 17 building blocks, in which the individual SDGs are directly and indirectly relevant, albeit to varying degrees of intensity and expression. The correlations between the 17 ÖBB sustainability modules and the Sustainable Development Goals can be seen in the GRI Index and in the individual measures. **GRI 102-12, 103-2**

for European rail freight transport, the strengthening of cross-border freight transport, innovations in the area of regional banks, and the automation of operations management.

Awareness-raising measures on climate protection. Under the motto “Making climate protection accessible and understandable to people in a simple way”, the ÖBB Climate Ranger Academy was launched for the first time in 2021 together with Glacier the climate protection start-up. In workshops and discussions with experts, employees

ÖBB Mobility climate-neutral by 2030

ÖBB’s climate protection strategy has defined the gradual **decarbonisation of the company in the period 2040 to 2050 as a goal.** The first step is the climate neutrality of the ÖBB Mobility division from 2030.

interested in the topic of “climate protection” were able to exchange ideas throughout the company and learn practical information on the topic of “CO₂ reduction in everyday life”. Another

highlight was the establishment of the ÖBB KlimaTalk. The aim is to inform employees about the topic of “climate”.



NIGHTJET. Four new Nightjet routes launched at the end of 2021, including Vienna – Amsterdam and the cult connection Vienna – Paris

In exchange with experts such as Katharina Rogenhofer, Klaus Schwertner and Fridays for Future, two online talks have already been held. This exciting format is to be continued in 2022.

Women in Rail – Agreement. After three years of negotiations, the “European Social Partner Agreement on Women in Rail” was finally signed in the autumn of 2021. This binding agreement is the first of its kind in 15 years, signed by 80 railway and infrastructure companies and the European trade unions. The agreement addresses current challenges such as diversity and digitisation and is thus intended to make a targeted contribution to promoting women in the rail sector

ESG ratings confirm ÖBB’s good sustainability performance. The sustainability performance of the companies ÖBB-Personenverkehr AG, Rail Cargo Austria, Österreichische Postbus AG, ÖBB Produktion GmbH and ÖBB-Technische Services GmbH was analysed and evaluated for the first time by the German sustainability rating agency

imug | rating in summer 2021. In the ESG performance rating (ESG = Environment, Social, Governance) performed in this context, five companies were rated “very good”. ÖBB-Infrastruktur AG has been subject to such a rating at regular intervals since 2012 and was rated as a top investment for ethical, ecological and socially responsible investment for the fourth time in 2020. <





Towards comprehensive sustainability

ÖBB is climate-friendly, and fully dedicated to sustainability in all areas and constantly improving.

As in the previous year, the ÖBB Sustainability Report 2021 is based on the 17 building blocks of the ÖBB sustainability strategy and provides insight into management approaches, their key objectives and thrust directions. The

measures for the respective building blocks is available in a separate section of the report (starting on page 80).

The 17 building blocks are divided into sub-sectors and deal with ecological, economic and social sustainability. They

were derived using the United Nations Sustainable Development Goals (UN SDGs) and compared with the results of the 2021 ÖBB Materiality Analysis.

Essential topic climate protection

Based on the 2021 materiality analysis, climate protection once again emerged as THE key issue for the ÖBB-Group. Three years after the publication of ÖBB's climate protection strategy, this Sustainability Report also places a strong emphasis on climate protection.

We are climate protection

CLIMATE PROTECTION COMPANY ÖBB. The mobility sector is central to the climate problem. Rail and public transport are an essential part of the solution to enable climate protection goals to be achieved.

Management approach

The EU Green Deal has set the goal of a carbon-neutral economy by 2050. In Austria, climate neutrality is already defined as a goal from 2040. As a result, the EU and Austria have made a clear commitment to climate neutrality. As a company focused on sustainability and climate friendliness, ÖBB sees great potential for the future through these orientations – especially in the transport sector.

Transport is the second largest contributor to greenhouse gas (GHG) emissions in Austria. Within the Austrian transport sector, road traffic is by far the largest source of CO₂ emissions. And what is more, while most other sectors were able to reduce their emissions, transportation emissions increased by 74 percent from 1990 to 2019 – just before the corona crisis. Despite a short-term pandemic-related decline in mobility performance in Austria and also worldwide, it is nevertheless quite clear that the corona crisis does not bring a solution to the climate crisis: Rail and public

transport are an important part of the solution for more climate protection and for achieving Austria's climate targets. In 2019 (before the start of the pandemic), ÖBB's rail and bus transport services saved the domestic environment around four million tons of greenhouse gases

Further traffic shift

ÖBB sees strong growth potential in its focus on a climate-neutral economy and is **striving for a further shift from road and air traffic to climate-friendly rail or public transport.**

per year. This not only makes ÖBB an important climate protection company for the country, it also makes a significant contribution to keeping potential penalties or compensation payments low in the event of non-compliance with Austria's 2030 climate targets.

ÖBB sees strong growth potential in its focus on a climate-neutral economy and is striving for a further shift from road and air traffic to climate-friendly rail or public transport. ÖBB intends to further reduce self-generated GHG emissions in order to further secure its significant role in climate protection. With decarbonisation paths, ÖBB is taking a targeted approach to reduction

measures – also beyond the mobility sector. To underline this strategy, ÖBB has defined a climate protection strategy in 2019. The strategic focus of ÖBB's climate protection strategy is primarily on reducing the national CO₂-footprint in Austria.

Climate protection goals

- CO₂-neutral ÖBB mobility sector by 2030 (Scope 1 and 2 – excluding buildings)
- CO₂ neutrality in the Group 2040 – 2050 (Scope 1, 2 incl. buildings as well as Scope 3 in different application depths)
- Further modal shifts by making the system more attractive and by increasing capacity – both by conventional expansion and by using new technologies (doubling capacity by 2040)

ÖBB is taking a step-by-step approach to decarbonisation along the following three lines: Mobility, Buildings, and Scope 3 emissions.

Climate protection

74

percent share of electrified lines in 2021 in Austria. Generally, more than 90 percent of rail operating power is provided electrically. **2020:** 73.8%

≈ 3

millions of tons of CO₂ saved by ÖBB transport services* (rail and bus); **2020:** 2.8 million t*

* reduced due to corona-related decrease in ÖBB transport services

212,258

tons of CO₂ eq emissions from the mobility sector (Scope 1 and 2) in 2021; **2020:** 206,565 t. GRI 305-1





CLIMATE NEUTRAL MOBILITY. The goal is to reduce GHG emissions in rail and bus transport to such an extent that climate neutrality is achieved in 2030

Area Mobility

Mobility services by rail and bus are ÖBB's core business and the first focus of the climate protection strategy. The goal is to reduce GHG emissions from the energy sources used for rail and bus transport in particular to such an extent that climate neutrality is achievable in this area by 2030. The focus here is on further electrification of routes, alternative drive systems for rail and bus, accelerating the expansion of renewable energy sources, increasing energy efficiency, and increasing capacity utilisation in transport.

Electrification of lines. By the end of 2021, around 74 percent of the rail lines in the ÖBB network will be electrified.

By means of a multi-stage electrification plan, the electrification level is to be raised to 85 percent by 2030 and to 89 percent by 2035, provided that the further development of alternative drive technologies does not lead to higher economic efficiency from a system perspective.

Goals

Increase electrification rate to 85 percent by 2030 and to 89 percent by 2035

Alternative drives – railways

Over 90 percent of ÖBB rail transport services are already performed with electric traction on the electrified lines of the ÖBB network. For branch lines and shunting areas where electrification is not feasible for economic reasons, the current diesel fleet is to be gradually replaced by alternative drive technologies.

This involves an ongoing comparison of available technology and the economic viability of alternative drive technologies in the context of electrification.

Goals

Gradual conversion of the remaining diesel fleet to alternative drive technologies **Alternative drives – road.** Alternative drive technologies are also being pushed in the ÖBB road transport sector, at Österreichische Postbus AG as well as in internal transport.

Goals

▀ Gradual conversion of the ÖBB Postbus fleet to electric and hydrogen buses in coordination with the clients of the transport services (service providers)

>

100

percent share of **renewable energy in traction power** in 2021 in Austria; 2020: 100%. GRI 302-1

200

passenger cars in ÖBB's internal fleet were running on electric power in 2021. 2020: 100

3,032

GWh total energy consumption of ÖBB (all energy sources, excluding externals) in 2021 in Austria; 2020: 2,963 GWh. GRI 302-1, 302-4

- The rest of the ÖBB fleet (service and commercial vehicles) will also be gradually converted to alternative drive systems: Car fleet ≤ 3.5 t electrified by 2030 and commercial vehicle fleet >3.5 t half electrified by 2030

Renewable energies. Since 2018, the electricity for ÖBB trains has come entirely from renewable sources – and since 2019, the three-phase current for operating facilities such as buildings, workshops, and switch heating systems has also come from renewable sources. Electricity from renewable sources is the central pillar of the railway's climate friendliness. However, the cost of renewable energy is expected to rise. ÖBB's own production of electricity from renewable energy sources (sun, wind, water...) is therefore to be further increased in order to be able to act even more independently of the market in the future.

Goals

Increase ÖBB's own production of renewable energies to 40 percent in the traction power sector by 2030

Energy efficiency. Energy that is not consumed saves costs and CO₂. The focus here is on optimising train operations and using electricity and diesel more efficiently.

Goals

Raising defined energy saving potentials: Savings potential (as of the end of 2021) of ≈ 190,000 MWh by 2030 in the mobility sector through defined bundles of measures to increase energy efficiency in traction power and diesel

Increasing the load factor in traffic. The focus here is on using vehicle



WOODEN CONSTRUCTION in the station area. Building with a natural and renewable resource

fleets more intelligently and efficiently to transport more people and goods in trains and buses. Optimally utilising transport vehicles using the required forms of energy is an essential measure for making transport climate-friendly.

Goals

Promotion of measures to increase capacity utilisation in ÖBB passenger and freight traffic

Highlights 2021

Decarbonisation path mobility. In its responsibility for effective climate protection, ÖBB has defined the decarbonisation of the company and its products as a focus area. The ambition is: Climate neutrality of the ÖBB mobility sector from 2030. For concrete implementation, the development of a decarbonisation path for the mobility sector was started in 2021 to describe the path to 2030 with concrete measures. In addition to the presentation of the actual situation, the focus was on the first planned or fixed steps for the reduction of GHG emissions (strategies, programs, measures) and the forecast

of the respective CO₂ savings. Likewise, possible measures for compensation and their costs (incl. CO₂ price development) are described. By the end of 2021, nine focal points with a savings potential of more than 55,000 tons CO₂ per year had been defined in the first stage of the decarbonisation path "Mobility". The implementation of the decarbonisation path is continuously evaluated (monitoring) and further measures are added and updated annually.

Climate active pact. ÖBB and ten other large companies signed a climate pact with the Ministry of Climate Protection (BMK). The common goal is to at least halve CO₂ emissions by 2030 compared to 2005. ÖBB signed the climate protection pact of the BMK's "klimaaktiv" initiative, which was drawn up in the summer of 2021, in October 2021. ÖBB's entry into the Klimaaktiv pact underscores its commitment to climate protection.

Outlook for 2022

- Continuing the "Mobility" decarbonisation path: Update, assess GHG



reduction potentials and set up an implementation plan

- Alternative drives – using the example of Österreichische Postbus AG: Preparations for the deployment of eleven e-buses in VOR's regular service at Schweinbarther Kreuz are in full swing; start of operation is in December 2022
- Continue to push own production of renewable energy: In addition to an expansion and a repowering project on "hydropower" and the continuation of the photovoltaic expansion program, ÖBB is also committed to wind power. By the middle of 2022, the world's first 16.7 Hz prototype wind power facility with around 3 MW and a production of 6.75 GWh is to start operation and feed directly into the overhead contact line of the Eastern Railway (Vienna – Budapest).

Area Buildings

In addition to mobility as ÖBB's core business, buildings are another major

area for defining concrete measures to reduce GHG emissions and leverage potential in a targeted manner. The energy supply of buildings (electricity, heating, cooling...) and its optimisation (for example, by switching to alternative energy sources or building renovation) are a major issue here. The clear goal in this sector is climate neutrality by 2040 to 2050.

Goals

- Definition of Group-wide coordinated thrust directions to address the reduction of GHG emissions from buildings in a structured manner (Q1/2022)
- Creation of a decarbonisation pathway "Buildings" in a first version by the end of 2022
- Phase out of oil-fired heating systems by 2030

Highlights 2021

Phase out of oil-fired heating systems by 2030 on track. ÖBB-Infrastruktur AG has a total of 250 oil-fired heating systems in its existing buildings – the phasing out of heating oil is fixed and will take place gradually. The order and the number of existing oil-fired heating systems that are to be converted to alternative energy sources by financial year 2030 have been determined based on their year of construction. In fiscal year (FY) 2021, 16 oil-fired heating systems were removed (starting point FY 2019 256 systems, ending FY 2021 234 systems).

Building renovations: Potential analysis and renovation projects 2021 (Green Property). In 2009, a potential study was prepared with rough data on building areas and possible savings potential for energy and CO₂. The study

was updated in 2019 to include the changes to the building stock. More than 4,000 buildings with around 816,000 square meters of building area were identified and energy savings were calculated in a simplified way on the basis of heat transfer coefficients (per year of construction) and the target values of the Austrian Institute for Building Technology. This resulted in the following locations being specifically investigated and prioritised in the 2021 reporting

Climate-neutral buildings

The energy supply of buildings (electricity, heating, cooling...) and its optimisation – for example by switching to alternative energy sources or building refurbishment – are clearly the focus for concrete measures to reduce GHG emissions. The clear goal in this area is climate neutrality by 2040 to 2050.

- year:
- a. Admission building Pöchlarn
 - b. Office building Wörgl
 - c. Bad Aussee
 - d. Admission building Gloggnitz
 - e. Service building Wagon Wash Graz Vbf.

The planning phase of these redevelopments was started in 2021 and they are now nearing construction in 2022.

Outlook for 2022

Next steps

- Definition of Group-wide strategic directions for GHG reduction in the area of buildings and development of a decarbonisation pathway "Buildings"
- Building Renovations "Green Property": in 2022, further refurbishment properties are planned:
 - Vienna Langaugergasse office building
 - Vienna Stadlau AG
 - Villach office building
- Implementation of further conversions for the phase out of oil-fired heating systems

Scope 3 emissions

This area includes those GHG emissions of ÖBB that are caused in the so-called upstream chain (e.g. through the provision of fuels, motor fuels and electricity) or along the value chain. These are emissions that occur during the production of products and services procured by ÖBB (e.g. construction of rail infrastructure, procurement of rail vehicles and buses) or during business trips or waste disposal. The reduction of Scope 3 emissions requires a coordinated approach at national and European level, as only some of these emissions can be directly influenced by ÖBB with targeted measures (e.g. business trips).

In other areas, ÖBB is dependent on the European and national market and / or technological developments. This applies in particular to the procurement of construction services, infrastructure facilities, and new trains and buses. Therefore, different application depths and target claims are defined for the ÖBB climate neutrality target 2040 to 2050 in this area, depending on the expected framework conditions.

Goals

- Targeted expansion or further development of the accounting of ÖBB's Scope 3 emissions (basis for decarbonisation)
- Definition of Group-wide coordinated thrust directions to address the reduction of Scope 3 emissions in a structured manner (decarbonisation pathway) by 2023

Highlights 2021

Application of TCO (Total Cost of Ownership) CO₂-model was launched.

In the reporting year 2021, initial pilot procurements using the TCO CO₂-model were performed in six sub-companies. From food for the ÖBB cafeterias to high-visibility vests and vehicles, ÖBB has succeeded in requesting CO₂ emissions from suppliers during the life cycle of procured products, including them in the TCO assessment and thus avoiding them. All of the best bidders were also those with the lowest CO₂ carbon footprints. In the following year 2022,

the application of TCO CO₂ is to be expanded.

In addition to the TCO CO₂ approach, the sustainability toolbox is applied in all procurements. Thus, where appropriate, applicable quality labels such as "Blue Angel", ISO standards such as ISO

14001 or track-bound material transport are required by the lead buyers.

Compensation for air travel required for business purposes from 2020 / 2021.

In accordance with ÖBB regulations, business trips must always be made by train. However, since air travel is not always avoidable even for ÖBB employees, the GHG emissions generated by business-related air travel are compensated annually in the following year.

In 2021, roughly 490 metric tons of CO₂ eq-emissions from air travel from 2020 were offset retrospectively

Emission categories (Scopes)

The **Greenhouse Gas Protocol** forms the basis for Scopes 1 to 3.

Scope 1: includes all direct emissions from combustion processes – e.g. from mobility or plants

Scope 2: describes indirect emissions from the generation of grid-based energy sources (e.g., in the generation of electricity)

Scope 3: other indirect emissions not included in Scope 2 and arising along the value chain



SCOPE 3 EMISSIONS means GHG emissions in the so-

throughout ÖBB – to a small extent directly via compensation offers from certain airlines, for the most part the offsetting was performed specifically via a climate protection project of the University of Natural Resources and Applied Life Sciences Vienna (reforestation, forest protection and agroforestry in Nepal).

The mileage of business-related air travel from the reporting year 2021 was further reduced compared to 2020. Offsetting of GHG emissions from air travel in 2021 follows in spring 2022.

Outlook 2022/23

- Identification of significant Scope 3 emissions in the Group and GHG balance for Scope 3 (2023)
- Establish Group-wide strategic thrusts to reduce Scope 3 emissions and launch decarbonisation pathway for Scope 3 (2023)
- Start of the development of an ÖBB circular economy strategy (2022)

Shift of traffic. GRI 203-1 In addition to decarbonisation, further modal shifts to climate-friendly rail are a major goal of



called upstream chain, e.g. in the construction of rail infrastructure or in the procurement of vehicles

the climate protection strategy – ÖBB thus underlines its role in climate protection in Austria.

The modal shift is the central driver and also the most essential lever of ÖBB's climate protection strategy. With its transport services (rail and bus), ÖBB already saves the domestic environment around four million tons of GHG emissions in a normal operating year. That's why it's important to shift as much traffic as possible from air and road to rail in the future. This is also an important goal in the Mobility Master Plan 2030 for Austria.

ÖBB aims to double rail performance by 2040 – by making the system more attractive and by conventional expansion and the use of new technologies.

High-performance and efficient infrastructure The focus is on conventional upgrading of lines, stations and terminals, but also on the use of new technologies in operations management. This then enables further modal shifts based on smart capacity as well as travel time reduction.

Goals

ÖBB intends to double the performance of the rail by 2040 to enable the necessary shift of traffic to rail.

Attractiveness of mobility in passenger transport. The declared goal is to inspire even more people to take the train and bus. The focus is on the entire mobility chain and further quality improvements for our customers.

Goals

- Mobility chain: further push integrated mobility (First & Last Mile, ÖBB 360...)
- Further improve quality: e.g., reduce travel time, facilitate accessibility

Attractiveness of mobility in freight transport. Improved services are to bring more freight transports onto the railways. Here, too, attractive solutions for the entire mobility chain are essential.

Goals

- Mobility chain: Improve solutions for the entire mobility chain

- Optimise availabilities and provide sufficient capacities
- Simplify access to the rail system in freight transport as well

Highlights 2021

Framework plan. In November 2021, the Austrian federal government's adoption of the new ÖBB framework plan for the years 2022 to 2027, with a record investment volume of around EUR 18.2 billion, marked another major success in the fight against climate change.

Attractiveness of passenger transport: ÖBB Nightjet Vienna – Munich – Paris launched in December 2021.

ÖBB, in cooperation with SNCF and DB, is to run the Nightjet from Vienna to Paris three times a week, starting 13 December, 2021. The direct train to Paris revives the history of the Orient Express, which ran on this connection until 2007. This means that travelers can once again reach the French metropolis overnight in a climate-friendly and safe manner. This connection, together with the Nightjet connection Zurich – Amsterdam, also launched in December, is the first new night train line agreed by the European railway companies ÖBB, DB, SNCF and SBB at the end of 2020. This is intended to make a further contribution to the expansion of the European night train network and consequently to the further shift of air traffic to climate-friendly rail.

Attractiveness of freight transport: SmartLINK – the easy access to the system rail.

Via smartlink.railcargo.com, the Rail Cargo Group (RCG) provides access to the digital world of RCG and hence to its entire range of services. SmartLINK not only allows easy access to the railway system, but also a clear overview of all available modules >

required for transporting freight by rail. This includes the digital TransNET – now available in eleven languages – which since March 2021 has made all TransFER network connections to and from all ports, business and industrial centers available at a glance. Under the motto “TransNET, let’s play!” these, as well as combinations, can be explored and new routes created.

Outlook for 2022

Expansion of rail infrastructure: Framework Plan 2022 to 2027.

The 2022 to 2027 framework plan follows on from the previous 2021 to 2026 framework plan, and projects with a total volume of around 2.8 billion euros have been newly included. A significant innovation concerns the investment to the Austrian part of the Brenner North Approach. Funding for construction of the four-track expansion between Schafotenau and the Radfeld junction (Austrian section) in the Lower Inn Valley has now been deposited. The framework plan 2022 to 2027 puts key aspects of the current government program in the rail sector on track. Together with the planned expansion of services and the introduction of the climate ticket, this represents an important step towards achieving climate neutrality. Investments in the major main lines enable faster connections between Austria’s metropolitan areas. In addition to the major main lines, the regional railways are being made more attractive and further electrified. This makes switching to rail more attractive in rural areas as well. In addition, more capacity will be created for freight transport so that longer, heavier and therefore more economical trains can

run – this will ensure competitiveness compared with road transport. Another focus is on the “digitisation of rail” for greater safety and efficiency in rail operations. ÖBB is also optimising the mobile communications network along the routes for travellers. Investments are also being made in the digitalisation of customer information to provide rail passengers with up-to-date information.

Individual sections of the Koralm railway are already in operation, and the next major partial commissioning is scheduled for 2023. At this time, the line sections on the Kärnten side go into

Measures in the area of Scope 3 emissions

The reduction of Scope 3 emissions requires a **coordinated approach**, because some of these emissions can be influenced directly by ÖBB with targeted measures (e.g. business trips). In other areas, **ÖBB is dependent on the European and national market and / or technological developments.**

operation. Overall commissioning is planned for the timetable change at the end of 2025. Work on the Semmering Base Tunnel is progressing rapidly: More than 80 percent of the tunnel shell has already been excavated.

The commissioning of rail traffic through the tunnel is planned for the timetable change at the end of 2028.

Increasing attractiveness of ÖBB-Personenverkehr: Expansion of ÖBB 360 mobility services.

In 2022, the focus is again on expanding ÖBB 360 mobility services. Together with partners such as municipalities, tourism regions, companies and housing developers, ÖBB is developing sustainable products and services so that travelers can make their daily journeys comfortably, seamlessly and without a private car. The first mobility hubs have already gone into operation – more are now to follow in several communities in 2022.



THE LAST MILE. ÖBB 360 is a smart linkage of means of

Below are a few examples:

ÖBB 360 B2G: Participation in the first tender for integrated mobility of the city of Baden in the 1st quarter of 2022.

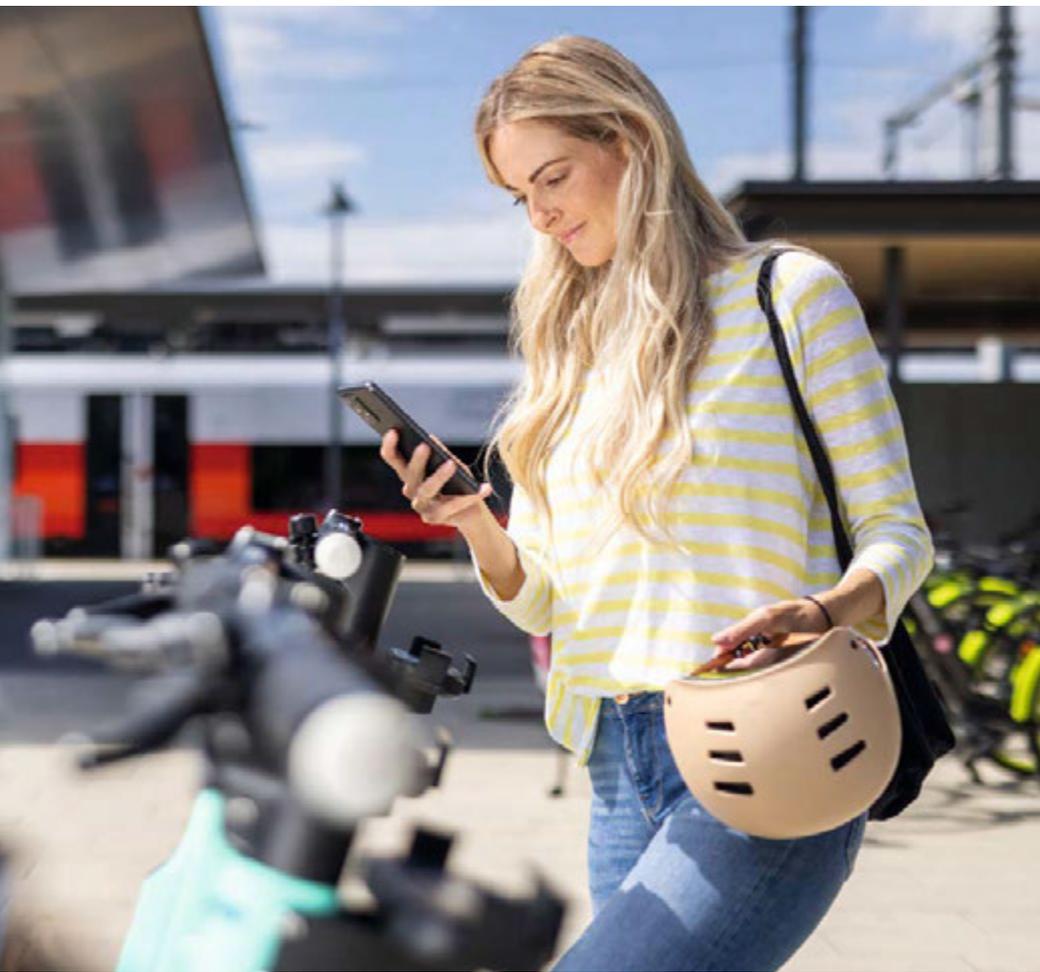
The ÖBB 360 concepts for municipalities are an interplay of wegfinder app (accessibility to mobility services), customer service, monitoring (dashboard for municipalities) and various mobility services (e-scooters, e-bikes, car sharing, Postbus shuttle...), tailored to the respective needs of the municipalities. ÖBB 360 designs, provides and operates this overall service (in cooperation with mobility partners).

ÖBB 360 B2B

- 2022: Pilot program with the digital features “mobility budget” and “travel management” in the wegfinder app with companies such as ORF, AS-FINAG, Oberösterreichische Sparkasse, Capgemini, SIGNA and ÖBB

- 2022: Start of the internal bike pool – 90 e-bikes as of 31.03.

The digital features “Mobility Budget” and “Travel Management” enable companies to provide their employees



transport to get to your destination

with budget and credit for all mobility services integrated in the wegfinder app for private and business mobility.

The strategic orientation of Rail Cargo Group (RCG) for more rail freight traffic. The medium-term trend is that the rail freight market in Europe is transforming rapidly – new sectors, new customers, focus on digitalisation, innovation and sustainability. RCG invests in the future viability of rail freight transport. The goal is to fundamentally transform the rail system. In addition to greater efficiency and flexibility, the main aim is to simplify access to the rail system and thus also to open up new customer groups – all this with the climate targets always in mind.

As part of this, RCG continues to drive digitisation and innovation in rail freight. Automating processes, making them simpler and faster, and replacing analog, complex and expensive processes with digital solutions in order to improve in the areas of costs, transparency and efficiency – these are the declared RCG goals. The customer segment that RCG intends to address

even more strongly in the coming years is medium-sized customers with consignment sizes ranging from one container to a group of wagons. The aim is to offer them attractive integrated door-to-door solutions from the first to the last mile. This can be done intermodally or as conventional transport with a truck in the pre-carriage and onward carriage. This is RCG's primary growth focus for the future. The client does not necessarily need its own rail connection. <

Measures. Climate protection

Mobility

Expansion of electrified lines

Conversion to alternative drives

Hydrogen train

Greening of high-performance maintenance vehicles

Use of electric and hydrogen buses

Greening of the internal vehicle fleet

Initiatives to increase in-house production

100 percent green traction current in the Czech Republic and Germany

Energy efficiency measures in the area of mobility

Climate ticket, new connections and modern trains in the 2022 timetable year

Utilisation optimisation in freight traffic

Buildings

Alternative energy sources for the heating oil phase out

Optimisations ventilation systems

Scope 3 emissions

A quarter fewer CO₂ emissions thanks to eco-friendly concrete

ÖBB-Infrastructure pushes recycling

Wood as a building material

ÖBB housing program

Measures – further modal shift:

Efficient / effective rail infrastructure

Increasing the attractiveness of passenger transport:

ÖBB 360

Park & ride expansion

Bike@ÖBB

Bike & Ride

Increasing the attractiveness of freight transport:

Stakeholder dialogues on sustainable freight transport

Together with Lamborghini for sustainable logistics

> Details from page 80

Greenhouse gas emissions of ÖBB 2021 (GHG balance)

ÖBB's GHG balance is calculated annually by the Federal Environment Agency. In addition to Scope 1 and Scope 2, Scope 3 emissions are also listed for the first time in the Sustainability Report 2021. Particularly in the areas of procurement of capital and consumer goods and services, the data currently available is not yet sufficient for a detailed calculation, so an estimate (with ranges) is made in the form of an extrapolation based on a rough calculation by external experts in 2018 (2017 data basis). The detailed preparation or calculation of these Scope 3 subcategories is done step by step. In the Scope 3 categories

fuel and energy-related emissions, waste, business travel (air travel) and employee commuting, a detailed calculation could already be made.

GHG emissions of the international (fully consolidated) ÖBB companies are also new. Nevertheless, the strategic focus of ÖBB's climate protection strategy is primarily on reducing the national CO₂ footprint in Austria. With this in mind, a detailed consideration of national emission levels is provided. This GHG balance was calculated on the basis of the emission factors currently available from the German Federal Environment Agency. In the calculation of the 2021 GHG balance for ÖBB national (AT), transmission losses were also taken into account in the traction power generation.

Total CO₂ footprint of ÖBB (national AT and international) in 2021 GRI 305-1 to 3, GRI 305-5

CO ₂ eq in thousand metric tons, presented according to Scopes 1, 2 and 3, market-based view	Scope 1	Scope 2	Total Scope 1+2	Scope 3	Comparison to 2020 Total Scope 1+2
ÖBB national (AT)	244.413	17.338	261.751		253.769
ÖBB international	30.462	64.688	95.150	1,700–2,500	80.636
Total	274.875	82.026	356.901	1,700–2,500	334.405

EXPLANATIONS

Scope 2: ÖBB national (AT) and ÖBB international: Consideration market-based*, note on ÖBB international (currently different data availability / data quality in the respective European countries – work is being done to improve data quality – to cushion uncertainties in data collection, a risk premium of 20 % has been taken into account for ÖBB international)

*market-based: The market-based method reflects emissions from electricity that companies have deliberately chosen – by means of contractually regulated instruments. The location-based method reflects the average emission intensity of an energy source in the respective region (use of average emission factors – e.g. of a country). ÖBB specifically procures electricity from renewable energy sources – and does so for operations in Austria and, in part, also for operations internationally. Therefore, the market-based method was chosen for the GHG balance. In comparison, the Scope 2 location-based values (emission factors for electricity) for ÖBB national are AT: 89,544 t (market based: 17,338 t) or ÖBB international: 100,380 t (market based: 64,688 t)

¹ Specification of a bandwidth: Scope 3 emissions from the procurement of capital and consumer goods and services currently projected for 2021 based on a rough calculation from 2017. Value varies annually depending on actual procurement volume (especially construction infrastructure, vehicle procurement).

Detailed baseline data and also GHG emissions for 2021 are already available for the following subcategories: fuel- and energy-related emissions, waste (hazardous waste), business travel (air travel), employee commuting

Please note: Work is already underway to collect baseline data to further detail the remaining Scope 3 emissions. The presentation of further essential Scope 3 subcategories is done step by step.

Energy use: List of energy sources used in 2021. A total ÖBB energy demand of about 3,580 GWh (ÖBB national + ÖBB international) in 2021 is the basis for the GHG balance presented.

Energy consumption ÖBB national and international in 2021 GRI 302-1

Energy consumption in GWh	ÖBB national (AT)		ÖBB international ¹	
	2020	2021	2020	2021
Traction current (incl. losses) ²	1,621.6	1,670.7 ³	361.1	426.1
Three-phase current	280.4	288.5	6.6	7.8
Natural gas	130.6	130.3	15.4	18.1
District heating and cooling	116.2	121.2	0.1	0.1
Solid and liquid fuels	21.6	20.9	n. a.	n. a.
Fuel (rail and road vehicles) ¹	792.5	800.7 ³	81.3	95.9
Total energy demand	2,962.9	3,032.3	464.4	548.0

EXPLANATIONS

¹ ÖBB international was surveyed for the first time for 2021 – therefore 20% risk premium to cushion possible inaccuracies in the data collection. Data from 2020 were back-calculated to 2021 (2021: ≈ 18% increase over 2020) based on performance trends (km) in 2020.

² Due to the operation of the traction power infrastructure in Austria, transmission losses occur within the system boundary of the ÖBB-Group.

³ Also includes small amounts of energy for internal transport (e.g. for special vehicles for rail maintenance), which are not yet included in the current GHG balance. Expansion will take place in 2022.

n. a. = not specified.

ÖBB is taking a three-pronged approach to its climate targets and decarbonisation: Mobility (ÖBB's core business), buildings and Scope 3 emissions. Solid data bases are available for the decarbonisation paths of the areas of mobility and buildings (Scope 1 and 2) – the development of reduction measures for achieving the strategic objectives of the ÖBB climate protection strategy for these areas is underway.

In the area of Scope 3 emissions, the first strategic goal is to first establish the data basis for the development of a concrete decarbonisation pathway. Detailed data on the first Scope 3 sub-categories are already available, and more are being developed. The following detailed information on the CO₂ footprint of ÖBB in Austria (ÖBB national) in 2021 describes the GHG emissions for these three areas and the developments compared to 2020:

CO₂-Footprint of ÖBB national (AT) in 2021 GRI 305-1 to 3, GRI 305-5

CO₂ eq in thousand metric tons, presented by area and broken down by Scopes 1, 2, and 3

Areas	Scope 1	Scope 2	Scope 3	Total 2021	Total 2020
Mobility					
PV rail	47.681	0.324		48.005	44.369
GV rail	30.905	0.174		31.079	29.767
Refrigerant losses rail	8.578			8.578	7.216
Postbus	104.935			104.935	105.819
Refrigerant losses Postbus	5.293			5.293	5.237
Own trucks	0.100			0.100	0.103
Intra-company transport	14.268			14.268	14.054
Total mobility	211.760	0.498		212.258	206.565
Building					
Power		0.172		0.172	0.161
Heat (fossil)	31.652	15.688		47.340	46.109
Heat (renewable)	0.004			0.004	0.004
Cold		0.980		0.980	0.930
Refrigerant losses buildings	0.997			0.997	n. n. b.
Buildings Total	32.653	16.840		49.493	47.204
Total mobility and buildings	244.413	17.338		261.751	253.769
Scope 3 emissions					
Fuel and energy-related emissions Mobility ¹			64,687	64.687	63.192
Fuel and energy-related emissions Buildings ¹			21,671	21.671	19.537
Waste ²			48,909	48.909	n. n. b.
Business travel (air travel)			0,265	0.265	n. n. b.
Commuting of employees ³			27,891	27.891	n. n. b.
Remaining subcategories such as procurement of capital and consumable goods or services, upstream transportation... ⁴			1,500 – 2,300	1,500 – 2,300	n. n. b.
Total Scope 3 emissions			1,700 – 2,500	1,700 – 2,500	1,700 – 2,500
Grand Total	244.413	17.338	1,700 – 2,500	1,962 – 2,762	

n. n. b. = not yet considered.

EXPLANATIONS

* Scope 2 – market-based: The market-based method reflects emissions from electricity that companies have deliberately chosen – by means of contractually regulated instruments. The location-based method reflects the average emission intensity of an energy source in the respective region (use of average emission factors – e.g. of a country). ÖBB specifically procures electricity from renewable energy sources – and does so for operations in Austria and, in part, also for operations internationally. Therefore, the market-based method was chosen for the GHG balance. In comparison, the Scope 2 location-based values (emission factors electricity) for ÖBB national (AT) mobility and buildings are: 89,544 t (market-based: 17,338 t).

¹ Scope 3 from Mobility and Buildings.

² GHG assessment of hazardous waste.

³ Evaluation of GHG emissions via model calculation by the Federal Environment Agency.

⁴ Specification of a bandwidth: Scope 3 emissions from the procurement of capital and consumer goods and services currently projected for 2021 based on a rough calculation from 2017. Value varies annually depending on actual procurement volume (mainly construction infrastructure, vehicle procurement). Detailed baseline data and also GHG emissions for 2021 are already available for the following subcategories: fuel and energy-related emissions, waste (hazardous waste), business travel (air travel), employee commuting.

Please note: Work is already underway to collect baseline data to further detail the remaining Scope 3 emissions. The presentation of further essential Scope 3 subcategories is done step by step.

CO₂-Compensation (CO₂-Offset). GHG emissions from business-related air travel (Scope 3 emissions from business travel) and Scope 1-3 emissions from Rail Cargo Austria's warehouses in Lenzing and Freudenua generated in the reporting year 2021 will be offset retrospectively in 2022.

Development of Scope 1, 2 and 3 emissions in 2021. The total greenhouse gas emissions (Scope 1, 2 and 3) of the ÖBB mobility sector in Austria increased slightly to around 277,000 tons in 2021 (2020: approx. 270,000). Compared to 2019 (289,515 t) – before the corona pandemic – GHG emissions were reduced in 2021. The reduction in GHG emissions in 2020 was primarily due to lower traffic volumes resulting from the corona crisis. The slight increase in CO₂ eq emissions in rail transport in 2021 results from an increase in train kilometers in ÖBB's passenger transport and in ÖBB's freight transport, among other things, from increased shunting services in the area. At Postbus and for internal transport, GHG emissions are at the previous year level. GHG emissions in 2021 in the buildings sector are basically at the same level as in 2020. The slight increase compared to 2020 is due to the additional consider-

ation of refrigerant losses in the building sector. Some of the GHG emissions shown for Scope 3 subcategories have already been calculated and some are still estimated. A development 2021 to 2020 is therefore only possible for fuel- and energy-related emissions from the mobility and buildings sectors

Development of specific emission factors and total CO₂-savings effect of ÖBB transport services in Austria.

The total CO₂-savings effect from ÖBB transport services (rail and bus) in Austria amounts to around 3 million tons in 2021 (2020: approx. 2.8). This figure could be slightly improved again due to the increase in ÖBB transport services in the reporting year 2021. The 2019 pre-corona level with a CO₂-Savings of around 4.2 million metric tons was still not achieved in 2021 due to the effects of the pandemic

Due to the pandemic-related lower load factors in 2020 and 2021, especially during the "lockdown periods" and in the phases of restricted cross-border traffic, there is a deterioration in the values for the specific CO₂ footprint in passenger transport (rail and bus) compared to 2019.

Specific CO₂-footprint of ÖBB rail and bus in Austria

Specific CO ₂ eq emissions in the mobility sector (incl. shunting)	2019	2020	2021
Passenger rail transport (CO ₂ eq in g / pkm)	5.8	9.5	9.5
Freight transport by rail (CO ₂ eq in g / tkm)	2.8	2.9	2.9
Postbus (CO ₂ eq in g / pkm)	53.9	85.3	76.7

NOTES

Comparative values 2019 according to the Federal Environment Agency: Automobiles: 217.5g/pkm, aircraft: 418.2g/pkm, trucks: 89.1g/tkm.

According to the Federal Environment Agency, comparative values from the current Austrian Air Pollution Inventory (OLI) will probably not be available until May 2022.



ÖBB LOCAL TRANSPORT. In the years prior to the corona pandemic, ÖBB's local transport services moved around 230 million passengers a year on some 4,300 trains a day. This achievement is made possible by the 36 commuter rail lines, which are the central building block of the network

Preparation of the railway system

CLIMATE CHANGE ADAPTATION. Climate change has long since reached us. How ÖBB is preparing for existing and future environmental impacts.

Management approach

Climate change is one of the world's greatest challenges. Climate-related changes affect a range of sectors, systems, and institutions. In the case of ÖBB, this relates in particular to the company's infrastructure and assets, and subsequently to the scope and quality of its mobility services. In addition, ÖBB must consider possible adverse effects of climate change on both its customers and its employees.

Safe rail operations and optimum route availability are a basic prerequisite for ÖBB to be able to offer its mobility services. Protecting ÖBB rail infrastructure and assets is therefore a top priority. At the same time, disruptions for customers and employees should be kept to a minimum. The establishment of monitoring and early warning systems is of great importance in addition to the implementation of preventive measures in order to support adaptation to climate change in the best possible way.

The establishment of a monitoring and early warning system supports adaptation to climate change and serves to identify

emerging threats at an early stage. ÖBB's preventive measures counteract the negative impact on the infrastructure and its assets. The focus is on protection against natural hazards, restrictions on power generation and adverse effects on customers and employees. ÖBB's disaster management and new offers in passenger and freight transport are further measures that support adaptation to climate change.

Objectives

- Targeted development and expansion of suitable preventive measures
- Introduce monitoring and early warning systems to identify hazards early and quickly and provide information efficiently
- Implementation of the already defined uniform procedure for work on the track
- Preservation of the area of managed protection forest
- Demand-driven asset management for rockfall and avalanche control structures

ÖBB attaches great importance to implementing only the most necessary



CLIMATE-RELATED CHANGES identify emerging haz-

measures to adapt to climate change – for example, in the case of rockfall and avalanche barriers, as this always means an intervention in nature in order to avoid a negative impact on nature and its protective function. Compared to 2020, the total length of rockfall and avalanche control structures has been increased to 202 kilometers, an increase of 11 kilometers. Compared with the ÖBB route network of 4,871 kilometers in 2021, this amounts to only about 4 percent.

Increased damage to railway facilities and line interruptions due to storms are to be expected in the future. In addition, heat and water stress or pests may impair the protective capacity of forests. A functional and stable protective forest is of great importance in order to safeguard the railway infrastructure against

Adaptation to climate change

3,370

hectares of protective forest are located along the railway lines (as of 2021). The stock has remained constant since 2017. In total, ÖBB owns 4,239 ha of forest land.

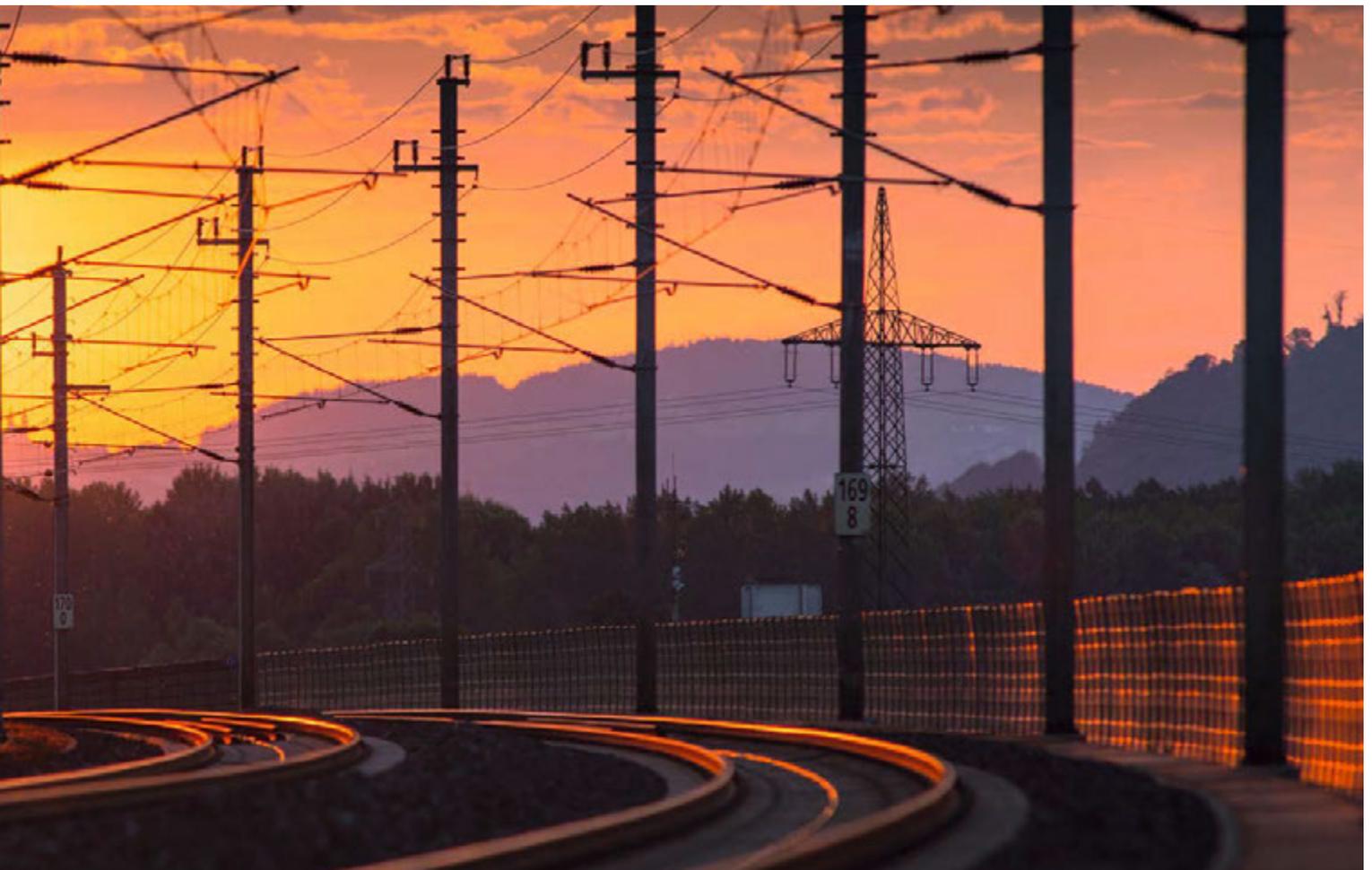
202

kilometers of railway lines are protected by rockfall and avalanche barriers (as of 2021). **2020:** 191 km

10,423

trees are listed in the ÖBB tree register (as of 2021). **2020:** 10,786





ards early and take preventive measures against negative impacts

landslides, mudslides or avalanches. ÖBB is therefore focusing on preserving the area of managed protected forest, which remains constant at 3,370 hectares.

In 2021, there were also several extreme weather events that posed major challenges to the availability of the rail infrastructure and thus also to punctuality. The geographical constraints in Austria mean that there are only very long detour routes for the trains, and appropriate rail replacement services are used. To ensure that these weather-induced damage events can be reduced or avoided as best as possible, the "clim_ect" project, among others, was launched in 2019 and successfully completed in 2021. With the help of the project results, statements can be made about the probability of occurrence of a weather-related damage event. This

is accomplished with the overlap of meteorological data including weather observations and a concrete small-scale reference level. This makes it possible to identify hazard corridors on the rail infrastructure in the future and take preventive action.

Travel with comfort. Offering customers a pleasant travel experience even in hot summers is an important concern for ÖBB-Personenverkehr AG. This includes, among other things, a top-equipped fleet, which enables a pleasant journey in well-tempered trains and buses. In connection with numerous upgrades, more and more trains have been equipped with air conditioning over the years. This is already a standard feature when procuring new interiors.

In the case of new procurements, the main consideration is to look to the future. The applicable standards in the EU for air-conditioning in rail vehicles already take into account increasing requirements due to more frequent increased outside temperatures in summer.

GRI 201-2

Outlook for 2022

In the coming years, further steps in natural hazard management are to be taken with the continued work on the "INGEMAR" project (Intelligent Natural Hazard Management and Risk Assessment). Combining forecasts, technical measures, and local knowledge during natural events should allow for more efficient and proactive responses <

Measures. Adaptation to climate change

Ökowaldinseln, clim_ect, INGEMAR

Existing measures: **infra:wetter, natural hazard information maps**

> Details from page 90

205

various tree species exist on ÖBB land (as of 2021). 2020: 198

Quiet and clean underway

EMISSIONS INCL. NOISE. The environmental performance of rail transport is number one compared to other modes of transport. Nevertheless, ÖBB wants to constantly improve.

Management approach

In Austria, the transport sector is responsible for about 16 percent of dust emissions and for about 55 percent of nitrogen oxide emissions (part of the classic air pollutants) – the main polluter is road traffic. Noise emission is another environmental impact that the population feels most affected by because of its direct perceptibility. The main source of noise pollution is traffic, with road traffic also dominating as the main noise generator.

Rail is by far the most climate-friendly mode of transport, yet rail also causes emissions. In addition to greenhouse gas emissions (note: GHG emissions are dealt with in the climate protection module), classic air pollutants such as NO_x (nitrogen oxide) or NO₂ (nitrogen dioxide), which are generated by rail, bus and internal diesel traffic as well as by heating systems in the stationary sector. Furthermore, noise emissions and vibrations, dust and fine dust as well as light pollution and

electromagnetic smog occur during the operation of trains and buses.

In line with the company's sustainable orientation, ÖBB aims to reduce all types of emissions that can pose a burden on people and the environment. This is all the more true as these will increase due to the planned expansion

Resilient freight wagons

In addition to greenhouse gas emissions, **classic air pollutants such as NO_x (nitrogen oxide) or NO₂ (nitrogen dioxide)**, which are generated by rail, bus and internal diesel traffic, as well as by heating systems in the stationary sector.

of rail transport. With effective measures, ÖBB aims to minimise the potential impact of emissions on local residents and nature, while at the same time maximising comfort and safety for its customers.

The ÖBB topic areas for reducing

emissions are:

- Acoustic emissions / vibrations
- Classical air pollutants (note: GHG emissions are specifically reported on in the climate protection module)
- Light pollution / electromagnetic fields



NOISE BARRIERS are intended to further reduce noise

Reduction of noise emissions and protection against shocks / vibrations

Rail transport is an essential part of climate-friendly mobility. Quiet trains are a basic prerequisite for expanding this role even further in the future. It is therefore ÖBB's declared goal to further reduce the impact of noise emissions and vibrations on people living near railway lines and to further increase passenger comfort (e.g. on night trains). Basically, the focus for this module is on the system view consisting of an interaction between infrastructure and vehicles.

Objectives

- Reducing rail noise emissions even further
- Noise reduction is also being pushed

Emissions incl. noise (excl. CO₂)

≈ 950

kilometers of noise barriers had been erected by ÖBB by the end of 2021.

5.6

millions of euros were invested by ÖBB in 2021 in **noise protection on the infrastructure side** (existing noise protection, noise barriers & promotion of object protection).
2020: EUR 6.6 million

65

kilometers of noise dams had been erected by ÖBB by the end of 2021.





emissions along railway lines – currently on around 1,000 kilometers along Austria’s railway lines

in bus traffic

- Reduce stresses due to vibrations / from rail traffic

Infrastructure measures

- Further acceleration of stationary noise protection
- Construction of further noise barriers and dams (almost 1,000 km of new and existing lines are already covered)
- Efficient noise abatement, together with states, cities and municipalities – by promoting noise barriers and installing soundproof windows and doors in highly polluted areas
- Financial incentives for railway undertakings to promote the switch to low-noise freight wagons: from December 2017 until the end of 2021, customers on the ÖBB rail network will receive a “noise bonus” on the infrastructure

usage charge (IBE) if they use freight wagons with quiet retrofitted composite brake blocks

- Implementation of the requirements of the TSI Noise (“quieter routes”) in Austria with a focus on national / international railway undertakings and wagon keepers: from December 8, 2024, only quiet (retrofitted) freight wagons may operate on so-called “quiet routes”
- Noise reduction measures also in the maintenance of the rail network (rail grinding...)
- Measures to minimise shocks / vibrations (condition of rails, structure / stratification of soil on the transmission path...)

Measures on the vehicle side

- Complete equipping of ÖBB (existing)

freight wagons in operation with low-noise brake blocks by the beginning of 2021

- Further application of applicable technical norms / standards with regard to noise reduction in the procurement of new rail vehicles for passenger and freight transport and buses for passenger transport by road
- Implementation of on-board measures to minimise shocks / vibrations (condition of rolling stock, weight / speed and composition of trains...)
- Research and development – to push new and innovative measures to further reduce railway noise as well as shocks and vibrations
- Noise reduction in rail operations through targeted training and information of employees (noise protection instructions for shunting and operation)

≈ 15,300

quiet freight wagons in RCA’s stock in service in 2021.
2020: ≈ 14,500

2,429

buses in the Österreichische Postbus AG fleet in the lower-emission Euro 5 /EEV and Euro 6 standard classes, and thus further optimisation compared with the previous year. 2020: 2,301

≈ 1,167

tons of nitrogen oxides (NO_x) caused by ÖBB diesel consumption in Austria in 2020.*

* Note: rough calculation approach using an average NO_x value per liter of diesel according to the German Federal Environment Agency; NO_x emission factor for diesel 2021 not yet available at present

Classic air pollutants

Notice: CO₂ emissions are dealt with in the climate protection module.

At ÖBB, classic air pollutants (NO₂ nitrogen dioxide, NO_x nitrogen oxide...) are emitted to a large extent in combustion processes, similar to greenhouse gas emissions – on the one hand in traffic (e.g. diesel use in rail / bus and internal traffic), and on the other hand in stationary systems (heating systems). Dust and particulate pollution at ÖBB often originate from other sources as well – especially from construction and maintenance projects.

Objectives

- Further reduce air pollutants from traffic and stationary sources and also keep dust and particulate matter pollution low

This will be addressed by dealing with the following areas:

- Air pollutants in traffic – e.g. reduction of emissions from combustion (especially nitrogen oxides and carbon monoxide), for example through engine technology (exhaust standards, Euro classes, etc.) and tire and brake abrasion (especially dusts)
- Air pollutants from stationary combustion (e.g. oil heating systems)
- Dust and particulate pollution caused by ÖBB construction and maintenance projects (primarily expansion and optimisation of rail infrastructure)

Light pollution and electromagnetic fields

Light sources such as train station lights and illuminated billboards are artificial



POSTBUS. 2,429 buses in the lower-emission Euro 5/EEV and Euro 6 standard classes

light sources and sometimes have a significant impact on animal, plant, and human life. On the other hand, sufficiently illuminated traffic areas are also crucial for the safety of our customers and for rail operations. A sensitive approach is required when it comes to light pollution, and the same applies to electromagnetic fields.

The use of electrical energy for traction power supply and the operation of electrical systems (e.g. 16.7 Hz systems, transformer stations, overhead line systems) can cause electromagnetic emissions. Protective and compensatory measures may be necessary to protect employees, customers and neighbours. The effects of electromagnetic fields can be present in many occupational situations at ÖBB – even in office workplaces. ÖBB is affected by this topic in many ways – minimising and protecting against electromagnetic fields is therefore an important goal.

Objectives

- Minimisation of light pollution – taking into account the safe operation of railways
- Reduction of the impact of electromagnetic fields on affected persons (employees, customers and neighbours)

Light pollution

- Optimal use of lighting – taking into account safe railway operation
- Use of suitable light sources (e.g. replacement of mercury high-pressure

lamps) and sensible planning / implementation of lighting (e.g. no direct light emissions upwards) – brings additional opportunity to save energy

Electromagnetic fields

- Minimise the effects of electromagnetic fields on affected persons (employees, customers, neighbours)
- especially for traction power supply systems or the operation of electrical systems
- in other processes (construction and maintenance processes up to office work processes)

Highlights 2021

Effective noise control measures.

Rolling wheels generate sound due to physical laws which cannot be overridden. Nevertheless, ÖBB makes every effort to contain and reduce noise emissions from rail traffic. In the course of noise remediation on existing lines, noise barriers and soundproof windows are erected and subsidised. Noise protection measures are taken into account and implemented from the outset for new and upgraded lines. As a result, in 2021 there were around 1,000 kilometers of noise barriers and noise protection dams on just under 5,000 kilometers of track (operational length) and just under 10,000 kilometers of track in the ÖBB-Infrastruktur AG network. In the 2021 reporting year, an additional 11 kilometers of noise barriers were erected.



LIGHT SOURCES such as station lighting are artificial light sources and sometimes have an impact on animals, plants and people

Postbus: Further promotion of low-emission buses. At the end of 2021, Österreichische Postbus AG will have 2,429 buses in the lower-emission Euro 5/EEV and Euro 6 standard classes. That is 128 more than at the end of 2020.

Compliance with applicable technical norms and standards for the new acquisition of combustion vehicles such as buses is the essential basic prerequisite for reducing or limiting, for example, classic air pollutants (NO₂, NO_x) in traffic.

Outlook for 2022

The future of quiet tracks. Future topics for the reduction of railway noise are being developed within the framework of research projects at ÖBB-Infrastruktur AG: These concern both the systematic testing of superstructure components and the mutual dependencies between vehicle and track in terms of noise.

- GLASS: Crystal clear sound barriers, effects on sound propagation
- LEWEI: Low noise and low vibration turnout
- LOW Noise Train Phase 2
- PAAB – psychoacoustic analysis of

conspicuous bow sounds

A selection of research projects as part of the "Quiet Tracks" initiative are available at <https://konzern.oebb.at/de/leise-gleise/forschung-entwicklung>

Heating oil exit. Implementation of further conversions for the phase-out of oil-fired heating systems by 2030 <

Measures. Emissions incl. noise (excl. CO₂)

- Quieter lines and quieter cars
- Monitoring of noise emissions from rail traffic on Lake Wörthersee
- Conversion of freight wagons to quieter LL brake blocks
- Phase-out of oil-fired heating systems by 2030

Use the available funds wisely

RESOURCE MANAGEMENT. Railway people think in terms of longer cycles. Responsible use of available funds has always been a high priority. Nevertheless, ÖBB intends to improve further in this area. GRI 413-1

Management approach

On average, we humans consume such a large amount of resources each year that 1.75 Earths would have to be available this year to cover them sustainably. At present, Austria's current resource consumption would require as much as 3.5 Earths. The mindful and sustainable use of resources must therefore be a clear focus – and this also applies to ÖBB. Water and other raw materials and materials are required for the construction and maintenance of railway infrastructure as well as for its operation. Land use is also a valuable resource. Here, public transport, with only seven square meters per person transported, has a far lower land consumption than private motorised transport, with 100 square meters.

ÖBB's overriding goal is to keep the use of its raw materials and materials low, to save resources and above all to save costs. In particular, ÖBB wants to reduce chemicals and pollutants as much as possible. Waste should largely be avoided and a circular economy promoted. In terms of land use, ÖBB also aims to limit this to the most necessary extent.

ÖBB aims to systematically incorporate the circularity of products and services into its procurement and investment strategies. Key topics are the reduction of primary raw materials, active material conservation and the extension of useful life. By applying circular economy principles, ÖBB can reduce costs, secure resources in the long term, and promote its contribution to sustainability. This is implemented through targeted raw material and resource management. In order to produce as little waste as possible, the use of sustainable materials is to be pushed forward. Waste that cannot be avoided is recycled and reused and disposed of in a sustainable manner that complies with the law.

Objectives

- ÖBB wants to play a pioneering role in the circular economy and support Austria's transformation to a sustainable economy.
- ÖBB aims to use raw materials / materials as well as products efficiently and sustainably and to reduce chemical substances / pollutants as far as possible.

- ÖBB wants to push a raw material management in order to deal optimally with the existing wastes
- Water consumption is to be kept constant in the future and reduced where possible.
- Reducing soil sealing and land consumption is an important environmental goal for the ÖBB-Group.

Resources / Circular economy GRI 301-1, 306-2

The finite nature of natural resources and the social and ecological consequences of raw material extraction make decoupling economic growth from resource consumption and developing a circular economy a key sustainability issue. This saves resources and also costs. **Resource management in the subgroup companies.** In the area of **ÖBB-Technische Services GmbH**, which is responsible for the maintenance of rail vehicles, the use of resources plays an essential role. In 2021, 0.4 percent more environmentally relevant substances were generated than in the

Resource management, waste, area / soil, water.

5.484

million tons of non-hazardous waste (excl. landfill) generated by ÖBB in 2021. 2020: 6.469 million t. GRI 306-3

2.3

million cubic meters was the water consumption of ÖBB in 2021. 2020: 1.8 million m³. GRI 303-5

0.025

million metric tons of hazardous waste disposed of properly by ÖBB in 2021. 2020: 0.026 million t. GRI 306-2





WITH THE APPLICATION of circular economy principles, ÖBB can reduce costs and promote its contribution to sustainability

previous year (2021: 1,332 metric tons, 2020: 1,309 metric tons). For example, careful handling or a reduction in the amount of adhesives or coatings used is being promoted. In addition, ÖBB-Technische Services is focusing on the subject of component reconditioning. In the process, numerous components are reprocessed and reused to reduce the volume of waste and conserve resources. For example, seats, toilets, parking heaters, electrical elements, as well as towing and bumping devices and much more are carefully “refurbished”.

By reducing the consumption of materials per wagon by 20 percent, the **Rail Cargo Group**, to conserve resources in its TransANT freight wagons. At the end of their service life, the freight wagons are completely scrapped and reused for the production of new steel; in

2021, Rail Cargo Austria thus put 6,372 (py: 6,477) tons of wagon material to new use.

The handling of resources and the efforts to avoid waste and reuse materials play an essential role within **ÖBB-Infrastruktur AG**. This is manifested, for example, in the form of mechanical cleaning of track ballast and its reinstallation in the ballast bed, as well as in the form of subsoil rehabilitation using excavation machines (AHM). In the process,

the upper section of the ballast bed is broken up, mixed with new material and reinstalled in the track as a base course. The remaining track ballast material will be excavated and disposed of together with the subgrade. This results in reuse in the sense of resource conservation and a reduction in the amount of waste.

The process towards an efficient and cost-saving circular economy in the ÖBB-Group is currently underway and will be further advanced in 2022 with >

Resources

	2020	2021
ÖBB-Technische Services GmbH – Component reprocessing (REUSE) in pc		
Pneumatic and brake components	38,965	37,406
Diesel engines / transmissions	187	196
Air-conditioning units	1,126	1,228
Windows	1,940	2,575
ÖBB-Infrastruktur AG – Recovery of track ballast in tons		
Recovery of track ballast by cleaning machines	194,000	320,000
Recovery of track ballast by mechanical subsoil rehabilitation	24,000	23,000

4,871

kilometers was the **operating length of the ÖBB route network** in 2021. 2020: 4,875 km

the specification of the target definition and the setting of specific measures.

Waste

GRI 301-2, 306-1, 306-3

Waste will be another key driver as part of the structuring around the circular economy in order to make the best use of available resources. To this end, the development of a raw materials management system at ÖBB is being driven forward. More than 99 percent of the ÖBB-Group's waste volume is generated by ÖBB-Infrastruktur AG as the owner of large construction projects in the course of investments (renewal / new construction / expansion), but also during maintenance (inspection / maintenance / fault clearance / repair). In 2021, around 5.51 million metric tons of waste was generated, 15 percent less than in 2020 (py: 6.50 million metric tons). At 5.48 million tons, non-hazardous waste (hazardous waste: 0.02 million tons) accounts for the largest share of the ÖBB-Group's total waste volume. Around 98 percent of the non-hazardous waste volumes are accounted for by waste from construction activities, which has fallen by 15 percent compared with the previous year and currently stands at 5.38 million metric tons (py: 6.38 million metric tons). The amount of landfilled material has to do with the intensive construction activities in the field of infrastructure. About 79 percent of construction waste is sent for disposal, with 56 percent sent to off-site landfills in 2021. The volume of hazardous waste in the ÖBB-Group remained relatively constant compared to the previous year, with a reduction of around 6 percent.

The disposal of waste from the ÖBB-Group is generally handled by the RCG subsidiary Rail Cargo Logistics – Environmental Services GmbH, which transfers the waste exclusively to authorised waste collectors or handlers. Data is collected via internal processes and systems (procedural and work instructions, environmental information system; ÖBB-Infrastructure), EDM reports, AISAG reports, etc. separately for each calendar year. The implementation of the new reporting requirements with the new waste table is to continue in 2022 in order to specify the allocation of individual waste fractions.

Water

GRI 303-1, 303-5

A key component in preventing resource waste and excessive water consumption is improving the efficiency of water use in all sectors. Most of the water (drinking and process water) used by the ÖBB-

Water

A key component in preventing resource waste and excessive water consumption is improving the efficiency of water use in all sectors. Most of the water (drinking and process water) used by the ÖBB-Group comes from municipal supplies. In addition, there are 137 sources at ÖBB-Infrastruktur AG and 6 at ÖBB Postbus AG.

Group comes from municipal supplies. In addition, ÖBB-Infrastruktur AG has 137 springs that are located on railway land and are used on the basis of existing water rights; Österreichische Postbus AG has six springs. In general, ÖBB does not operate water treatment plants for municipal waste water, but discharges it into the central, public sewer system. In 2021, there was a 28 percent increase in water consumption compared to the previous year; water consumption in 2021 was 2.3 million cubic meters

(py: 1.8 million m³). At one subgroup company, only around 75 percent of the water meters were recorded at the time of reporting in the previous year.

An essential point for the guarantee of a long-term safe and stable track system is the sustainable track drainage of the track of railways. In principle, no contamination arises from regular rail operations. However, it is essential to ensure that water bodies are not negatively affected not only during operation, but also during the construction phase. This is ensured by performing chemical analyses of the water during the

Waste indicators at a glance **GRI 306-3 to 306-5**

Type of waste in tons [t]

Hazardous waste

Utilisation

Other recycling: mechanical, biological and chemical-physical processes

Other recovery: energy recovery

Elimination

Off-site landfills:

Non-hazardous waste

Utilisation

Recycling (handover to recycler):

Other recycling:
Reuse in the construction project

Other recycling:
Reuse outside construction

Other recycling: mechanical, biological and chemical-physical processes

Other recovery: energy recovery

Elimination

Off-site landfills:

Company-owned landfills:

Total waste

thereof recovery:

thereof elimination:

Hazardous waste is subjected to mechanical, biological and chemical-
No distinction was made between on-site / off-site recovery / disposal,



AT ÖBB-TECHNISCHE SERVICES almost 600,000 rail vehicle components – such as wheelsets – are reconditioned

Waste from construction projects		Operational waste		Scrap		Municipal waste		Total	
2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
21,151	18,999	5,251	5,864	54	136	0	0	26,456	24,999
17,645	17,982	5,246	5,725	4	136	0	0	22,895	23,843
984	379	1,438	1,951	4	136	0	0	2,426	2,466
16,661	17,603	3,808	3,774	0	0	0	0	20,469	21,377
3,506	1,017	5	139	50	0	0	0	3,561	1,156
3,506	1,017	5	139	50	0	0	0	3,561	1,156
6,376,311	5,383,895	21,647	26,252	54,445	58,609	16,225	15,575	6,468,629	5,484,331
1,287,449	1,124,845	20,657	23,455	54,348	58,457	16,182	15,461	1,378,636	1,222,218
506,432	660,470	11,779	10,962	54,348	58,457	3,417	3,552	575,976	733,441
684,413	250,989	0	0	0	0	0	0	684,413	250,989
86,874	211,004	0	2	0	0	0	0	86,874	211,006
88	90	487	3,817	0	0	0	0	575	3,908
9,642	2,292	8,391	8,673	0	0	12,765	11,909	30,799	22,874
5,088,862	4,259,050	990	2,798	97	152	43	114	5,089,992	4,262,114
1,949,271	2,394,192	990	2,798	97	152	43	114	1,950,401	2,397,256
3,139,591	1,864,858	0	0	0	0	0	0	3,139,591	1,864,858
6,397,463	5,402,894	26,898	32,116	54,499	58,745	16,225	15,575	6,495,085	5,509,331
1,305,095	1,142,827	25,903	29,180	54,352	58,593	16,182	15,461	1,401,532	1,246,061
5,092,368	4,260,067	995	2,937	147	152	43	114	5,093,553	4,263,270

physical processes before recycling.
as on-site is not relevant, except in the case of the company's own landfill. This is listed as a category.

individual construction phases. Water is discharged in accordance with the requirements of the Water Act only in compliance with the relevant water law permits.

Waste water that occurs in the form of precipitation water from the railway body and through the water flowing in from embankments is not discharged directly into the body of water (e.g. streams, rivers, groundwater, etc.), but is always subjected to appropriate treatment.

Water from possible incidents (e.g. in the tunnel) is collected separately. The discharges are always equipped with gates that are closed immediately in the event of a malfunction. This prevents the discharge of polluted water into bodies of water.

Surfaces and ground

The operating length of the ÖBB route network in 2021 was 4,871 kilometers (2020: 4,875 km), and the land area was 189.6 square kilometers (2020: 190.2 km²). This means that both the route length and the plot area have decreased minimally compared to the previous year. It is therefore all the more remarkable that rail manages with significantly less surface area than road. In 2020, the Pro-Rail Alliance calculated that 100 square meters of space per person transported should be assumed for private motorised transport. On rail, there are only seven square meters per person. Rail travel is therefore not only more climate-friendly, but also has a much lower land requirement than road transport. While road areas have



CONSISTENT RECONDITIONING of components such as wheelsets

grown steadily in recent years (increase in 2020: +5.5 km²), there has been a significant decline in railways, however (source: UBA). On the one hand, this has to do with the reclassifications of land cover (e.g., forest located on railway land used to be attributed to transportation infrastructure), but on the other hand, it also has to do with transportation policy decisions that certain branch lines are abandoned and inner-city logistics areas are given up for urban development.

Dangerous goods

Dangerous goods are transported by rail in accordance with the **Regulation concerning the International Carriage of Dangerous Goods by Rail (RID)**. Hazardous goods are substances and objects that can pose a risk to the environment and health during transport and storage, for example through the effects of poison, fire or explosion. **In any case, transporting hazardous goods by rail is much safer than, for example by road.** There were no significant incidents in the ÖBB-Group in 2021.

reduce soil sealing and land consumption, a program was launched in 2021 to evaluate unsealing measures in the regulations and framework plan. Initial pilot projects have been or will be performed in the next few years. <

The project "Potential Area Analysis" at ÖBB-Infrastruktur 2021 was completed with a very surprising result. In total, ÖBB-Infrastruktur AG owns more unsealed forest and meadow land than sealed traffic areas (see measures starting on page 92). In order to further

Measures. Resource management, waste, area / soil, water.

Sustainable event management
Soil sealing
Potential area analysis

> Details from page 92



ÖBB FERNVERKEHR.
Around 270 long-distance trains a day moved some 35 million passengers a year in the pre-crisis years. Railjet, the ÖBB premium train and the new speed on the western route have contributed a lot to this success. In about five years, the southern line is to follow this example

The railway embankment as an integrated habitat

BIODIVERSITY & SPECIES DIVERSITY. For ÖBB, the modernisation of railway lines is not in conflict with the preservation and protection of plant and animal species. **GRI 413-1**

Management approach

In order to be able to offer its customers a comprehensive range of rail services throughout Austria, ÖBB operates almost 10,000 kilometers of railway tracks that run through and into nature. This encroachment is offset by the fact that railway lines are (in the meantime) also important habitats and refuges for plants and animals. Moreover, ÖBB is convinced that an intact living space ensures a good quality of life for all people.

As a climate protection company, ÖBB also wants to contribute to the preservation of biodiversity and species diversity. Negative impacts on the environment should be minimised to preserve natural habitats.

Species and nature conservation is already considered during the planning of construction and conservation measures on the basis of the relevant federal and state laws. Measures that involve an intervention in nature are implemented in such a way that negative effects are kept as low as possible or are compensated for by replacement measures. In addition,

ÖBB supports nature conservation projects that promote the preservation of biodiversity. The topic of “biodiversity & species diversity” is also the subject of awareness-raising training and continuing education.

Objectives

- ÖBB intends to completely abandon the use of glyphosate in vegetation control on railway tracks by 2022.
- ÖBB wants to raise awareness among its employees on the topic of “species diversity & biodiversity”.
- To create and improve habitats on and around the railway, ÖBB intends to implement targeted initiatives as far as possible.
- Species and nature conservation measures should be implemented in harmony with the operational requirements of the railway.

On a similar scale to the previous year, 7,847 kilometers of track were inspected for existing vegetation in 2021 (cf. 2020: + 0.3%). Around 5.3 tons of glyphosate were used, 0.7 tons less than in the previous year (cf. 2020: -15%). When com-



RAILBEES. The project provides bees in particular with a

paring the actually treated track area and the controlled track area, it can be seen that compared to 2020, 6 percent less controlled area than in the previous year actually had to be treated. When interpreting the key figures, it is important to bear in mind that both plant growth on the track surface is influenced by different environmental factors, such as rain or heat. The same applies to the use of spraying equipment.

Highlights 2021

To increase biodiversity along the route, emphasis is placed on special design of the railway embankments and slopes. The design and construction of the facilities are already coordinated to promote different types of vegetation along the railway embankment in order to further push the diversity of fauna and flora.

Biodiversity & species diversity

7,847

kilometers of railway line were inspected for vegetation in 2021. **2020:** 7,820 km

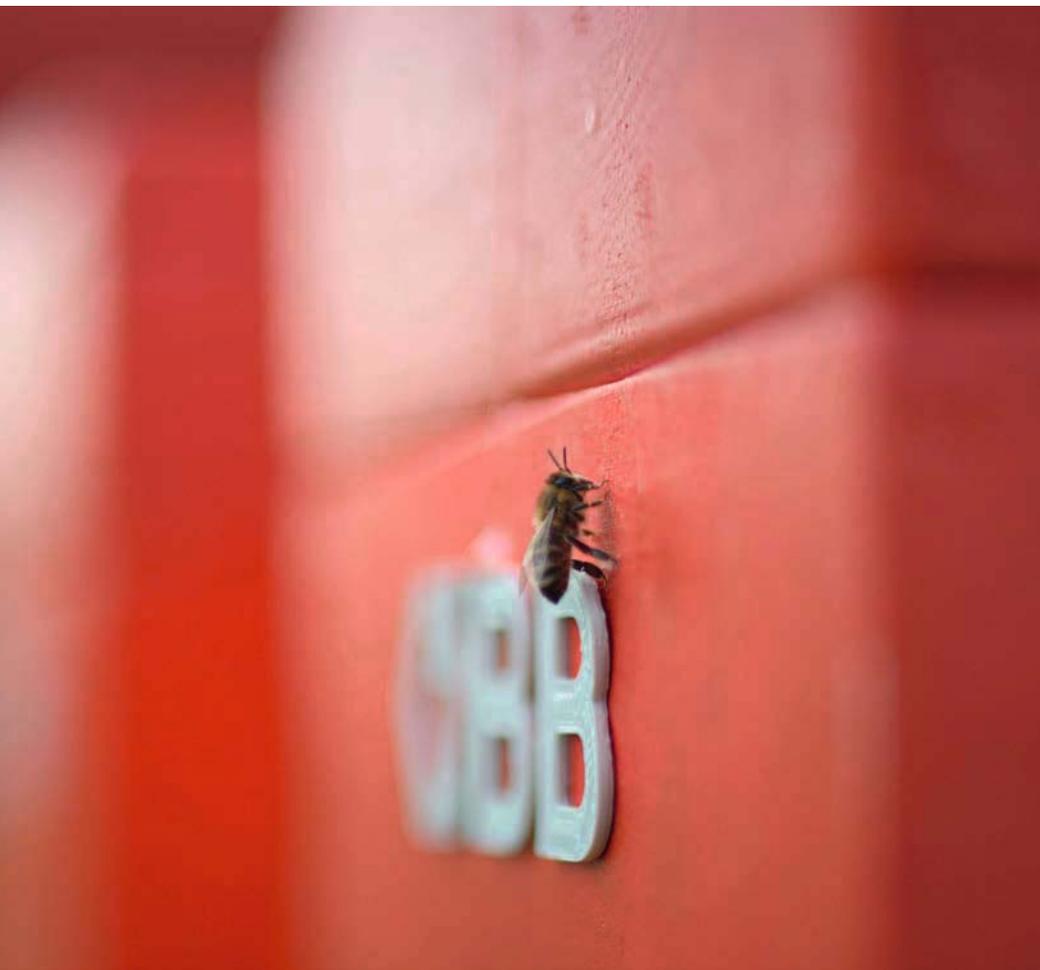
5.3

tons of glyphosate were used along rail lines in 2021. **2020:** 6.2 t

5,290

hectares of controlled areas for vegetation in 2021. **2020:** 5,286 ha





habitat along the railway and the ÖBB rail honey is available in the webshop

Due to their extensive cultivation, the railway areas function as a refuge and migration corridor for rare animal and plant species as well as a connecting element between different habitats in Austria.

In order to ensure that the respective Red Lists of endangered species are taken into account, specific regulations related to the environment and nature conservation (guidelines and regulations for roads, RVS, and guidelines and regulations for railways, RVE) are also used in addition to the approval procedures for all new construction and expansion projects that are planned and implemented in accordance with nature conservation and species protection law.

Focus on biodiversity and nature conservation

Consideration of species and nature conservation is already given during the planning of construction and conservation measures on the basis of the relevant federal and state laws. Measures that involve an intervention in nature are implemented in such a way that negative impacts are avoided, kept as low as possible, or compensated for through replacement measures.

takes over the necessary maintenance measures such as single stem removal, mowing, pruning, neophyte control and removal of the green cuttings in order to preserve the habitat types worthy of protection. A win-win situation for nature conservation and the railway.

Outlook for 2022

In December 2017, the EU Commission extended the potential use of glyphosate by five years. At the beginning of 2022, ÖBB-Infrastruktur AG aims to achieve its goal of not applying glyphosate on

A highlight of 2021 was the conclusion of the contract with the state of Upper Austria for the nature conservation care of 33 particularly valuable areas with a total extent of 4.5 hectares, which are located on railway property. The province of Upper Austria thus

ÖBB tracks and replacing pesticides containing this active ingredient with alternatives. Here, a switch to alternative available crop protection products is to be made. In addition, it continues to participate intensively in research projects, and in the future a mix of methods – chemical, mechanical, physical (thermal/electrical) – will be used. However, until other approaches have achieved efficacy and track suitability, treating tracks with pesticides as part of chemical vegetation control remains the most important measure for keeping tracks free of vegetation. ÖBB-Infrastruktur AG is also involved in an international exchange with other rail operators on this issue in order to find solutions to this problem, which is similar for the entire rail sector. < **GRI 304-2**

Measures. Biodiversity & species diversity

Vegetation control
Bird protection
Project "Reserve"
Pottendorfer line
ÖBB Rail Bees
Erd&Äpfel

> Details from page 94

1,710

hectares of controlled areas actually treated in 2021. 2020: 2,012 ha

With regard to the life cycle

SUSTAINABLE PROCUREMENT. Economic, ecological and social criteria determine ÖBB's procurement strategy as the foundation for shaping a sustainable future.

Management approach

ÖBB is one of the most important clients for the domestic economy and industry. This means that ÖBB can make a significant contribution to shaping a sustainable future by taking ecological, social and ethical criteria into account in procurement.

For ÖBB, sustainability is an integral element of its procurement strategy. ÖBB wants to make a significant contribution to shaping a sustainable future and live up to its role as a role model and one of the most important clients for the Austrian economy with an increased focus on ecological sustainability (green procurement) in procurement.

ÖBB incorporates social and ecological criteria into the procurement of services and products in a customised and legally compliant manner. The evaluation of bids is predominantly based on the best bidder principle rather than the lowest bidder principle. In addition, a "TCO CO₂" tool was introduced, which takes into account not only the total cost of ownership or TCO, but also the CO₂ emission costs over the life cycle. This will be rolled out

in stages. In addition, ÖBB Procurement is involved in international rail industry initiatives such as "Railsponsible" for uniform, high-quality, sustainable procurement.

Objectives

- Through sustainability measures for suppliers such as the TCO CO₂ tool, the mandatory introduction of the Code of Conduct and the sustainability assessment, ÖBB provides important impetus to initiate and support suppliers on their way to greater sustainability.
- By participating in the "Railsponsible" initiative and by chairing the European Railways Procurement Conference (ERPC), ÖBB aims to make a significant contribution to making the entire supply chain of the rail industry more sustainable in a uniform manner.
- With the help of procurement, ÖBB aims to achieve strategic goals such as climate protection and circular economy.



GREEN PROCUREMENT OFFENSIVE. In 2021, 48 per-

Highlights 2021

In 2021, the order volume continued to rise and amounted to 3.95 billion euros. This is partly due to the modernisation and expansion of our vehicle fleet. In line with the decarbonisation strategy, this was expanded in part to include vehicles with alternative drive systems. Another reason was investment in more sustainable rail infrastructure. Investments enable the expansion and maintenance of the rail infrastructure, with which ÖBB contributes significantly to the modal shift to the rail system. Consequently, infrastructure rail construction represents a major lever for reducing Austria's greenhouse gas emissions, because ÖBB is building for the transport turnaround.

In addition, the requirements for ÖBB suppliers were further increased

Sustainable procurement



9,100

creditors (number) have listed ÖBB in 2021. **2020:** 8,600. GRI 102-9

3.95

billions of euros order volume in 2021. **2020:** 3.03 billion euros. GRI 102-9

470,000

order items (number) via **ÖBB Procurement catalogue** in 2021. **2020:** 460,000



cent of the procurement volume was awarded to suppliers who were assessed with the help of independent CSR performance monitoring

last year. For example, a new code of conduct for suppliers came into force, which includes extensive aspects such as environmental and climate protection, the avoidance of corruption, and social aspects such as diversity. This must be signed by the supplier before starting the cooperation. **GRI 102-10, 308-1**

In addition, as a result of the successful green procurement campaign, 48 percent of the procurement volume has already been awarded to suppliers who have been assessed with the help of independent CSR performance monitoring. Since 2021, it has also been possible to be classified via ÖBB's own questionnaire. This free option is aimed in particular at small and medium-sized enterprises. ÖBB Procurement is also involved in the international sustainability initiatives Railponsible

and those of the ERPC. **GRI 102-9**

Outlook for 2022

A wide range of plans are in the pipeline for 2022. For example, targeted measures are being drawn up to push the circular economy at ÖBB. In addition, efforts on the path to climate neutrality are further intensified. In addition, collective learning on the topic of "sustainability" is being expanded across the Group by sharing best practices and experiences even more extensively. <

Use of the CO₂ tool expanded

The use of the "TCO CO₂" tool, which allows CO₂ emissions to be included in the evaluation of bids, was expanded. In the selected pilot projects, total **savings of 2,568 metric tons of CO₂ have been reported since the start of the project (2020) until the end of 2021 through sustainable evaluation of the best bidders.** The relevant life cycle emissions from production to use of the procured goods were taken into account on a project-specific basis. The continuous expansion of the use of the "TCO CO₂" tool by ÖBB Procurement will further increase these savings in the future.

Measures. Sustainable procurement

Code of Conduct for Suppliers Railponsible and ERPC: international cooperation for a green future
TCO-CO₂: green procurement
Supplier evaluation based on sustainability criteria

> Details from page 96

48

percent of procurement volume assessed for sustainability in 2021. 2020: 31%. GRI 308-1, 414-1

90

percent of the order volume was awarded to contractors based in Austria in 2021. 2020: 91%. GRI 204-1

Innovative force in the mobility sector

INNOVATION & TECHNOLOGY. Behind the service-oriented mobility service provider ÖBB stands a technology-driven company, that thinks and acts in an innovation-oriented way.

Management approach

In order to achieve the ambitious national and international climate targets, it is necessary to get even more people and goods onto the railways. However, this requires an optimisation of the railway system, which is only achievable with the use of partially new technologies. The ongoing further development of the overall system of mobility, logistics and infrastructure and related research and development activities is therefore of central importance in the ÖBB-Group. The strategic framework for R&D activities in the area of asset technologies is provided by the ÖBB technology strategy adopted in spring 2020. In its content, ÖBB defined its technological priorities as well as its R&D role understanding. A strictly demand-oriented approach is used by ÖBB to implement projects that make a significant contribution to the strategic goals and to increasing capacity, quality and productivity with a high degree of maturity of

the applied technology. ÖBB distinguishes between asset/technology innovations, which aim to

Develop ideas

The Open Innovation team supports innovation activities from idea to implementation.

Ideas workshop: Platform for the contribution of employee ideas

“Community creates Mobility”: Network for exchange with internal and external mobility enthusiasts

Exploration: Identify, validate and prioritise innovation options

Development: develop validated innovation options into new products, services and business models as part of the Group-wide innovation program

products and services and improving existing ones.

Objectives

➤ ÖBB aims to use innovative and digital technologies to increase the capacity, quality and productivity of the rail system, thereby enabling a further shift

optimise the rail system at the technical/operational level, and product/service innovations, which increase customer benefits. The Asset / Technology Innovations area focuses on increasing productivity, capacity and quality, while the Product / Service Innovations area focuses on developing new



COUPLING is performed automatically by the Digital

of traffic to rail and enhancing the competitiveness of the rail system.

- ÖBB wants to use innovations to increase customer satisfaction, cut costs and boost sales.
- ÖBB aims to identify relevant innovation options through regular market monitoring and to test and prioritise them with the help of structured validation.
- ÖBB not only wants to develop innovative products and services, but also new business models. The focus is on the needs of users and collaboration with start ups.
- ÖBB wants to communicate successful innovation projects even more strongly to the outside world and further institutionalise and expand the “Community creates Mobility” network.

Innovation & technology

1,445

ideas were submitted to ÖBB via internal platforms in 2021.
2020: 1,196

526

of the ideas submitted via ÖBB's internal platforms were implemented in 2021.
2020: 412

23.5

million euros could be saved by ideas from the ÖBB-Group in 2021.
2020: 8.5 million euros





Automatic Coupling (DAC)

of around 1.2 billion euros, including around 600 million euros in funding from the European Union, “Europe’s Rail Joint Undertaking” is the world’s largest R&E program for the rail sector. Numerous large-volume R&D projects are to be implemented in the coming years as part of this multi-year European program, where ÖBB played a key role in the preparation of the content. The goal of the program is to deliver positive added value for the entire European rail system. These include, for example, projects in the field of digital automatic couplers, regional railways and automated rail operations. The individual projects are

scheduled to start in the second half of 2022.

users. In 2022, the Ideas Workshop is to be further developed to support ÖBB colleagues in implementing their ideas. A new space for internal and external innovators to exchange ideas is planned for the end of the year. Business model innovations are promoted in the innovation program. Thematically, the focus is on innovations in the sense of the integrated mobility and logistics service provider. <

Highlights 2021

Asset innovations. To achieve its ambitious goals, ÖBB is participating in numerous national and international R&D programs and projects

In 2021, projects in various areas were pursued or redesigned in line with ÖBB’s technology strategy. Some of these projects are presented as examples in the chapter on Measures.

Since 2020, ÖBB has been actively involved in the “European DAC Delivery Program” (EDDP) in a leadership role. Within ÖBB, the program is implemented in close cooperation between several Group companies. Another topic is the Groupwide “Towards Automated Railway Operation (TARO)” project, which is closely interlinked with other national and international F&E activities.

Outlook

Since December 2021, ÖBB has been a founding member of “Europe’s Rail Joint Undertaking”, the successor program to “Shift2Rail”. With a total budget

European Cooperations

The Group-wide **“TARO” (Towards Automated Railway Operation) project** could deliver initial results in 2021. The contents of the project are also integrated into other national and international projects with ÖBB participation, such as the **“European DAC Delivery Programme” (EDDP)** as well as **“Rail4Future”**, and form a substantive basis for ÖBB’s participation in **“Europe’s Rail Joint Undertaking.”**

“Sustainable Mobility of the Future”, such as the Three Countries Camp with neighbouring railways DB and SBB, as well as network meetings of “Community creates Mobility”. In addition, the Open Innovation team identified numerous innovation options and supported specialist areas selectively or throughout the year in the Group-wide innovation program.

Outlook

The Open Innovation team continuously adapts its formats to the needs of the

Highlights 2021

Service innovations. In the Innovation Year 2021, ÖBB employees contributed 1,445 ideas to the Ideas Workshop. Numerous online events were held on the topic of

Measures. Innovation & technology

Innovation & technology (further action on affordable and accessible mobility)

Europe’s Rail Joint Undertaking

DAC Group Program

TARO

Rail4Future

Greenlight

H₂Tube

AM4Rail

Raileye 3D

DOMINO

Customer satisfaction passenger transport

Attractiveness of rail freight transport

Regional trains

Community creates mobility

Three-country camp

Finance with responsibility

SUSTAINABLE FINANCE. The sustainable investment market plays a key role in the fight against global warming.

Management approach

Five core messages and 17 Sustainable Development Goals (SDGs) were already defined in the “2030 Agenda for Sustainable Development” adopted by the UN member states in 2015. The financial market was also given a crucial role in the implementation of this global plan. As a result, regulations such as the “Principles of Responsible Banking” adopted by leading global financial institutions in 2019 or the EU taxonomy launched in 2020 will ensure that sustainability compliance becomes a key factor for investments and the capital flows they require. The aim here is to clarify which investments and capital flows can be classified as “sustainable” or as “green” by developing clear criteria at EU level. At the same time, this is also intended to counteract the marketing of supposedly “green” investment products that do not meet environmental or sustainability standards (green washing). An ESG rating is a quality indicator of a company’s

sustainability that is recognised by the financial market. The rating is based on criteria from the environmental, social and governance areas.

ÖBB is committed to the sustainable orientation of its business activities. The sustainability performance of the

Rating results

The Group companies operating on the capital market were assessed for the first time in 2021 as part of an ESG rating process and immediately awarded a “very good” rating. The almost identical assessment of the relevant Group companies is due, among other things, to the **Group-wide orientation of ÖBB’s sustainability performance**. As the rating process was implemented for the first time in 2021, prior-year results are not available.

Group companies operating on the capital market is also very closely linked to the sustainable safeguarding of the respective economic success of the company, not least because of the increasing capital intensity of ecological effects and the link between sustainability standards and forms of financing.

Objectives

➤ ÖBB is to obtain independent assessments of sustainability performance (ESG ratings) for its Group companies



SUSTAINABLE INVESTMENT in ÖBB’s infrastructure

appearing on the capital market.

- The Group companies operating on the capital market and with an ESG rating will gear the majority of their financing logic to the topic of “sustainability” by 2025 and secure the resulting financing via sustainable forms of financing (sustainable / behaviour-linked and for green / social financial instruments).

Impact directions

- Regular ESG ratings for the companies operating on the capital market require an annual revolving rating check by at least one rating agency in coordination between Group Finance, additional departments of ÖBB-Holding involved and the respective companies.

Sustainable finance

78/100

points were achieved by **ÖBB-Personenverkehr AG** in the **ESG Rating 2021**.
ESG rating: **very good**.

77/100

points were achieved by **Rail Cargo Austria AG** in the **ESG Rating 2021**.
ESG rating: **very good**.

77/100

points were achieved by **Österreichische Postbus AG** in the **ESG Rating 2021**.
ESG rating: **very good**.





projects (rendering Silschlucht Brenner Base Tunnel)

- In the case of sustainable forms of financing managed by Group Finance for Group companies that appear on the capital market and have a sustainability rating, the parameters specifically required for any financing (e.g. information on sustainability or ESG performance, on special alignments and targets of the companies concerned) are provided by the respective Group companies. It is essential to observe and comply with strategies, policies and standards that apply throughout the Group.
- The implementation of sustainable forms of financing requires that all eligible financing partners (counterparties in the broader sense) be defined in future in line with the sustainable orientation of the companies' respective business models.

Highlights 2021

ESG-Ratings 2021. The Group companies operating on the capital market were given ESG ratings for the first time in the reporting year. The sustainability performance of the companies Personenverkehr, Produktion, Technische Services, Postbus, and Rail Cargo Austria was analysed by the German sustainability rating agency imug | rating and evaluated according to independent criteria. All companies were rated as "very good" in each case. Sustainability, according to the clear tenor of the rating agency, is consistently pursued within the Group. ÖBB's sustainability strategy is found in the three pillars of ecology, economy and social affairs and is structured along 17 building blocks. The topic of "sustainable finance" is an important and comprehensive component in this regard. This is because the sustainable investment market plays a key role in the fight against global warming and is one of the fastest growing sectors in global finance.

ESG linked private placement for ÖBB Produktion GmbH. With the fourth quarter of 2021, ÖBB was able for the first time to implement a form of sustainable financing in the Group based on the current ESG rating for the Group company ÖBB Produktion GmbH. Financing is designed for the long term, with a term of 15 years, and also includes clear targets regarding potential for improvement in ESG performance.

Outlook for 2022

- Continuation of the annual revolving rating process for obtaining ESG ratings for the companies Passenger Transport, Production, Technical Services, Postbus and Rail Cargo Austria in coordination with the respective Group companies and in compliance with the specifications of the Group-wide orientations, ambitions / goals of the 17 building blocks of ÖBB's sustainability strategy
- Partial application of sustainable forms of financing (sustainable / behaviour-linked as well as for green / social financial instruments) for Group companies with an ESG rating
- Definition of a basic strategy for sustainable financing concerning future financing partners in order to develop standards for long-term cooperation with the respective partners on the various financing issues <

82/100

points were achieved by **ÖBB-Technische Services GmbH** in the **ESG Rating 2021**.
ESG rating: **very good**.

80/100

points were achieved by **ÖBB Produktion GmbH** in the **ESG Rating 2021**.
ESG rating: **very good**.

Measures. Sustainable finance

ESG Ratings 2021

> Details page 100 ff.

Taxonomy

Disclosure according to Art. 8 EU Taxonomy Regulation

A great deal of money needs to be invested in the change toward sustainability. The OECD estimates that around 6.35 trillion euros* would be needed annually worldwide to achieve the Paris climate targets. The states cannot finance this on their own; additional private investment is needed. These findings have given rise to the EU Action Plan with ten measures to mobilise private capital for sustainable activities. Among these measures is the introduction of a classification system for sustainable activities – the so-called EU Taxonomy Regulation. The EU taxonomy is used to define which economic activities are considered environmentally sustainable. This is to avoid greenwashing. The EU taxonomy is therefore a transparency instrument for investors and companies. In this way, investors will in future be able to assume a uniform basis when investing in projects and economic activities that have a significant positive impact on the climate and the environment. In July 2020, the EU Taxonomy Regulation (2020/852) was published, according to which economic activities are environmentally sustainable if they make a significant contribution to achieving at least one environmental objective and do not significantly compromise any other environmental objective. The EU Taxonomy contains a total of six environmental objectives (Art. 9 EU Taxonomy) – climate change mitigation, adaptation to climate change, sustainable use and protection of water and marine resources, transition to a circular economy, pollution prevention and control, protection and restoration of biodiversity and ecosystems. In the first reporting year 2021, the regulation will be applied throughout Europe in a simplified implementation (facilitation provision). The companies concerned therefore currently only need to carry out the evaluation of the taxonomy eligibility (Art. 8 EU Taxonomy) of their economic activities on the basis of the first two environmental objectives (climate protection and adaptation to climate change). In the 2021 reporting year, public interest entities with more than 500 employees are required to implement the EU taxonomy. ÖBB is a sustainable, climate and environmentally friendly group of companies. For this reason, ÖBB wants to take advantage of the opportunities offered by the EU taxonomy and thus be in a position to implement sustainable forms of financing in the future. Although in the ÖBB-Group only ÖBB-Infrastruktur AG is currently a public interest entity and consequently obliged to comply with the first provisions arising from the EU taxonomy for the financial year 2021, a voluntary initial assessment from the Group perspective (parent company ÖBB-Holding AG and all fully consolidated subsidiaries) is made in this sustainability report. Please note: ÖBB-Infrastruktur AG reports on its obligations under the EU taxonomy in a non-financial statement that is part of the group management report of its consolidated financial statements.

Procedure for identifying taxonomy-compliant economic activities in the ÖBB-Group

After the publication of the EU taxonomy, a project team was formed to deal with the EU taxonomy and its implications. The classification of taxonomy eligibility or the examination of the conformity of its own economic activities with the EU taxonomy has not yet been finally completed for the ÖBB-Group. Due to the first-time publication and the currently still developing legal situation, there may still be changes in the future with regard to classifications / valuations and disclosures.

To determine the three financial ratios, a list of the “taxonomy-eligible” economic activities of the ÖBB-Group was drawn up. The 360-degree screening process is divided into the following steps:

- 1st Screening of NACE codes classified by “applicable”, “maybe”, and “not applicable”.
- 2nd Compare the NACE codes with those of the respective economic activities in the “Taxonomy Compass”.
- 3rd Conducting an “impact analysis” based on the processes of the ÖBB-Group.
- 4th Unclear or ambiguous economic activities were examined in more detail in coordination meetings with experts.
- 5th Based on this list of relevant economic activities, the existing reporting system was supplemented with an input mask containing individual measures that can be assigned to the framework in order to enable appropriate data collection.

The list of taxonomy-eligible assets includes activities that are material due to the business activity and / or activities that are defined as material due to ÖBB-Holding’s sustainability strategy. The following voluntary initial disclosures on taxonomy-eligible economic activities are based on the accounting policies applicable to the Group’s financial reporting under applicable financial reporting frameworks (IFRSs) in order to ensure comparability of this reporting with the financial information.

Taxonomy-compliant economic activities in the ÖBB-Group

From today’s perspective, the following taxonomy-eligible economic activities are relevant:

Production of CO₂-low-carbon transport technologies

(3.3.) The Technical Services business unit provides rail vehicle maintenance services in Central and Eastern Europe. It organises the complete maintenance and further development of rail vehicles – with the most modern technologies for maximum safety. It ensures economical maintenance at home and abroad in conjunction with an extensive spare parts pool. The Group’s areas of activity include: modular maintenance (light or heavy maintenance of rail vehicles in sub-steps / maintenance modules), services along the most important rail corridors, materials management, and mobile maintenance. Auxiliary train crews from the TS Group clear the relevant sections of track in the event of technical breakdowns or accidents in rail traffic. This is essentially a service provided for third parties outside the Group.

The analysis of taxonomy capability requires all rail vehicles – both conventionally powered diesel locomotives and traction

* Source: <https://www.klimaaktiv.at/bauen-sanieren/gebaeuedeklaration/eu-taxonomie-immobilien-klimaaktiv-gebaeudebewertung.html>

units and means of transport with electric propulsion – to be included in the economic activity. Criteria such as “low carbon”, which are not clearly defined, are only considered to determine compliance with the technical evaluation criteria and are therefore not yet relevant for assessing taxonomy eligibility.

Passenger transport by long-distance rail (6.1.) and local and short-distance transport or passenger road transport (6.3) With its activities as Austria’s leading mobility service provider in local and long-distance rail transport and on the bus market (Postbus), the ÖBB-Personenverkehr division falls within these two economic activities. It is responsible for the conception and implementation of the offer, the coordination of the service provision process, the marketing as well as the distribution and also the financing of the passenger transport services. All buses and all rail vehicles – both conventionally powered diesel locomotives and traction units and those with electric propulsion – are included in this economic activity to assess taxonomy capability.

Freight transport by rail (6.2) As one of the leading rail logistics companies in Europe, the ÖBB-Holding Group with its freight transport division (Rail Cargo Group) falls within this economic activity. In addition to Austria and Hungary, RCG is present in 18 European countries and operates its own traction in twelve of them. Rail Cargo Austria AG is a specialist for rail transports with additional forwarding services and, as such, offers an environmentally compatible transport and logistics system and thus makes a central contribution to climate protection and transit relief. The group offers easy access to multimodal end-to-end logistics solutions across industries, in addition to high-quality rail transportation. Purchased traction, whether electric or diesel, is included as taxonomy-eligible.

Rail transport infrastructure (6.14) The ÖBB-Infrastruktur sub-group operates 1,038 railway stations and stops in Austria as well as the railway infrastructure, which are used by companies of the ÖBB-Personenverkehr and Rail Cargo Austria sub-groups as well as by non-Group railway undertakings (RUs). ÖBB-Infrastruktur builds and operates rail networks, stations or other facilities reliably and in line with demand.

ÖBB-Produktion Gesellschaft mbH is a joint subsidiary of ÖBB-Personenverkehr AG and Rail Cargo Austria AG and offers services in the areas of traction. ÖBB-Produktion is equipped with one of the most modern locomotive fleets in Europe in terms of traction for train and shunting services. It provides the logistics required for this and ensures and checks operational safety and the rolling stock used. These are mainly traction services provided by the ÖBB-Group for third parties outside the Group.

The reported key figures on taxonomy-eligible sales, capital expenditure (CapEx) and operating expenses (OpEx) have been calculated in accordance with the requirements of Article 8 of the EU taxonomy.

Sales associated with tax-deductible business activities (KPI sales) Based on the requirements of the EU taxonomy, the sales indicator shows sales from taxonomy-eligible economic activities in relation to the Group’s sales in accordance with IFRS. The KPI revenue for financial year 2021 is as follows:

KPI Sales revenue

in percent	2021
Sales from taxonomy-eligible economic activity	94.0
Sales from non-taxonomic economic activity	6.0

Capital expenditures for assets associated with taxonomy-eligible economic activities (KPI CapEx) For the calculation of the CapEx key figure, the total additions according to the statement of changes in non-current assets in the consolidated financial statements as of December 31, 2021, excluding cost contributions received from property, plant and equipment and intangible assets including additions of rights of use in accordance with IFRS 16 and capitalised interest on borrowings (IAS 23) amounting to approximately 109.4 million euros are taken into account. The figures are given before depreciation, amortisation, impairment losses or other changes in value.

KPI CapEx

in percent	2021
Investments for taxonomy-eligible economic activities	95.1
Investments for non-taxonomic economic activities	4.9

Non-capitalised direct operating expenses according to EU taxonomy associated with taxonomy-eligible economic activities (KPI OpEx) Operating expenses as defined by the EU taxonomy are, in addition to non-capitalisable expenses for research and development activities, expenses for short-term leases, all maintenance and repair expenses, and other directly attributable costs relevant to the ongoing maintenance and preservation of the functionality of intangible and tangible assets. Operating expenses are determined on the basis of the respective expense items in accordance with the IFRS Consolidated Income Statement 2021. The numerator contains that part of the stated operating expenses that is attributable to tax-allowable sales. The KPI OpEx is as follows.

KPI OpEx

in percent	2021
Operating expenses for taxonomy-eligible economic activities	83.9
Operating expenses for non-taxable economic activities	16.1

Attractive mobility for all

AFFORDABLE AND ACCESSIBLE MOBILITY. Mobility is a basic need. Traveling from one place to another should be made uncomplicated, affordable and easily accessible.

Management approach

ÖBB is Austria's largest mobility provider and therefore has the responsibility to make its services as attractive as possible for all customers in passenger and freight transport. Financial affordability is just as decisive for this as accessibility to ÖBB's services.

As a sustainable alternative to private motorised transport, ÖBB aims to be a permanently competitive transport company for Austria and Europe. As a holistic total mobility service provider, they no longer want to limit their role to getting travelers from A to B by train or bus. The overriding goal is to provide nationwide, needs-based mobility to as many people as possible in Austria and the affected regions of the foreign subsidiaries. And all this at a fair price-performance ratio and with accessibility for all.

ÖBB's mobility services are geared to the needs of its customers and are continuously developed, expanded and adapted. Beyond its core business, ÖBB creates and arranges offers from the first to the last mile at starting points and destinations that

provide easy and affordable access to mobility. Accessibility includes accessibility of information, services, ticketing and travel, as well as access that is as self-explanatory as possible at every point in the travel chain.

Objectives

- ▀ Further improve, simplify and expand mobility services in both passenger and freight transport
 - Successively expand and improve barrier-free mobility services and make them available to over 90 percent of travelers by 2027
- ▀ Increase ridership (bus and rail) to 500 million by 2030
- ▀ Maintain punctuality at a consistently good level (2030: 89% in long-distance traffic)
- ▀ Drive internationalisation and double passenger numbers in international traffic by 2050
- ▀ Further expand integrated mobility offerings in Austria's municipalities and tourism regions and tap into new business areas through innovation and digitisation



CLIMATE TICKET. A ticket for all (participating) public

The year 2021 brought a significant increase in passenger numbers in both local and long-distance rail transport compared to 2020. Even if the "pre-corona values" have not yet been reached again, a clear upward trend in passenger numbers is also discernible in the Postbuses. By making FFP2 masks compulsory in all ÖBB stations, trains and buses, and by equipping long-distance trains with disinfectant dispensers and ensuring that they are well ventilated, ÖBB is able to offer its customers safe travel even in times of crisis.

Last year, around 1,414.4 million euros were invested in modernising the vehicle fleet to increase vehicle comfort and make passenger services more attractive. The Postbus vehicle fleet also received a comprehensive upgrade with 115 new and modern buses in operation

Affordable and accessible mobility offer

322.9

million passengers used ÖBB transport services (rail and bus) in 2021.
2020: 286.5

398

stations as fully modernised, barrier-free stations in 2021.
2020: 374

135.3

million passengers traveled with ÖBB Postbus in 2021.
2020: 123.7 Million





transport providers in Austria for 1,095 euros – the equivalent of 3 euros per day

in Upper Austria since December 2021. In addition, the expansion and maintenance of the rail infrastructure continues to be pushed. This also includes the redesign of train stations and bus stops to ensure barrier-free access to trains and buses for everyone. In 2021, there were already 398 stations with barrier-free access throughout the ÖBB network. A Group-wide platform manages the coordinated implementation of all accessibility measures on the basis of applicable legal requirements. They are continuously improved and expanded in order to increase the usability of the digital and analog ÖBB systems and thus the number of users (such as the ticket store). In 2021, this included redesigning the homescreen interface in the web

Last mile

ÖBB Rail&Drive is currently represented at **38 locations in 33 cities** throughout Austria. Customers choose from a total of **over 370 vehicles**. Some of these locations are also equipped with **electric charging stations and e-vehicles**.

Austria with a single ticket. In addition to the expansion of international direct connections offered during the day, four new ÖBB Nightjet connections were created, including the Vienna – Amsterdam and Vienna – Paris connections.

ÖBB as a total mobility service provider. ÖBB wants to position itself as a total mobility service provider in Austria with many different measures. ÖBB 360 designs and operates integrated mobility

ticket store.

With the launch of the climate ticket in autumn 2021, it will be possible for the first time to use all means of public transport throughout

Innovations in the transport of goods

The Rail Cargo Group (RCG) uses **Smart-LINK** to provide the link into the digital RCG and thus to its entire range of services. SmartLINK not only allows easy access to the railway system, but also a clear overview of all available modules required for transporting freight by rail.

In the digital **TransNET**, all network TransFER connections to and from all ports, economic and industrial centers have been available at a glance since 2021. Currently, TransNET has around 60 TransFER connections and numerous combination options for all kinds of goods.

services with existing ÖBB services such as the Postbus Shuttle or Rail&Drive, as well as integrating external services such as bikes, e-scooters or cargo bikes, and is continuously expanding them

In Villach, another e-location of the car sharing offer ÖBB Rail&Drive was opened in Austria in 2021. It thus supplements the already existing Rail&Drive location Villach main station with three additional e-vehicles. ÖBB takes care of both the provision and maintenance of the vehicles. In addition, more bike & ride facilities at transport stations should allow easier access to the train.

Outlook for 2022

The "ÖBB Live Tool" will make it even easier for travelers to find the right seat in the future. On the one hand, it shows the train configuration (possible for all local and long-distance passenger trains) and its location on the platform (where which wagon is positioned), and on the other provides a forecast for the capacity utilisation of the individual wagons in the Railjet. The expansion of further night train connections will drive forward internationalisation in passenger traffic. To this end, a total of 33 new-generation Nightjets will be in service in Austria, Germany, Italy, Switzerland and the Netherlands by 2025,

163.2

million passengers were traveling on **ÖBB's local trains** in 2021.
2020: 142.2

187.7

million passengers traveled on **ÖBB's trains** in 2021.
2020: 228.4

1,414.4

million euros invested by the **ÖBB-Personenverkehr** subgroup in 2021.
2020: 397.7

replacing a large proportion of existing trains. In the cargo area, work is continuing on efficient end-to-end logistics solutions through the targeted use of digitalisation and innovation. Among other things, this involves measures to optimise active customer management, wagon deployment and rolling stock.

The modernisation of stations and stops will continue in 2022. One focus is on the construction of additional park & ride facilities in the vicinity of rail stations and important transport hubs with other modes of transport. <



ÖBB 360 operates integrated mobility services, for example with bikes, e-scooters or cargo bikes

Key figures at a glance

	2020	2021
ÖBB-Personenverkehr AG		
Passengers (million per year)	286.5	322.9
Train passengers (million per year)	162.8	187.7
<i>thereof in local transport (million per year)</i>	142.2	163.2
<i>thereof long-distance (million per year)</i>	20.6	24.4
Capital expenditures (€ million)	397.7	1,414.4
Punctuality of trains		
Punctuality ÖBB local traffic (%)	97.5	97.1
Punctuality ÖBB long-distance traffic (%)	89.7	87.8
ÖBB Postbus AG		
Bus passengers (million per year)	123.7	135.3
Kilometers driven (million km per year)	140.0	141.6
Kilometers driven (per day)	384,000	388,037
Bus stops	20,972	20,080
Lines (number)	720	639
Buses (number)	2,419	2,433
<i>thereof barrier-free (%)</i>	99	99
Sales (€ million)	400	410
Market share in regional scheduled services (approx. %)	42	42
Communities served (pcs.)	1,798	1,769
Share of communities served (%)	86	85
Micro public transport Postbus Shuttle		
Projects (pcs.)	-	5
Communities served (pcs.)	-	31
Average micro-public transport occupancy rate	-	1
ÖBB-Infrastruktur AG		
Number of bike & ride parking spaces (units)	45,300	48,881
New construction / maintenance of bike & ride parking spaces per year (units)	1,506	2,622
Stations with modern, barrier-free stations (units)	374	398

Measures. Affordable and accessible mobility offer

Climate ticket

Postbus micro public transport – on-demand-transportation

ÖBB 360

> Details page 100 ff.



NIGHTJET. ÖBB is Europe's largest provider of night trains with 20 Nightjet lines of its own. Nine additional night train lines are operated in cooperation with partner railways under the EuroNight brand name

Healthy and safe is our quality promise

HEALTH / SAFETY / SECURITY. Safety is the basis of all activities in the ÖBB-Group. It is a daily promise to all customers and employees and consequently part of the "ÖBB identity". **GRI 416-1**

ÖBB sees itself as a local, regional, national and international mobility and logistics service provider. The obligation to jointly meet safety and quality targets and thus strengthen the rail system and public transport in Austria unites all parts of ÖBB. Safety is the business basis for daily operations. Safety therefore forms the foundation of all activities in the ÖBB-Group. It is a daily promise of performance and quality to all customers, to all employees and their families, and also to our service providers and third parties. Safety is consequently part of the "ÖBB identity".

ÖBB's four safety areas – the management approaches

In terms of focused safety management, safety at ÖBB is made up of four defined "safety areas".

Operational safety. Operational safety is intended to ensure safe railway operations. Plant safety and operational safety are essential components here.

Occupational safety. Occupational safety refers to the efforts to ensure that no ÖBB employees are exposed to dangers or hazards in

the course of their work.

Public safety: Public safety includes protection against criminal activities that holistically affect customers, employees, the company, or corporate operations.

This is also associated with protection against criminal activities affecting objects, facilities and assets, as well as transported goods. In addition, it includes the subjective feeling of safety of employees and customers.

Information security. The aim of information security is to protect information and the information and communication technologies required for its processing in an appropriate manner in the interest of the ÖBB-Group, its employees, business partners and customers. **GRI 102-16, 418-1**

The four safety areas are supplemented by the cross-cutting issue of safety culture. The corporate value "Living Safety" with its three standards of conduct and nine key elements represents a central building block in this context. The corporate value targets the human factor and supports the further



SAFETY IN THE WORKPLACE. Safety is the foundation

Living for safety

The corporate value "Living Safety" gives safety a corresponding priority in the ÖBB-Group. "Living safety" is specified in **three standards of conduct** (as well as nine key elements) that support employees in putting safety into practice every day and consequently "living safety".

development of a positive safety culture. A positive safety culture is understood at ÖBB as part of a broader corporate culture. It is based on values and standards of conduct,

is shaped by awareness, attitudes and beliefs, and becomes evident as a result of actions and decisions taken.

Ambitious safety targets

The overriding goal of the ÖBB-Group is to sustainably rank among the top 5 safest railways in Europe. Ambitious strategic safety targets have been defined for the Group to ensure that

Health / safety / security

122

points reached by the **public safety index "ÖSX"** 2021 in the Group. The ÖSX contains key top indicators such as assaults on employees. **2020: 82**

65

points was achieved by the Group's **operational safety index "BSX"** 2021, showing that safety performance in operational safety can be maintained at a high level. **2020: 50**

17.4

occupational accidents ASVG per 1,000 employees were recorded in 2021. **2020: 17.2**



of all activities in the ÖBB-Group and a daily promise of performance and quality

this is achieved. In the next few years, for example, the main safety indicators (e.g. train accidents, shunting accidents, accidents at work) are to be improved even further. With the sharpening of the safety strategy, the strengthening of cross-Group cooperation and the ambition to further develop the safety culture in a positive way, the course was set for achieving the medium-term safety targets. **GRI 403-1, 2**

Goals in the area of safety

Occupational safety: ÖBB aims to significantly reduce occupational accidents over the next few years. By 2024, the Group aims to achieve a maximum ASVG occupational accident rate of 12.4 (per 1,000 employees).

Operational safety: Operational safety targets a reduction of 33 percent in the key performance indicators by 2024. Thus, in the area of train travel, the number of incidents per year should be reduced (train collisions: max. 2, train derailments: max. 6, signal overruns: max. 34). Safety performance in the

area of shunting is also to be improved (shunting collisions: max. 45, shunting derailments: max. 47).

Public safety: In the area of public safety, the strategic safety goals were defined as follows: Improvement of 2 percent annually through 2024 and a reduction in incidents in each of the key safety metrics by 10 percent through 2024, based on 2018 annual levels. An even more ambitious target of more than a 25 percent reduction is being sought for "assaults on employees with injury."

Information security: Information security has set itself the goal of raising the level of maturity in information security to such an extent that ÖBB will continue to be in the good European midfield in the future. For this purpose, the "PROTECT" project was launched.

Conclusion and highlights 2021

Operational safety. The safety performance in operational safety in 2021 followed the positive development from

Safety in hazardous areas GRI 403-5

The courses "SIG 1 Safety in the Track Area" and "SIG 2 Behaviour in the Danger Area of Tracks / Traction Power Installations" serve as **basic training** for both employees and external persons / contractors to obtain permission to **enter non-public railway** installations. The objective is to provide a basic operational and electro-technical understanding to persons who work in or near the hazardous area of the tracks in order to perform non-operational activities. The purpose of this is to ensure, through the correct behaviour, that safety is guaranteed when being present in and carrying out work operations in the danger zone of tracks and when carrying out work operations in the area of traction current installations. For all other areas, the basis for a safety briefing has been established in 2019.

the previous year. The positive trend continued, particularly in the key areas of train collisions and personal injuries resulting from operational incidents. Train derailments increased compared with the previous year. However, with eight train derailments in 2021 (2020: 4), these are below the authoritative five-year average. Compared with the previous year, the operational safety index (BSX) deteriorated by 15 points (2020: 50.3 points). At 65.3 points, the BSX in 2021 is at a good level and well below the annual target value of 91.6 points (meaning: better than the target value).

Digitisation and the use of new technologies create new opportunities to positively influence safety performance in operational safety. For example, investments were made in the development of the "warning app", which has now been rolled out across the board. The digitally supported safety net should prevent signal overruns and thus train collisions. While the multi-year average for train collisions is three incidents, only one incident was recorded in 2021.

Occupational safety. Two fatal occupational accidents occurred. One ÖBB employee and one employee of an external company lost their lives. The ASVG* occupational accident rate could be maintained at the previous year's level of 17.4 in 2021 (2020: 17.2). Among employees working in Austria, >

1,130 work-related injuries were documented. This results in a rate of recorded work-related injuries of 18.6 (2020: 19.3). **GRI 403-9**

60 work-related injuries were registered among employees working abroad. In 2021, the fields of action identified in previous years were supplemented in the area of occupational safety to include injury patterns and injury areas. These were made transparent in the Group-wide safety committees and are now used to align the strategic safety program and to set targeted measures to reduce occupational accidents in the ÖBB-Group.

A Group-wide safety campaign drew even more attention to the fact that personal protective equipment is ideally suited to the respective requirements and is also worn in compliance with the rules. Every year, ÖBB invests around six million euros in personal protective equipment for its employees – for example, safety helmets, safety shoes and protective gloves for shunting employees or reflective surfaces on the jackets of ÖBB operations managers. **GRI 403-2**

Operational safety

	2020	2021
ÖBB rail network in Austria ¹		
Train collisions	2	1
Train derailments	4	8
Personal injury on the train / operational sequence	19	20
Shunting derailments (INFRA, PR, TS)	62	64
Shunting collisions (INFRA, PR, TS)	56	95
Collisions on railway crossings	66	60
Abroad ²		
Train collisions abroad	1	1
Train derailments abroad	2	4

¹ Incidents caused by ÖBB companies

² Incidents caused by Rail Cargo Group outside Austria



SAFETY CAMPAIGN is intended to further raise awareness of a key issue

As in the previous year, the impact of the COVID-19 pandemic was also a major issue in the area of worker protection in 2021.

For many years, ÖBB's partner WELLCON has been providing occupational health and mental health care, which is available to all employees. Their occupational physicians work closely with the Group's own safety experts and together

Personal protective equipment

Every year, **ÖBB invests around six million euros** in the personal protective equipment of its employees – for example, for **safety helmets, safety shoes and protective gloves**.

check compliance with health and safety regulations as part of regular inspections. Counselling topics include both psychological and physical stresses

and strains. In cooperation with the Insurance Institution for Public Employees, Railways and Mining (BVAEB), WELLCON offers an occupational health examination (BOGU). Starting in 2022, the BVAEB is planning GuB (Gesund und Beruf – Health and Career) as a successor to BOGU. Read more in the Health section. **GRI 403-3**

Public safety. The focus of public safety is on protecting our employees and customers. In 2021, the number of assaults and threats against employees increased compared to the previous year. There was a decline in the number of such attacks on customers. In particular, the control of mandatory masks in public transportation has brought additional potential for conflict. Numerous countermeasures have

* Occupational accidents of ÖBB employees in Austria resulting in more than 3 days of absence (according to ASVG), commuting accidents are not taken into account.

been taken, such as joint priority actions with the police and new interactive training content for train conductors. No less challenging is the fight against property damage offences, especially graffiti on railway vehicles. In 2021, intensive measures such as increased patrols, video surveillance and improved reporting readiness in close cooperation with the police resulted in the arrest of several groups of offenders and the detection of numerous crimes.

Particularly noteworthy is the arrest of four suspects following graffiti offences in Lower Austria. ÖBB's own "character database" has assisted in proving that this group of perpetrators has committed a total of 150 crimes with total damage amounting to EUR 350,000. The general security database, as the basis for implementing countermeasures, will be placed on a new footing in 2022 in order to be able to respond even more quickly and efficiently.

Information security. To achieve the overarching goal in the area of information security, Group Information Security works on the protection goals of confidentiality (protection against access by unauthorised persons), integrity (protection against unauthorised modification), and availability (access when needed and protection against loss).

The core tasks here are to define strategies, guidelines and framework conditions so that a uniform approach to information security is established throughout the Group and system failures, which can trigger additional expenses and revenue losses in the operating units, are prevented.

Outlook for 2022

In the area of operational safety, the warning app will be further developed in order to further reduce signal overruns. At the same time, even more intensive work is to be done to reduce incidents in the shunting area and in the precursor events that promote train accidents. In addition to a consistent expansion of technology and an effective further

development of processes and procedures, the focus is on the further development of the safety awareness of the employees in the ÖBB-Group. In this context, the results of the safety culture survey conducted among employees in 2021 must be processed and the safety culture further developed by means of a targeted package of measures. However, great importance is also attached to a

Occupational safety

ÖBB employees and leasing employees on behalf of ÖBB	2020	2021
Occupational accidents ASVG absolute ¹ (number)	686	694
Occupational accident rate ASVG ² (per 1,000 employees)	17.2	17.4
LTIR occupational accidents ³ (number)	831	835
Rate of LTIR occupational accidents ³ (per 1 million hours worked)	14.1	13.8
Number of hours worked ^{3,4} (per 1,000 employees)	59,000	60,663
<i>thereof ÖBB employees</i>	58,093	59,761
<i>thereof leasing employees</i>	907	901
Fatal occupational accidents ^{3,4} (number)	1	1
<i>thereof ÖBB employees</i>	1	1
<i>thereof leasing employees</i>	0	0
Rate of fatalities due to work-related injuries ⁴ (per 1 million hours worked)	0.017	0.016
<i>thereof ÖBB employees</i>	0.017	0.016
<i>thereof leasing employees</i>	0	0
Serious work-related injuries ^{3,4} (number)	24	18
<i>thereof ÖBB employees</i>	24	17
<i>thereof leasing employees</i>	0	1
Rate of work-related injuries with serious consequences ^{3,4} (per 1 million hours worked)	0.41	0.30
<i>thereof ÖBB employees</i>	0.41	0.28
<i>thereof leasing employees</i>	0	1.11
Recorded work-related injuries ^{3,4} (number)	1,136	1,130
<i>thereof ÖBB employees</i>	1,101	1,069
<i>thereof leasing employees</i>	35	61
Rate of recorded work-related injuries ^{3,4} (per 1 million hours worked)	19.3	18.6
<i>thereof ÖBB employees</i>	19.0	17.9
<i>thereof leasing employees</i>	38.6	67.7

¹ Occupational accidents of ÖBB employees in Austria resulting in more than 3 days of absence (according to ASVG), commuting accidents are not taken into account.

² ASVG occupational accident rate: Occupational accidents per thousand ÖBB employees in Austria.

³ Lost Time Injury Rate (LTIR) occupational accidents with lost days

⁴ Complies with GRI Standard 403-9, serious occupational accidents >180 lost days

significant reduction in occupational accidents based on the fields of action developed and the areas of injury analysed. This includes packages of measures to improve the situation around assaults on employees. In line with the new "Target Operating Model" agreed throughout the Group, additional employees are to be recruited internally and internal resources supported by external expertise. **GRI 403-4, 403-2**

Health and worker protection

The employees are ÖBB's most important resource. For this reason, an agreement on workplace health promotion measures was reached with the Works Council in 2007.

Their goal is to maintain and promote the ability to work and the health of all ÖBB employees. To this end, working conditions are to be continuously improved, personal resources optimised and stress reduced.

The implementation is performed by the company health management (BGM). The content is based on the quality criteria of the "Network for Workplace Health Promotion". The focus is on health promotion and prevention, health as a management task, and reintegration into the workplace. **GRI 403-1**

Goals in the area of health

- ÖBB wants to strengthen the well-being and work ability of all employees.
- Another task of health management is the technical and organisational supervision of issues arising from the interface function with Wellcon / occupational medicine. This includes the organisation of vaccinations as well as reporting, accounting and clearing of annual prevention periods and the organisation and coordination of ÖBB32 examinations. **GRI 403-3**

Conclusion and highlights 2021

Despite corona-related restrictions in occupational health management, a comprehensive range of services was again provided for employees in 2021. In addition to a large number of workshops and webinars on various key topics with titles such as "Working every day doesn't work either," "Fear starts in the head – so does courage," or "Home office – opportunity or burden?", five risk checks were also conducted for the first time in cooperation with the BVAEB at six offices. Another focus was the topic of "Women's and Men's Health" in cooperation with Krebshilfe Österreich.

For the first time, the employee survey included the new "work ability



VACCINATION CAMPAIGN. In Austria, a total of 12,685

index", which was co-developed by the health management team. Factors that

Safety in the Group

At the level of the ÖBB-Group, **employee protection** is coordinated in the Expert Committee on Occupational Safety and in the Safety Platform. **Occupational safety** and the involvement of employees are organised at the subgroup companies on the basis of the relevant statutory regulations. **GRI 403-4**

have a positive or negative effect on the ability to work are surveyed in this regard.

In order for managers to exercise their care regarding the work ability and health of their employees, intensive

and high-quality dialogues are essential. In 2021, IT-based presence management was rolled out in large parts of the ÖBB-Group to support this. Supporting e-learning and training was provided. The different conversation forms of presence management were documented in over 17,000 dialogues.

In the event of longer absences due to illness, employees are given targeted support and assistance in order to regain their ability to work. This offer of company reintegration was appreciated and accepted by 832 employees in 2021. In June and July 2021, Health Manage-

Public safety¹

	2020	2021
Assaults / assaults against train attendants / service and control team employees as well as Mungos employees	258	347
<i>without injury</i>	190	264
<i>with injury</i>	68	83
Thefts from customers / travelers	944	1,343
Damage to property ÖBB	2,458	2,852

¹ Incidents / accidents in Austria.

Please note: Property damage instead of non-ferrous metal thefts, as these are already at a negligible level.



COVID vaccinations were administered at 15 sites

Outlook for 2022

From June 2022, health management will be organised in a new structure with centralised control and regional roll-out, ensuring stronger links and networking in the regions. The focus in terms of content includes among other factors the development of measures from the Work Capability Index. Another Group-wide focus is the musculoskeletal system. Here, on the one hand, the different stresses of the occupational groups are addressed and, on the other hand, different offers and measures are set. < **GRI 403-1**

ment, together with Wellcon, organised a total of 12,685 vaccinations against the corona virus at 15 sites across Austria. Furthermore, nine permanent test roads were set up throughout Austria, in which a total of 142,539 tests were performed in 2021. A separate, internal ÖBB COVID-19 traffic light regulates the measures for the protection of colleagues; in addition, regular information is provided on COVID-relevant topics. **GRI 403-6**

Information security

	2020	2021
Number of spam e-mails (million) ¹	188.7	122.9
Number of virus attacks ¹	17,600	4,526
Risk exposure (var. 95 %) ²	€ 6.6 million	€ 8.2 million

¹ Incidents in Austria and international subsidiaries

² There is a probability of 95% that risk exposure will not be exceeded during a one-year observation period.

Health GRI 403-6

	2020	2021
Participants healthy leadership and addiction prevention	49	177
Number of employees who have made use of company reintegration (BWE)	835	832

Measures. Health / safety / security GRI 403-7

- Reduction of accidents on railway crossings
- Warning app for signal compliance support is being developed further
- Safety culture as the mainstay of safety performance in the ÖBB-Group
- Reduction of occupational accidents
- Investing in the protection of employees
- Use protective equipment consistently
- Corona crisis as a challenge

> Details page 102 ff.

Diversity makes the difference

DIVERSITY & EQUAL OPPORTUNITY. ÖBB is one of the largest employers in Austria. At ÖBB, diversity is a matter of course and equal opportunities are part of modern corporate management.

Management approach

The ÖBB-Group is not only active in a mobility market that is socially diverse, but also covers a wide range of professions with its more than 40,000 employees, from manual shunting to highly complex financial management. ÖBB is one of the largest employers in the country and thus also serves as a role model with regard to equal opportunities for all employees, the promotion of diversity and the compatibility of work and family. In addition, diversity and equal opportunities increase the attractiveness of companies for new skilled workers and promote their innovative strength.

Equal opportunity is a feature of modern corporate management and a prerequisite for sustainable business success. ÖBB assumes social responsibility and wants to be a role model for other companies. They therefore advocate for comprehensive equal opportunities – regardless of language, gender and gender identity, of age, sexual orientation, origin or religion. They treat everyone with respect and no discrimination of any kind

is tolerated. This is particularly true for people with disabilities, who are targeted not only as customers but also as future employees. Diversity management goes beyond equal opportunities and uses the diversity of employees to the benefit of all stakeholders, with the aim of making ÖBB more diverse and consequently more productive as well as more resilient.

Diversity measures & equal opportunities are implemented as part of diversity management in accordance with the objectives set out in the Diversity Charter 2026. The Equality Policy forms the basis for ensuring equal treatment and equal opportunities for employees. With the Charter of Inclusion, ÖBB is committed to designing a barrier-free and inclusion-oriented working environment.

Objectives

➤ ÖBB aims to increase the proportion of women in the entire Group (domestic and international) to 17 percent by 2026. The proportion of women in management positions is to be successively increased.



THE PROPORTION OF WOMEN in apprenticeship train-

- The aim is to increase the proportion of women in apprenticeships (domestic) to at least 20 percent.
- ÖBB wants to increase the share of women in continuing education programs (domestic) at ÖBB akademie to 25 percent.
- ÖBB wants at least 30 percent women on the Supervisory Boards of ÖBB Inland AGs and GmbHs.
- ÖBB creates an inclusive working environment for people with disabilities and aims to achieve a 4 percent share of employees with disabilities in Austria by 2026.

Highlights 2021

New in 2021 was the revision of the Diversity Charter goals. The Diversity Charter 2023 was defined in more concrete terms with specific goals for equal

Diversity & Equal opportunities GRI 405-1

58.1

percent is the share of women on the supervisory boards of the AGs of the ÖBB-Group in 2021. 2020: 58.1

24.4

percent of new employees (external) in the ÖBB-Group in 2021 are women. 2020: 20%

29.6

percent is the proportion of women on the supervisory boards* of the limited liability companies in the ÖBB-Group in 2021. 2020: 22.2%

* excl. employee representatives





ing is to be increased to at least 20 percent

treatment in the Group and extended to 2026. The goals until 2026 deal with increasing the proportion of women and the advancement of women (equality plan). Compared with 2020, the proportion of women in the ÖBB-Group as a whole increased to 14.2 percent (+0.7 % cf. py), but also the proportion of women in management positions to 15.4 percent (+1.6 % cf. py). This is also reflected in the proportion of women newly admitted to the company; the proportion of women in external admissions (Germany) increased to 24.4 percent in 2021 (+4.4% compared with the previous year). The proportion of female apprentices was down 0.3 percent on the previous year at 19.9 percent. **GRI 405-1**

Named Diversity Leader

The Financial Times and the independent market research company Statista identified ÖBB as a company that plays a significant leadership role in diversity and inclusion.

are to be made aware and reduced.

Another 2021 highlight was the signing in November by the Community of European Railway and Infrastructure Companies (CER) and the European Transport Workers' Federation (ETF) of the "Women in the Railway Sector" agreement, in the drafting thereof ÖBB played an active role.

ÖBB has launched a charter of inclusion for employees with disabilities since 2020 in order to further reduce the barriers for people with disabilities as an employer.

As an inclusive mobility service provider, ÖBB is in regular exchange with representatives of organisations for people with disabilities and politicians on the topic of "accessibility and barrier-free travel", discussing current projects, needs and approaches to solutions. In order to remain one of Europe's flagship railways, four regional stakeholder dialogues were held again in 2021. Under the motto "Accessibility benefits everyone", ÖBB set a special example at Salzburg station on the occasion of International Sign Language Day 2021. Together with representatives

of authorities and organisations such as the Association for the Blind and Visually Impaired, the Association for the Deaf, the City of Salzburg and travelers, barriers

Outlook & Summary 2022

2021, the goals set were analysed and refined in an equality plan. In the next few years, this will need to be implemented with appropriate measures. In the future, the "Women's Career Index" (FKi) will also support this. As part of the "HR 2025" program, the figures for FKi were collected in 2021. In 2022, the quantitative and qualitative analysis on the topic of "Women and careers including benchmarking" will follow at ÖBB. <

Measures. Diversity & equal opportunities

Relaunch RailMap*Compatibility Work & Private 2021
 Network meetings and events
 Diversity Charter 2026
 Inclusion Charter
 Women's Career Index
 Cross-Mentoring-Program
 Digital Leadership Program with Female Founders
 New gender guidelines
 Women's and men's health campaign
 Women in Rail
 Railway Industry Award 2021
 Promotion of intercultural dialogue
 Sexual orientation

> Details from page 103

14.2

percent is the share of women among ÖBB-Group employees in 2021. 2020: 13.5%

19.9

percent is the proportion of women among apprentices trained in the ÖBB-Group in 2021. 2020: 20.2%

15.4

percent is the percentage of women among managers in the entire ÖBB-Group (domestic and foreign) in 2021. 2020: 13.8%

Comprises of special responsibility

COMPLIANCE / TRANSPARENCY, DATA PROTECTION AND HUMAN RIGHTS. Ethical conduct is the basis for trust and a key building block for sustainable success.

Management approaches

ÖBB is one of the largest capital market-oriented companies in Austria and is publicly owned. This results in a special responsibility in the areas of compliance / transparency, data protection and human rights. The Group Compliance department has been installed centrally at ÖBB-Holding to ensure consistent and uniform handling of compliance topics and issues. Similarly, the topic of "data protection" is centrally located in the Group legal department at ÖBB-Holding.

Data privacy

A public company such as ÖBB attaches great importance to acting responsibly and preventively. The absolute confidentiality of information must be ensured, especially for business partners, employees and customers.

ÖBB employees and managers need effective and adequate support in complying with data protection in this respect. For this reason, the ÖBB-Group has set up a comprehensive data protection management

system (DSMS) based on a multi-level structure consisting of the data protection policy (policy document), the corporate directive on data protection, data protection documentation and a data protection manual.

Based on the international standards ISO 9001 and ISO/IEC 27001, the DSMS is also geared towards a continuous improvement process in accordance with the basic idea of the Plan-Do-Check-Act model (PDCA – Plan, Execute, Check, Act). In each ÖBB-Group company, a data protection officer is entrusted with monitoring compliance with legal and internal regulations and advises both management and employees on all data protection issues. Mandatory training sessions are held to familiarise employees with the basics and new developments in data protection. In addition, data protection audits are performed to subject the existing system to regular review.



PRIVACY. The assurance of absolute confidentiality of

Transparency

In the design and communication of its corporate governance, the ÖBB-Group is guided by international standards and best practice methods as well as the Public Corporate Governance Code of the Federal Government. A key tool is transparent, timely and detailed reporting on many of ÖBB's subject areas, as well as their assessment and certification by external bodies.

Compliance / transparency, data protection and human rights

KEY FIGURES

3,545

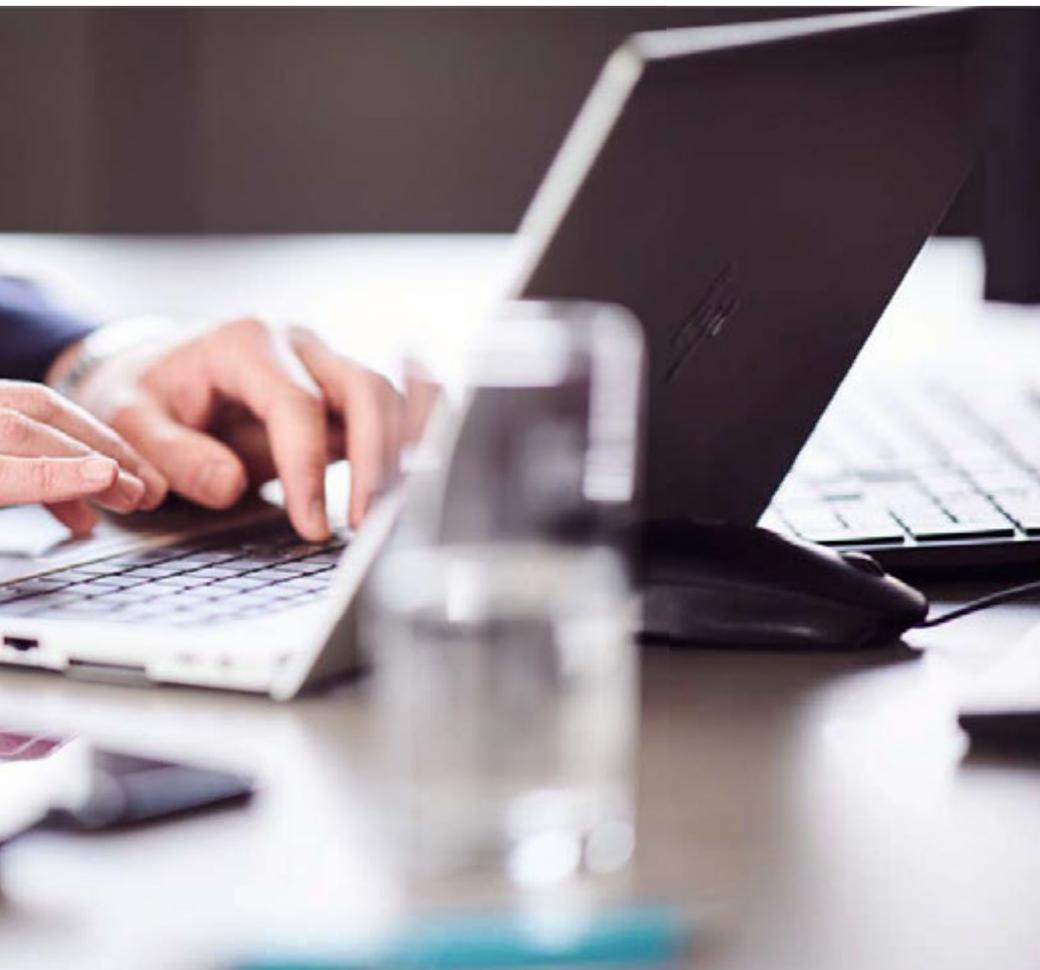
employees completed the "EU General Data Protection Regulation 2018" training and comparable e-learning courses in 2021. 2020: 438

3

notifications had to be made in 2021 by the ÖBB-Group on the basis of the **Data Breach Notification Duty**. 2020: 2nd GRI 418-1

> 90

percent in 2021 is the **completion rate for e-learning Compliance**, which is made available to all employees with IT access and is also established in the onboarding process, among other things. 2020: >90%



information is essential for business partners, employees and customers

Compliance Management System

Effective, efficient and transparent design of business processes is of great importance to the ÖBB-Group. To implement them, an organisation is needed that takes appropriate measures and thus makes a significant contribution to the sustainable success of the company. For this reason, a comprehensive compliance management system has been implemented in the ÖBB-Group that is based on internationally recognised standards.

Since all bodies and employees of the ÖBB-Group fall under the definition of public officials in the Criminal Code, which means that the

stricter provisions of the criminal law on corruption apply, conduct with integrity is indispensable. The Code of Conduct of the ÖBB-Group serves as the core of

Compliance

Compliance is mainly responsible for the prevention, early detection and resolution of issues related to economic crime and corruption. The Compliance Office of the ÖBB-Group is located in ÖBB-Holding AG and is headed by the Chief Compliance Officer, who is not subject to directives. In addition, compliance officers who are not subject to directives are anchored in the subgroup companies in terms of organisation and service.

ed topics, training courses tailored to the respective target group and corresponding risks are held on a regular basis. These training courses are supplemented by a comprehensive, Group-wide e-learning program. In addition, individual consultations are offered to management and all employees.

Compliance consistently follows up on every compliance-relevant tip. In

the compliance approach. This binding Code of Conduct describes the ethical principles and general principles on which the ÖBB-Group bases its business activities.

In order to achieve long-term and sustainable awareness of compliance-relat-

Human rights in the ÖBB-Group

ÖBB's human rights policy has four focal points.

The ÖBB-Group acts in accordance with legal requirements in Austria, in Europe and at all company locations outside Europe. The subgroup company Rail Cargo Group (RCG) employs around 9,400 people in 15 countries. The Management Boards of Rail Cargo Group and the respective Managing Directors signed the "Children's Rights, Human Rights and Forced Labour Policy" in 2019. Accordingly, the human rights policy introduced in 2019 is intended to ensure the human rights of all employees at all sites and to rule out labour practices that violate human rights. This includes four focal areas:

1st Employees are to have the right to agree without coercion to the **General Terms and Conditions of Employment** and they may voluntarily terminate their employment at any time with reasonable notice.

2nd **Child labour, human trafficking and forced labour** is in no way practiced, supported or tolerated in the activities of RCG.

3rd The **unwilling service** of an employee, the **exploitation of children** as well as their use for **dangerous work, corporal punishment or abuse is not tolerated.**

4th Employees in their positions are, **without exception, legally employed.** Ensuring compliance with local laws for employment, study, internship or apprenticeship.

A risk analysis for human rights violations was carried out in the Rail Cargo Group in 2020 to further develop the policy and translate it into measures. Where priorities were identified, measures were also defined. One of the measures, awareness raising and training on human rights within the company, was rolled out in 2021 and will be followed up in the coming years.

Details see list of measures

addition, audits and risk analyses are performed independently of events in order to monitor compliance with the Code of Conduct and to eliminate possible weaknesses in the long term. Furthermore, Compliance supports the legal departments of the ÖBB-Group in the area of competition law. The ÖBB-Group endeavors to evaluate the compliance management system on an ongoing basis and to further develop it in consideration of new legal requirements. In this context, the Chief Compliance Officer's participation in the "Transparency International – Austrian Chapter" working group and Compliance's involvement in the Integrity Officer Network of the

100

percent of suppliers with new contracts concluded via the ÖBB procurement platform commit to compliance with **ethical principles and general principles.**



TRANSPARENCY. In the design and communication of its corporate governance, the ÖBB-Group is guided by international standards

Austrian Federal Office for the Prevention of and Fight against Corruption contribute, among other things, to ensuring that Compliance's methods and measures are always in line with current best practice approaches.

GRI 102-16

Outlook Compliance 2022

As one of the core tasks of Compliance is to raise awareness of the contents of the Code of Conduct among employees of the ÖBB-Group in the long term and on a sustainable basis, a newly designed e-learning program will be rolled out in 2022. This raises the awareness of ÖBB-Group employees for compliance risks that can arise in specific situations in everyday working life.

Human Rights

In addition to the existing GTCs, a new Code of Conduct for Suppliers was implemented in 2021 as part of a Group Procurement project. As a result of this

Transparency

Essential is the **transparent, timely and detailed reporting** on many of ÖBB's topics as well as their assessment and certification by external bodies. In the structuring and communication of its corporate governance, the ÖBB-Group is guided by international standards and the Public Corporate Governance Code of the Federal Government.

general principles. These include the prevention of corruption and anti-competitive behaviour, respect for human rights and the promotion of diversity and equal treatment, as well as the prohibition of forced labour <

commitment, 100 percent of new contracts with suppliers have been concluded via the ÖBB procurement platform since 2022, in compliance with ethical principles and

Measures. Compliance / Transparency, data protection and human rights

Regulations and procedures

Personal training

E-Learning

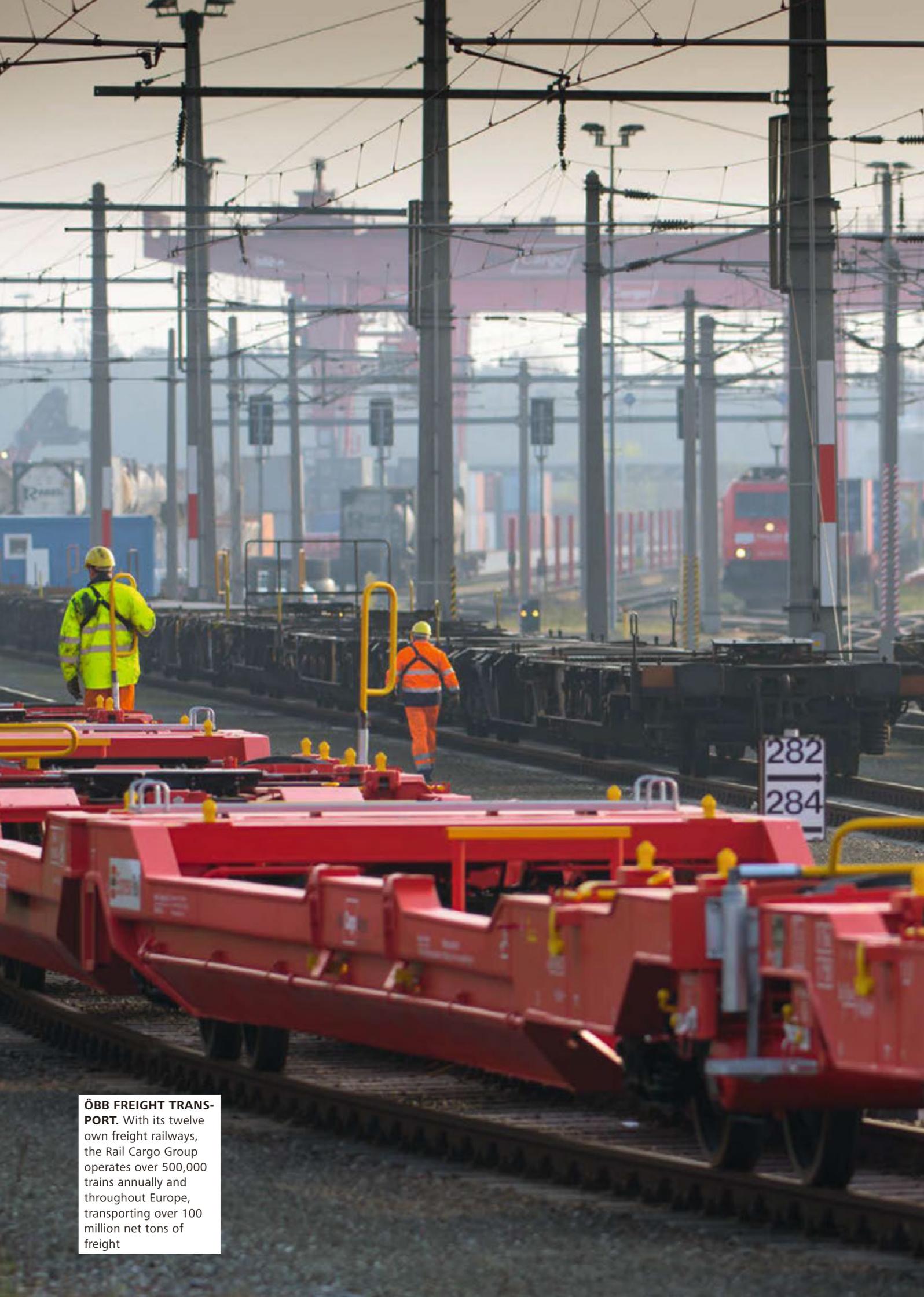
Threat analysis

Redesign of data protection training

Updating the data protection risk assessment

Risk analysis human rights violation

> Details from page 107



ÖBB FREIGHT TRANSPORT. With its twelve own freight railways, the Rail Cargo Group operates over 500,000 trains annually and throughout Europe, transporting over 100 million net tons of freight

Living responsibly together

SOCIAL RESPONSIBILITY AND COOPERATION.

Laying rails to a better future – this commitment, both from a social and ecological perspective, is lived out at ÖBB.

Management approach

ÖBB is not only one of the largest employers and training providers in Austria, it is also the country's most important mobility provider and a significant economic factor. Nevertheless, ÖBB is convinced that success cannot be measured in economic terms alone and that companies, as part of a society, also bear a social responsibility for its development.

ÖBB is committed to this social obligation with its integrated sustainability strategy and stands for ethical and responsible cooperation. ÖBB's commitment is to strengthen people, the environment and the economy in the region in order to make a positive contribution to society together with trustworthy partners.

ÖBB fulfills its social responsibility with a wide variety of projects (internal and external) and helps its employees in specific areas where they are needed. The commitment ranges from the support of associations and groups of people to fundraising campaigns and the investment of employee resources for charitable purposes.

In addition to its own projects, ÖBB supports cultural and social institutions as well as initiatives and activities through donations.

Objectives

- ÖBB stands for ethical and responsible cooperation between all people and for prudent dealings with its partners.
- ÖBB also intends to push its support for social projects in the future.
- ÖBB wants to make a positive contribution to society and create an awareness of social responsibility among its employees through targeted cooperation and partnerships.

Solidarity all year round. ÖBB has been a partner of "Licht ins Dunkel" (Light in the Darkness) for over thirteen years, and this is also to be the case in 2021. In the past years, ÖBB has been able to collect more than one million euros in donations for children and families in need together with its customers, station visitors, ÖBB employees and a large number of other supporters. ÖBB employees demonstrated their social commitment with many measures in



GIRLS' DAY. Daughters of ÖBB employees and their

2021, from the fundraising campaign for the Czech Republic after a tornado in the summer of 2021 to donated money from the "coffee fund" for the St. Anna Children's Hospital and the annual support of the "Christmas in a Shoebox" campaign. ÖBB assumes its responsibility as part of society with a wide variety of projects and campaigns and, together with its employees, is once again helping where help is needed most in 2021.

Responsibility for climate protection.

One of the internal highlights of 2021 was the establishment of a new format, the "ÖBB Klimatalk" (Climate Talk). This took place in 2021 for the first time in online format. The first event in this series was titled "Why we can't save the climate without social justice!" Katarina Rogenhofer and Klaus Schwertner as

Social responsibility and collaborations

27,952

euros have been collected by ÖBB for **Licht ins Dunkel** since the fundraising campaign began in December 2021.
2020: 32,133 euros





friends take the opportunity to inform themselves about the variety of career opportunities at ÖBB

well as important experts from the climate protection scene could be acquired as guests. The second talk focused on the world climate summits and took place with the participation of the “Fridays for Future” movement. The aim of this new series of events is to provide employees with targeted information on the topic of climate and to enter into an exchange with external experts.

In spring 2021, 20 ÖBB employees were also trained as Climate Rangers in the “Climate Ranger Academy” of the start-up Glacier. With the establishment of this own ÖBB Community, effective cross-company work is being done on sustainability issues. As part of Climate Impact Day 2021, ÖBB focused on climate protection and sustainability for the entire month of September. Focus actions such as climate talks and trash collection campaigns were widely distributed in addition to the #durchsageforfuture climate protection campaign.

Cooperations and memberships (excerpt) GRI 102-12, 102-13

Memberships: respACT, WWF Climate Group, Greenpeace, Railponsible, ISS ESG (Institutional Shareholder Services), VCÖ (Austrian Transport Club), UIC (International Union of Railways), CER (Community of European Railways)

Cooperations: Running against cancer, Caritas Vienna, Light into Darkness

impact on people’s lives and the planet. The best marketing campaigns for sustainable products and services will be awarded for the first time in 2022 by a jury of experts in three categories: “think differently,” “be mindful” and “create real innovation”. <

Rethinking marketing. This is the claim with which the “Green Marketing Award” will be launched from 2022. As the first Austrian advertising award for sustainable marketing, it honours products and services that have a concrete positive

Measures. Social responsibility and collaborations

Girls’ Day

Light in the darkness

Climate Impact Day

Donations for Orphan Support Association and postbus.sozial

Exciting tasks with meaning

RELIABLE & ATTRACTIVE EMPLOYER. ÖBB is one of the country's top employers, offering secure jobs and many career opportunities. And want to remain so.

Management approach

At ÖBB, more than 43,000 dedicated employees and around 1,800 apprentices ensure that ÖBB trains and buses reach their destinations every day. This makes ÖBB one of the largest employers and an important stimulus for the job market in Austria with additional locations abroad.

ÖBB is aware of the central importance of its employees. As even in times of increasing digitalisation and automation, the team's initiatives and know-how are the company's most important assets.

As generations change, ÖBB will be taking on thousands of new colleagues over the next few years. ÖBB wants to be a reliable and attractive employer in order to attract the best talent to the company. A unique corporate culture is designed to help employees develop as best they can within the company.

ÖBB is one of the top employers in the country with a wide range of exciting and meaningful jobs. The company has put together an all-inclusive package for its employees to ensure that this remains the case, and

this package is continually being further developed. Many offers for training and further development, work-life balance or health promotion are available. Diversity in practice as well as long-term career prospects and very good social benefits also make ÖBB interesting for job seekers.

Objectives

- ÖBB's focus on sustainable mobility means that it offers meaningful jobs for employees and for society as a whole, and its clear goal is to remain among the top 10 employers in Austria by 2030.
- ÖBB plans to take on around 16,000 new employees by 2026, with a strong increase in the proportion of women.
- The work culture is characterised by respect and trust, and employee satisfaction is to be kept above 70 points until 2030.
- ÖBB aims to keep the fluctuation rate below 15 percent by 2030.
- All generations should be offered both a diverse, interesting and exciting working environment and a wide range of development opportunities.



THE TECHNOLOGY IS FEMALE. In the campaign, old

This increases the quality and productivity of work and thus competitiveness.

- ÖBB's four corporate values – "We before I", "Convincing services for our customers", "Taking the initiative" and "Living safety" – are to be implemented and lived by the employees.

128 different professions are united under the umbrella of ÖBB. In addition to rail-specific jobs such as train driver or dispatcher, the company also employs numerous specialists in areas such as controlling, strategic procurement and real estate, construction and electrical engineering, and mechatronics. IT expertise and skills in sustainability – keyword "green jobs" – are also in high demand in the company.

Reliable & attractive employer

43,673

employees* were with the ÖBB-Group in 2021. 2020: 43.659. GRI 102-8

* ÖBB-Group total (domestic and international)

72

points were scored for employee satisfaction on the 2021 employee survey. 2018: 69 points

1,775

apprentices* were trained in the ÖBB-Group in 2021. 2020: 1,787. GRI 102-8





role models were broken down in order to increase the proportion of women in job applications

Women in focus. For many years focus has been on the targeted advancement of women. In 2021, for example, the “JoboffenSIEve” campaign placed a special focus on women in technology. Under the motto “THE technology is female”, old role models have been broken down in order to increase the proportion of women in job applications. As well as every advertisement placed by the ÖBB-Group states that applications from women are particularly welcome. However, women are also supported at ÖBB with specific coaching and mentoring programs. At the ÖBB akademie, they are actively supported in reaching management positions through special offers, for example in the area of leader-

A top employer

In the **trend employer** ranking, ÖBB ranks 57th out of more than 1,000 companies, and even first in the Vienna ranking.

ÖBB holds the “**Top Employer 2021**” seal of approval and has a recommendation rate of 77 percent on the kununu platform.

The ÖBB-Group is officially one of the **Leading Employers 2021** – the top 1 percent of all employers in Austria.

ship or team coordination. Special additional offers are also available for participants in the trainee program. Various gender and diversity training courses throughout the Group raise awareness among the entire team. The Women’s Career Index (FKi) is then used to evaluate how the readiness for change and women’s careers are actually doing and what can still be optimised.

New HR structure. In 2021 alone, more than 3,100 work positions were

ÖBB as an employer

Responsibility towards employees is a central principle at ÖBB.

Employee interview (MAG). Around 32 percent of domestic employees had the option of an MAG in 2021, and around 75 percent accepted this offer. The percentage of MAGs performed for domestic and international operations was about 22 percent in 2021. GRI 404-3

In 2021, 32,816 (previous year: 33,213) men and 3,954 (previous year: 3,689) women were employed full-time in the ÖBB-Group, and 1,452 (previous year: 1,448) men and 1,034 (previous year: 983) women were employed part-time.

In the ÖBB-Group, employee representatives exist both domestically and abroad in accordance with national laws, if initiated by the employees. In addition, the agreement (2011) between ÖBB-Holding and the Group Works Council on the installation of a European Works Council in accordance with EU Directive 2009/38/EC established transnational coordination and a structure for information and consultation. In November 2021, it was possible to sign an agreement between the ÖBB-Group and the European Works Council on teleworking.

filled nationally. In total, as many as 40,000 interested people applied to Austria’s number 1 mobility service provider in 2021. In order to accompany the change in a targeted manner, ÖBB needs a modern and even more powerful HR organisation. The HR 2025 transformation program was therefore launched in March 2021. Four key dimensions were defined: Organisation and processes, attractive employer and diversity, work capability and sustainability, sourcing, recruiting and onboarding. In 2022, personnel development is to be added as the 5th dimension. The core element is the implementation of the Business Partner model in the Group. In 2022, all recruiting activities are to be bundled in ÖBB Business Competence Center GmbH. In the future, all companies will be supported by the Employment Law >

8.7 percent was the **fluctuation rate** in the ÖBB-Group in 2021. 2020: 9.5%

3,792 employees* have left the ÖBB-Group in 2021. 2020: 4,137. GRI 102-8

3,764 new employees* were added in 2021. 2020: 3,503. GRI 401-1

Solution Center in order to provide individual HR solutions.

This is also intended to meet the challenges of the new world of work. As Generation Z, now entering the workforce, already has completely different expectations of employers. Teamwork, flexibility, leadership at eye level, work-life balance, but also personal development are of great importance to this generation. ÖBB is specifically addressing this in order to become even more attractive as an employer.

Reliable and attractive. One thing is certain: Only a reliable and attractive employer scores points with the “best brains”. Particular attention is given to flexible working practices. For example, a new telecommuting rule was introduced in 2021. Many other benefits set ÖBB apart as an employer. This includes events and sports festivals that help people get to know each other and network, as well as attractive locations, friendly workplaces and modern technical equipment. Those who are looking for a new home due to a job are supported as well as those who are looking for recreation and benefit from special

conditions in travel agencies or when renting certain vacation homes. The company also takes care of the company pension scheme.

Employee survey 2021. All these measures are bearing fruit. In autumn 2021, 23,864 employees in Austria and

New HR structure

In order to accompany the change in a targeted manner, ÖBB needs a modern and **even more powerful HR organisation**. The “HR 2025” transformation program was therefore launched in March 2021. **Four key dimensions were defined:** Organisation and processes, **attractive employer and diversity, work capability and sustainability, sourcing, recruiting and onboarding.**

internationally took part in the employee survey. The pleasing results: Identification with the company has never been rated as highly as in 2021, namely with 73 points (employee survey 2018: 69 points), and never before have employees been so proud to work for ÖBB (79 points, +6 points compared to MAB 2018). Overall job satisfaction reached 72 points (+4 points). < **GRI 102-16**

Measures. Reliable & attractive employer

JoboffenSIEve

schau LEBEN – ÖBB Apprentices

Communicating the goal of increasing the proportion of women

Women’s places in ÖBB akademie programs:

Trainee Program NEW

Coaching for you: (in cooperation with Diversity Management):

Education catalogue and ÖBB akademie

> Details page 109 ff.

Employees according to employment contract GRI 102-8

ÖBB employees	2020		2021		Comment
	Women	Men	Women	Men	
Number of employees at the ÖBB-Group	43,659		43,673		ÖBB-Group total ¹
Total number of employees by employment contract					
<i>Employees</i>	3,876	10,096	4,128	10,719	ÖBB-Group total ¹
<i>Workers</i>	970	8,789	1,090	9,405	ÖBB-Group total ¹
<i>Employees with permanent positions</i>	718	17,423	674	15,882	ÖBB-Group total ¹
<i>Apprentices</i>	314	1,473	307	1,468	ÖBB-Group total ¹
Number of employees under leasing contracts and not included in the above lists [FTE]					
	658.2		600.3		ÖBB-Group total*

¹ Domestic and abroad.



NEW WORLD OF WORK. Generation Z, which is now entering the workforce, has expectations of employers such as teamwork, flexibility ...

Employees GRI 401-1

ÖBB employees	2020		2021		Comment
	Women	Men	Women	Men	
Employees who have joined the ÖBB-Group (number / fluctuation rate)					
Employees	3,503 / 8.0		3,764 / 8.6		ÖBB-Group total ¹
Employees – Domestic	2,960 / 7.5		3,108 / 7.9		ÖBB-Group Domestic
<i>Employees</i>	254 / 9.5	484 / 6.9	380 / 13.0	578 / 7.7	ÖBB-Group Domestic
<i>Workers</i>	233 / 24.0	1,457 / 16.6	270 / 24.8	1,349 / 14.3	ÖBB-Group Domestic
<i>Employees with permanent positions</i>	0 / 0	0 / 0	0 / 0	3 / 0	ÖBB-Group Domestic
<i>Apprentices</i>	106 / 33.8	426 / 28.9	107 / 34.9	421 / 28.7	ÖBB-Group Domestic
thereof under 30 years old	1,599 / 22.8		1,556 / 21.5		ÖBB-Group Domestic
<i>Employees</i>	119 / 18.9	233 / 18.9	164 / 24.5	252 / 19.5	ÖBB-Group Domestic
<i>Workers</i>	100 / 35.1	615 / 20.0	99 / 29.9	513 / 16.1	ÖBB-Group Domestic
<i>Employees with permanent positions</i>	0 / 0	0 / 0	0 / 0	0 / 0	ÖBB-Group Domestic
<i>Apprentices</i>	106 / 33.8	426 / 28.9	107 / 34.9	421 / 28.7	ÖBB-Group Domestic
thereof between 30 and 50 years old	1,122 / 7.8		1,237 / 8.6		ÖBB-Group Domestic
<i>Employees</i>	125 / 7.7	210 / 4.5	195 / 11.0	283 / 5.6	ÖBB-Group Domestic
<i>Workers</i>	108 / 22.6	679 / 15.2	131 / 25.4	628 / 13.1	ÖBB-Group Domestic
<i>Employees with permanent positions</i>	0 / 0	0 / 0	0 / 0	0 / 0	ÖBB-Group Domestic
<i>Apprentices</i>	0 / 0	0 / 0	0 / 0	0 / 0	ÖBB-Group Domestic
thereof over 50 years old	239 / 1.3		315 / 1.8		ÖBB-Group Domestic
<i>Employees</i>	10 / 2.4	41 / 3.9	21 / 4.5	43 / 3.7	ÖBB-Group Domestic
<i>Workers</i>	25 / 12.0	163 / 13.2	40 / 16.4	208 / 14.5	ÖBB-Group Domestic
<i>Employees with permanent positions</i>	0 / 0	0 / 0	0 / 0	3 / 0	ÖBB-Group Domestic
<i>Apprentices</i>	0 / 0	0 / 0	0 / 0	0 / 0	ÖBB-Group Domestic

¹ Domestic and abroad.

Employees who have left the ÖBB-Group GRI 401-1

ÖBB employees	2020		2021		Comment
	Women	Men	Women	Men	
Employees who have left the ÖBB-Group (number of employees / fluctuation rate)					
Employees	4,137 / 9.5		3,792 / 8.7		ÖBB-Group total ¹
Employees – Domestic	3,622 / 9.2		3,199 / 8.1		ÖBB-Group Domestic
<i>Employees</i>	331 / 12.4	562 / 8.1	229 / 7.9	324 / 4.3	ÖBB-Group Domestic
<i>Workers</i>	154 / 15.9	1,047 / 11.9	139 / 12.8	835 / 8.9	ÖBB-Group Domestic
<i>Employees with permanent positions</i>	43 / 6.0	1,387 / 8.0	45 / 6.7	1,550 / 9.8	ÖBB-Group Domestic
<i>Apprentices</i>	30 / 9.6	68 / 4.6	20 / 6.5	57 / 3.9	ÖBB-Group Domestic
thereof under 30 years old	781 / 11.1		651 / 9.0		ÖBB-Group Domestic
<i>Employees</i>	116 / 18.4	154 / 12.5	90 / 13.5	105 / 8.1	ÖBB-Group Domestic
<i>Workers</i>	56 / 19.6	357 / 11.6	47 / 14.2	332 / 10.4	ÖBB-Group Domestic
<i>Employees with permanent positions</i>	0 / 0	0 / 0	0 / 0	0 / 0	ÖBB-Group Domestic
<i>Apprentices</i>	30 / 9.6	68 / 4.6	20 / 6.5	57 / 3.9	ÖBB-Group Domestic
thereof between 30 and 50 years old	950 / 6.6		676 / 4.7		ÖBB-Group Domestic
<i>Employees</i>	157 / 9.6	262 / 5.6	106 / 6.0	144 / 2.9	ÖBB-Group Domestic
<i>Workers</i>	62 / 13.0	433 / 9.7	61 / 11.8	347 / 7.3	ÖBB-Group Domestic
<i>Employees with permanent positions</i>	2 / 1.1	34 / 1.2	1 / 0.8	17 / 0.8	ÖBB-Group Domestic
<i>Apprentices</i>	0 / 0	0 / 0	0 / 0	0 / 0	ÖBB-Group Domestic
thereof over 50 years old	1,891 / 10.6		1,872 / 10.6		ÖBB-Group Domestic
<i>Employees</i>	58 / 14.0	146 / 14.0	33 / 7.1	75 / 6.4	ÖBB-Group Domestic
<i>Workers</i>	36 / 17.3	257 / 20.8	31 / 12.7	156 / 10.9	ÖBB-Group Domestic
<i>Employees with permanent positions</i>	41 / 7.8	1,353 / 9.3	44 / 8.1	1,533 / 11.1	ÖBB-Group Domestic
<i>Apprentices</i>	0 / 0	0 / 0	0 / 0	0 / 0	ÖBB-Group Domestic

¹ Domestic and abroad.

Employees according to collective agreements GRI 102-41

ÖBB employees	2020		2021		Comment
	Women	Men	Women	Men	
Collective agreements (number)					
Total number of employees, covered by collective bargaining agreements	24,357		25,909		ÖBB-Group ²
<i>Employees</i>	3,531	9,060	3,742	9,564	ÖBB-Group ²
<i>Workers</i>	983	8,996	1,112	9,716	ÖBB-Group ²
<i>Employees with permanent positions</i>	0	0	0	0	ÖBB-Group ²
<i>Apprentices</i>	314	1,473	307	1,468	ÖBB-Group ²
<i>Total</i>	4,828	19,529	5,161	20,748	ÖBB-Group ²
Total number of employees, not covered by collective bargaining agreements	19,057		17,503		ÖBB-Group ²
<i>Employees</i>	294	601	293	636	ÖBB-Group ²
<i>Workers</i>	0	21	0	18	ÖBB-Group ²
<i>Employees with permanent positions</i>	718	17,423	674	15,882	ÖBB-Group ²
<i>Apprentices</i>	0	0	0	0	ÖBB-Group ²
<i>Total</i>	1,012	18,045	967	16,536	ÖBB-Group ²

² Domestic and abroad (RCG).



ÖBB POSTBUS. Postbus serves nearly 1,800 communities throughout Austria with over 700 routes and 20,000 stops. The Postbus shuttle supplements the existing public service and enables a service where there is currently none: with smaller buses and completely without a timetable, i.e. on demand

Four generations under one roof

GENERATIONAL CHANGE. Thousands of new employees each year make ÖBB fit for the future, but also bring with them major challenges.

Management approach

Over the next few years, around 13,000 employees will leave ÖBB due to age. 10,000 new employees will join the company. This generational shift brings many challenges, but also opportunities.

At ÖBB, the safeguarding of knowledge critical to success and the efficient transfer of knowledge within the company are of central importance. At the same time, generational change can be used for the ongoing modernisation of the Group. A dedicated knowledge management team within the ÖBB-Group is responsible for successfully managing this change. Its wide range of services ensures that the comprehensive expertise within the company is retained and made available to the team of the future.

In addition, ÖBB fundamentally wants to offer all generations working for the company an attractive and productive working environment. In the near future, up to four generations will be working in the company at the same time – from baby boomers to generations X, Y and Z. They bring very different expectations

and demands to their workplace. And for all of them, ÖBB must position itself as a top employer in the long term – this is an essential prerequisite for being able to fulfill all tasks optimally as the number 1 mobility service provider.

ÖBB has developed professional, strategic tools and offers for this massive change in values. The aim is to attract as many employees as possible to the company and retain them in the long term. This is intended to improve the quality and productivity of work and thereby increase competitiveness. Because the company has to be fit for the leap into a digitalised professional world and a fully liberalised market.

Objectives

- Since 2019, ÖBB has been conducting an annual survey of all employees who possess knowledge critical to the company's success. These identified employees are referred to as "employees with specialised knowledge".
- The focus of knowledge transfer is particularly on supporting employees with specialist knowledge who leave the company. So-called knowledge



GENERATIONAL CHANGE. At ÖBB, the safeguarding of

transfer tandems were implemented for this purpose. Internally trained knowledge transfer coaches are available to plan and support the structured transfer of knowledge as needed.

- A particular focus for 2022 will be on internal communications around the topic of "knowledge transfer" in the Group. This has two main objectives: (1) to raise awareness of the topic and (2) to provide simple tools (toolbox) for the independent transfer of knowledge worth protecting.
- By the end of 2022, the implementation of a Group-wide basic ÖBB knowledge transfer toolbox should be completed. This toolbox will subsequently be continuously expanded and adapted to the needs.

Generational change

502

employees in 2021 took advantage of the statutory option of partial retirement pursuant to Section 27 of the AIVG. **2020:** 603

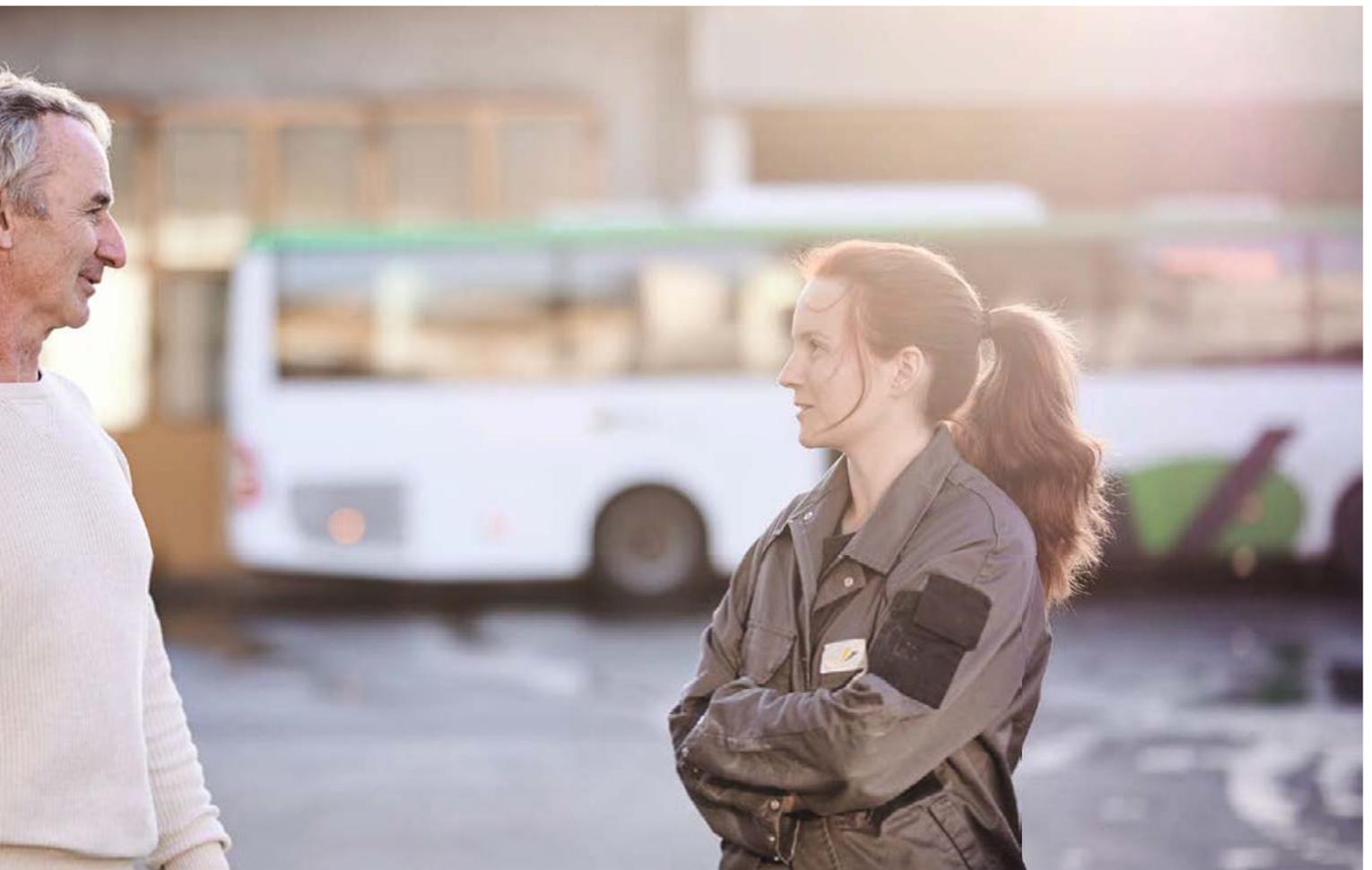
22

colleagues participated in the 2021 **Knowledge Transfer Tandems** program, which was launched in 2019. **2020:** 18

42,387

applications were processed in the ÖBB-Group in 2021 (thereof 27% were from female applicants). **2020:** 38,782 (25.1% female)





knowledge critical to success and the efficient transfer of knowledge within the company are of central importance

- ▀ The model of “age-appropriate part-time work” is intended to enable as many employees as possible to make a slow transition while retaining knowledge within the company.

Age-appropriate part-time work enables older employees to remain healthy and productive in the workforce for longer so that they can pass on their knowledge to the next generation. It is currently available for men at either age 54 or 56 and by women at 52.5.

Preserving valuable knowledge. The know-how and extensive knowledge of long-serving employees is a valuable resource that should be safeguarded. In 2021 alone, around 3,200

employees in Austria left the company, and 502 took advantage of the option of partial retirement. They all receive targeted support in passing on their knowledge to the next generation in an

Preparing for a change in values

ÖBB has developed **professional, strategic tools and offers for an expected change in values**. The aim is to attract as many employees as possible to the company and retain them in the long term. This is intended to improve the quality and productivity of work and thereby increase competitiveness.

orderly manner – for example with knowledge transfer tandems, which were used by 22 participants in 2021. In addition, specially trained coaches and, from the end of 2022, a dedicated knowledge transfer toolbox will be in place. ÖBB can retain expertise and many years of experience that are critical to success and transfer them to modern structures with measures such as these.

Hybrid and flexible. Around 3,200 positions were filled at ÖBB in 2021 alone. In total, as many as 40,000 interested people applied to ÖBB in 2021, more than a quarter of them were women. The younger generations, starting with

the “millennials,” have already grown into a digital and flexible working world. Hybrid working is just as natural for them as optimal conditions for balancing family and job, pursuing leisure interests or continuing their education.

Time off and creative changes in the area of responsibility are not the exception for the employees of tomorrow, but the norm. ÖBB has been offering its employees significantly more flexible working time models since 2021, among other things with a new company agreement on teleworking. <

3,764

new employees were added in year 2021. 2020: 3,503. GRI 401-1

Sustainable investment as fuel for the economy

ECONOMIC ENGINE, INVESTMENT & FINANCING. Investments in the rail system and in ÖBB are a sustainable form of infrastructure development. They are a placement in modern mobility and offer added value for the environment, society and the economy.

Management approach

Every euro spent on rail expansion generates two euros for the national economy. Investments in the rail system and in ÖBB are therefore a particularly sustainable form of infrastructure development with positive effects for economic growth and employment. The companies directly commissioned benefit from the investments, as do the domestic suppliers and their employees, who in turn boost consumption. Better development of regions also means greater prosperity for them and an upgrading as a business location. And finally, ÖBB is making a contribution to the energy transition with its sustainable mobility offering.

ÖBB is therefore focusing on making the railways and public transport more attractive, with the aim of creating added value for the environment, society and the economy. By 2040, the performance of public transport in Austria is to be doubled by expanding the rail infrastructure, digitising rail operations and using modern vehicles. The essential tool for implementation is the framework plan. As a planning and financing instrument of the federal

government, it includes the presentation of all projects and their investment sums as well as the planned expenses for the maintenance of the rail network and infrastructure. The framework plan covers a period of six years and is supplemented and adjusted annually on a rolling basis by one year.

Objectives

- ÖBB's goal is to remain the clear number 1 in Austria as a mobility and logistics provider and to be one of the major players in Europe.
- The goal is to double the performance of the rail system by 2040.

Double the performance of rail. In its strategic orientation, ÖBB envisages doubling the performance of the rail system by 2040. This is to be achieved on the one hand by expansion on the infrastructure side with the expansion in accordance with the framework plan and the continuation of the future target network 2040, in addition to which innovative technological measures such as digitisation and automation will be relied on, but the use of residual capacities

already available today will also be fully exploited. On the rolling stock side, longer and heavier trains and higher seat occupancy are being pushed. As a further step, the timetable is also being adjusted accordingly in order to achieve a doubling of the target.

The 2022 to 2027 framework plan is to invest around 18.2 billion euros in a modern rail network. A large number of projects will already be completed by the early 2030s. This enables a significant increase in capacity.

Railway of tomorrow, economy of today.

The framework plan is not only shaping the railways of tomorrow; the local economy is already benefiting from the investments today. Especially in economically difficult times like the current ones, ÖBB is a very important economic engine that creates value and jobs. In total, every euro invested in the framework plan generates an overall economic benefit of just under three euros. The fact that investments in ÖBB's railway infrastructure are a particularly sustainable form of investment was again confirmed by independent rating agencies in 2021,

Economic driver, value-adding investments & sustainable financing

3.69

billion investments of the ÖBB-Group 2021 in EUR; 2020: EUR 3.35 billion

2.85

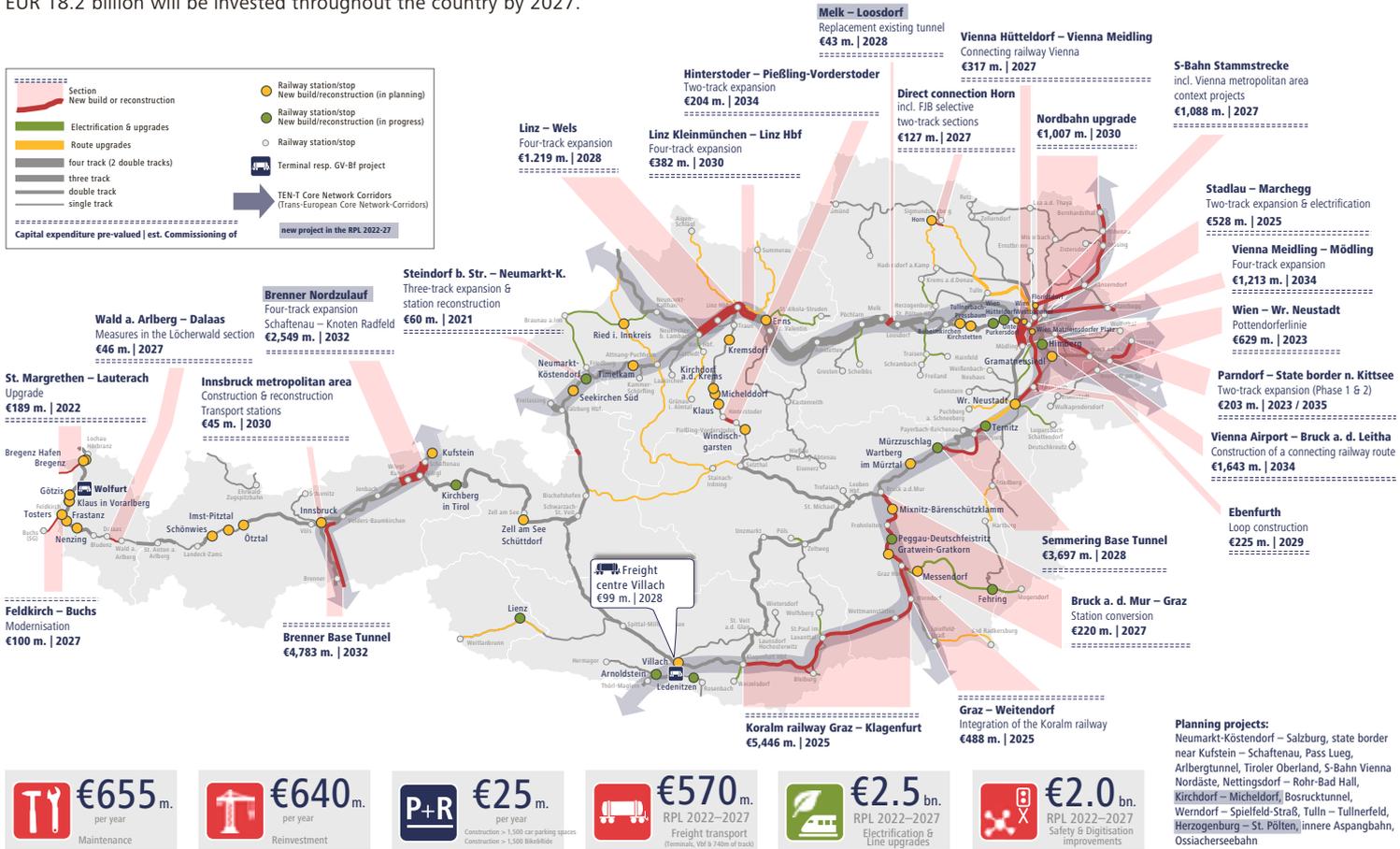
billion Investments of the ÖBB-Infrastruktur AG subgroup 2021 in EUR; 2020: EUR 2.60 billion

1.41

billion investments of the ÖBB-Personenverkehr AG subgroup 2021 in EUR; 2020: EUR 0.40 billion



EUR 18.2 billion will be invested throughout the country by 2027.



ÖBB FRAMEWORK PLAN 2022 TO 2027 enables investments ranging from new construction to digitalisation measures and the reduction of crossings

with ÖBB-Infrastructure ranking first in an international industry comparison for the fifth time in succession.

Around 15,000 to 17,000 jobs in Austria are already being created or secured with 1 billion euros in rail investments. In addition, two jobs at ÖBB create and secure another job outside the railway. Every year, ÖBB brings about five billion euros in added value to the country. This means that better access to regions means more growth and prosperity for them, as well as an upgrading of the business location. Apropos: Austria's railway industry is among the absolute top internationally and celebrates great success in exports. This is also a result of the commitment to rail in Austria and

Local supplier Postbus

Österreichische Postbus AG provides almost 85 percent of Austria's municipalities with public mobility. But the Postbus is not only indispensable in terms of ensuring public mobility in Austria – it also makes a significant contribution to regional value creation. With around 200 locations, Postbus is deeply rooted in the regions and employs almost 4,000 people as a reliable employer.

jobs, and this goes hand in hand with enormous relief for the environment.

GRI 102-11, 201-1, 203-1

Outlook

Upcoming priorities include the expansion and modernisation of regional railways as valuable feeder services for improved infrastructure in rural areas. In addition, infrastructure facilities for freight transport are being further expanded, thus creating the conditions for a sustainable economy. These investments are considered both a climate saver and an economic driver for the do-

the associated financial expenditure. In this way, the tax funds made available to ÖBB for the expansion of the railway in Austria are well invested. Rail expansion means secure orders for the economy and consequently secure

mestic and regional economy. In the Target Network 2040 (BMK together with SCHIG mbH and ÖBB), which is currently being elaborated, the strategic course for a future-proof railway network until the year 2040 is to be set. The planned expansion steps and service increases are an essential building block and an important foundation for meeting the goals of the Mobility Master Plan. ÖBB's forecasts have been incorporated into the calculations of the Mobility Master Plan for both passenger and freight transport. <

110.7

million investments of the Rail Cargo Austria subgroup 2021 in EUR; 2020: EUR 167.5 million

Fit for the future and digital

TRAINING AND DEVELOPMENT. ÖBB is investing heavily in the training and continuing further education of its team in order to remain one of Europe's top railways in the future.

Management approach

The people of Austria are the most diligent rail passengers in the European Union. ÖBB is thus one of the most successful rail companies internationally. At the same time however, dynamic, technical and societal changes are underway that present special challenges. The best possible training and further education of employees is the deciding factor in ÖBB's continued success. Only a highly trained and motivated team is able to offer customers the best possible range of mobility services. For this reason, ÖBB attaches great importance to sound apprenticeship training as well as to target group-specific training and development measures.

Objectives

- ▀ Comprehensive and precise personnel development is of central importance to the ÖBB-Group.
- ▀ It pursues the goal of offering all employees professional and personal development opportunities – oriented to the needs of ÖBB customers.
 - ▀ Female workers are to be promoted to a greater extent.

Training and development offered at the ÖBB Business Competence Center.

The part of the training and further education offer is coordinated in the ÖBB Business Competence Center GmbH. ÖBB akademie, which is located there, offers comprehensive learning and development opportunities – whether it is to deepen specialist knowledge or to learn leadership skills – for all areas of personnel development and from newcomer to management level. 1,551 (py: 937) participants took advantage of the extensive offer in 2021, 1,217 male and 334 female participants. The offering links directly to the development offerings of the individual Group companies. In 2021, a total of 13 courses for managers, team coordinators, working group leaders and experts were completed. This corresponds to around 1,400 participation days.

In addition, the ÖBB training catalogue offers an extensive and flexibly bookable range of around 130 courses (py: 180), tailored to the needs of the individual professions and with a strong practical focus. The ÖBB training team was able to support 5,612 (py: 4,065)



TRAINING AND DEVELOPMENT. The best possible

participants in 2021. Around 13 percent (py: around 9 percent) of all employees took advantage of training opportunities.

Railway-specific training and development.

Rail-specific training and further education is organised by the ÖBB-Infrastructure Training and Further Education Department as a Group-wide competence center. 135,695 (py: 139,156) participant days were used by ÖBB employees in 2021. More than 100 specialist trainers organise and carry out in-company training and further education in railway professions. In this context, 144 different training and continuing education courses are provided in the three tracks (1) operations management and shunting, (2) traction technology training and (3) safety in the track area.



Training and development

1,551

employees took advantage of the ÖBB akademie further education program in 2021 (including just under 21% female participants). **2020:** 937. GRI 404-2

27

apprenticeships offered by ÖBB 2021, most of them in technical fields. **2020:** 27

5,612

ÖBB employees took advantage of the training offered by **ÖBB bildung** in 2021. **2020:** 4.065. GRI 404-2



training and development of employees is the decisive key in order for ÖBB to continue to be successful

Additional specific training and education is also provided by other Group companies, subsidiaries and business units. To round off its range of in-service training courses, ÖBB also cooperates with external educational institutions.

GRI 404-1, 404-2

Digitisation for the top training of the future. Technological progress is changing rail-specific professions and thus also ÖBB's training and continuing education programs. More and more parts of training and further education are now performed via e-learning, which can greatly reduce the need for travel

Resources are saved and learning materials are produced digitally instead of handing out voluminous printed scripts as in the past. 106 new e-learning, trainings and learning apps were

available in 2021. The webinar series on "Virtual / Hybrid Leadership" alone supported around 1,240 participants. Technical training was also implemented in electronic formats for the first time.

In September 2021, the newly revised "TRAINees4mobility" program also started with 16 university graduates. Young technicians can also join ÖBB-Infrastruktur AG through the 12-month rotation program "infra:techrotation". In addition, in 2021 launched the program "New Work at ÖBB – experiencing and shaping new work", which offers methods and techniques for agile working.

Women in focus. Female employees play a particularly important role in the company's strategy for the future. Their share of the workforce is set to rise

Apprenticeship with a future

ÖBB is a "magnet" for young people as one of the country's top employers. Around 600 new apprentices are taken on year after year. In 2021, 1,775 young people were trained as highly qualified specialists in 27 commercial and technical apprenticeships. **The vast majority will remain with the company.** Only 77 apprentices left the Group in 2021.

further – from 13.5 percent at present to 17 percent by 2026. For this reason, training and development measures also focus on the advancement of women. The fact that the direction is right can be seen, for example, in the fact that the

proportion of women in the continuing education programs of ÖBB akademie was 22 percent in 2021, and 34 percent

85

percent Apprentice Retention Rate* in 2021; 2020: ≈ 74 %

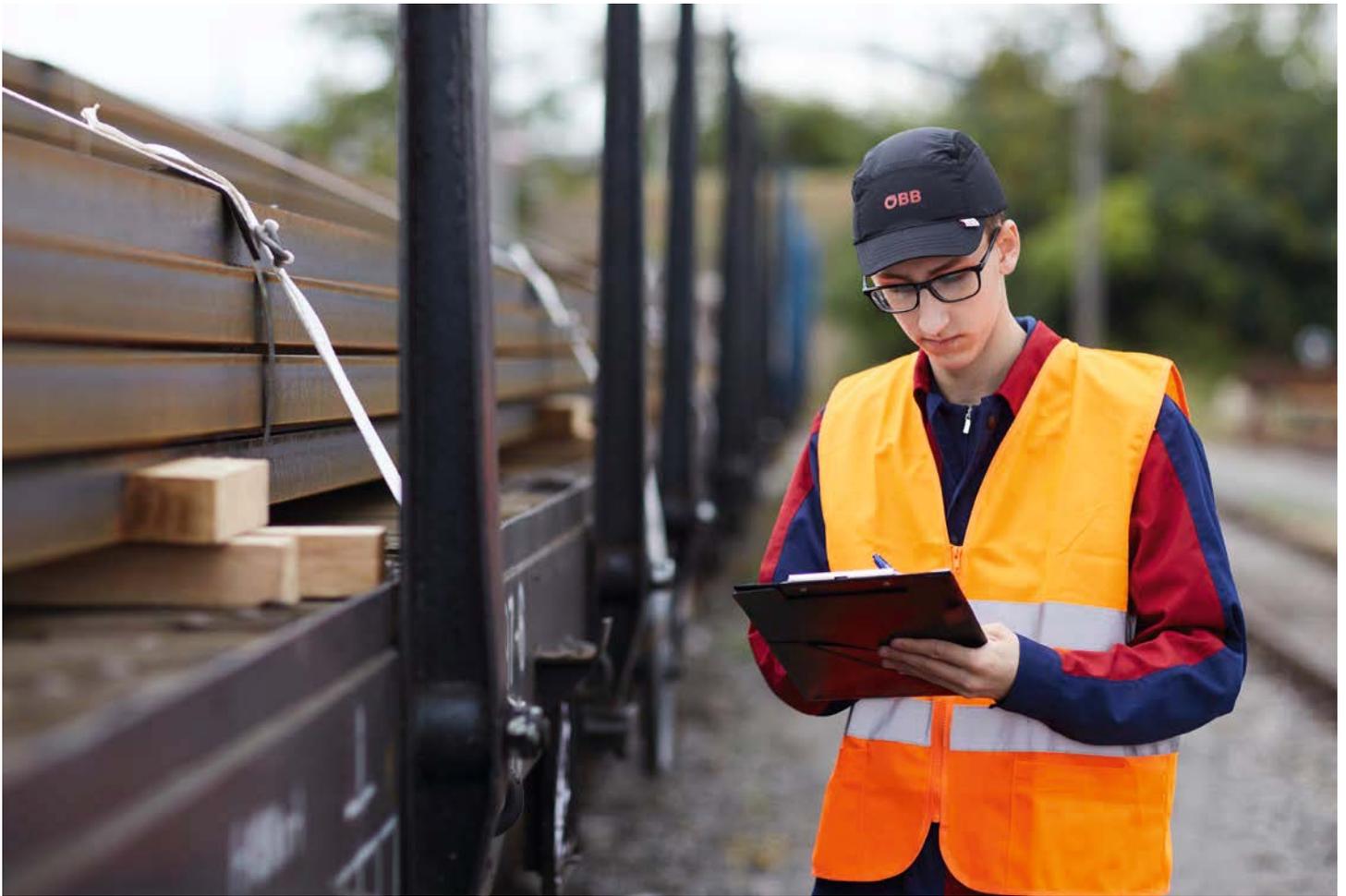
* The evaluation takes into account all INFRA apprentices (excluding the Foundation and IBA) who passed their final apprenticeship examination in the budget year or in the previous year and were taken on in the budget year.

896,653

participant hours in education and training (total) were completed 2021 by employees. 2020: 1,296 million GRI 404-1

135,695

participant days (incl. examination) took place in **railway-specific training** in 2021. 2020: 139,156



600 NEW APPRENTICES are accepted annually. In 2021, 1,775 young people were trained as qualified specialists in 27 apprenticeship occupations

in the courses themselves. Women at ÖBB benefit from specific training and coaching opportunities.

27 apprenticeships. Women should also account for at least one-fifth of new admissions – this was achieved for the first time in 2021. ÖBB is a “magnet” for young people as one of the country’s top employers. Around 600 new apprentices are taken on year after year. In 2021, 1,775 young people were trained as highly qualified specialists in 27 commercial and technical apprenticeships. The vast majority will remain with the company. Only 77 apprentices left the Group in 2021.

GRI 102-8, 401-1

ÖBB also promotes “apprenticeship with Matura”, comprehensive further training and the acquisition of social skills. Virtual reality training was implemented in the Future Lab at the Vienna site. In addition, augmented reality is also used in apprenticeship training.

Rail Cargo alone has trained more than 600 apprentices as forwarding

Digital learning

More and more parts of education and training now take place via e-learning. **106 new e-learning, trainings and learning apps** were available in 2021. The webinar series on **“Virtual / Hybrid Leadership”** alone supported around 1,240 participants. Technical training was also implemented in electronic formats for the first time.

agents over the past 20 years. More than 80 percent of all graduates decided to continue their careers at ÖBB. Almost half of the freight forwarding apprentices are female. For apprentices at ÖBB-Infrastruktur AG, which specifically offers traditional rail-specific apprenticeships, the retention rate in 2021 was 85 percent. <

Measures. Training and development

- Career program infra:techrotation
- Digital Economy
- Seminar Railway Ecology
- Next-Level Apprenticeship
- Awareness

> Details page 110 ff.



URBAN ARROW

ÖBB 360 MOBILITY SERVICES. Together with partners such as municipalities, tourism regions, companies and housing developers, ÖBB develops sustainable products and services so that passengers can cover their daily journeys comfortably, seamlessly and without a private car

Measures relating to the sustainability building blocks

IMPLEMENTATION OF THE STRATEGY. ÖBB's sustainability strategy is built on 17 building blocks. The measures for the individual building blocks are described on the following pages.



1 Climate protection. Measures relating to the area of mobility Page 14

Expansion of electrified lines

ELECTRIFICATION. Across Austria, as much as **roughly 74 percent of ÖBB's approximately 5,000-kilometer-long rail network is already electrified.** The aim is to gradually **increase to 85 percent by 2030 and to 89 percent by 2035.** Electrification of the remaining 500 kilometers will be evaluated again at a later date, or environmentally friendly drive technologies such as battery or hydrogen-powered trains will be used here in the future.

ÖBB is investing annually in lines for electrification throughout Austria via the framework plan adopted by the federal government in order to achieve the target of 89 percent by 2035. The current **framework plan 2022 to 2027** also includes a number of projects designed to ensure that ÖBB achieves these goals and continues to be one of Austria's **remain Austria's largest climate protection company.**

For example, the electrification projects Linz Stadthafen (approx. 3 km) and Steindorf bei Straßwalchen – Friedburg (approx. 5 km) could be completed in 2021.

Other electrification projects along the existing network are Friedburg – Braunau (approx. 33 km) by 2025, Vienna – Marchegg (approx. 33 km) by 2025, Koralmbahn regional sections in Carinthia (approx. 40 km) by 2023, Klagenfurt – Weizelsdorf (approx. 12 km) by 2023, Herzogenburg – Krems (approx. 20 km) by 2028, Wiener Neustadt – Loipersbach-Schattendorf (approx. 25 km) by 2027, Steirische Ostbahn (approx. 75 km) by 2027, Pöchlarn – Scheibbs (approx. 27 km) by 2028, St. Pölten – Traisental – Hainfeld / Freiland (approx. 39 km) by 2026, Neumarkt-Kallham – Braunau am Inn (approx. 57) by 2028, Zeltweg – Pöls (approx. 14 km) by 2025 and St.Valentin – St. Nikola-Struden (approx. 40 km) by 2028.

This measure works in the building blocks:

Climate protection.

Economic engine, value-adding investments & sustainable financing.



Diesel locomotives: Conversion to alternative drives

ALTERNATIVE DRIVES – RAILWAYS. Gradually reducing the number of diesel-powered locomotives and traction units and replacing them in the long term with alternative drives is ÖBB's plan. In the reporting year 2021, the following diesel locomotives were taken out of service: eight class 20/2143, three class 2068 and one class 2067. Such conversions have to be well thought out, which is why alternative drive systems are being specifically promoted – for example, the **Procurement of eHybrid locomotives for shunting.** 2021 prequalification was completed and the performance bidding will follow in the spring of 2022. The first locomotives are scheduled to enter service in 2026.

This measure works in the building blocks:

Climate protection.

Innovation & technology.



Hydrogen train: Pioneering project “H₂ Aspangbahn” completed in 2021

ALTERNATIVE DRIVES – RAILWAYS. In the course of the pioneering “H₂ Aspangbahn” project, ÖBB tested a hydrogen multiple unit of the type “Coradia iLint” from the manufacturer Alstom for the first time on a predestined, non-electrified, mountainous route network in southern Lower Austria on the inner and outer Aspangbahn as well as on the route between Wiener Neustadt and Puchberg am Schneeberg or Gutenstein. The trial operation took place in regular passenger service from 12 September to 26 November 2020. **The declared aim of the project was to gain experience with the hydrogen multiple unit from a technical, operational and economic point of view.** The project was successfully completed in the 2021 reporting year. The conclusions and recommendations for the use of hydrogen vehicles at ÖBB: The test operation has confirmed the fundamentally high reliability and equivalence with diesel vehicles. Should a corresponding decision be made in favor of hydrogen, then it must be ensured that sufficient green hydrogen can be produced and used. Based on the results of this project **an in-depth analysis was performed for the optimal use of alternative drive technologies on specific routes.** In addition, ÖBB continues to monitor technological developments on the subject of “hydrogen” – especially in rail transport.

This measure works in the building blocks:
Climate protection.
Innovation & technology.



Greening of high performance maintenance vehicles (Infra-REQ)

ALTERNATIVE DRIVES – RAILWAYS. In FY 2021, the RFP for the procurement of 56 heavy-duty maintenance vehicles was completed. Delivery of the vehicles is to take place in the years 2023 to 2027. **This allows 88 obsolete diesel vehicles to be replaced.** The vehicles are equipped with a hybrid component, which will lead to a significant reduction in fuel consumption for maintenance vehicles in the future.

This measure works in the building blocks:
Climate protection.



Österreichische Postbus AG: Use of electric and hydrogen buses

ALTERNATIVE DRIVES – ROAD. In 2021, Österreichische Postbus AG will transport 120 million passengers with 2,419 buses – that alone **makes the bus an important building block for achieving climate targets** and makes a significant contribution to sustainable mobility. Every switch from the private car to public transport – and thus also to the bus – is a success.

E-buses: Since January 2020, Postbus has been operating as **first bus company to use e-buses in regional scheduled services** (four buses in Vorarlberg), minibuses are used in urban transport in Judenberg and Wolfsberg. Preparations for the deployment of eleven e-buses in the VOR service at Schweinbarther Kreuz are in full swing. Operations start in December 2022. In addition **test operations with e-buses are taking place on an ongoing basis, for example in Linz and Kitzbühel.**

Hydrogen buses: The first use of a hydrogen bus in Austria was tested on the Vienna Airport Lines route in October 2018 and in Graz and Klagenfurt in August 2019. Another trial run took place in Villach in May 2021; all tests were successful. Österreichische Postbus AG placed an order **on the basis of a contract with Verkehrsverbund Kärnten GmbH for the first five hydrogen buses in the middle of November 2021.** The start of operations is planned for the December 2022 timetable change.

This measure works in the building blocks:
Climate protection.
Innovation & technology.



Greening of the internal vehicle fleet

ALTERNATIVE DRIVES – ROAD. ÖBB uses a fleet of 3,964 motor vehicles as of December 31, 2021. By bundling the fleet management agendas in Rail Equipment GmbH & Co KG (subsidiary of ÖBB-Infrastruktur AG), an efficient use of resources is guaranteed. In recent years, CO₂ emissions have been continuously reduced by taking ecological quality criteria into account in procurement and by continuously renewing the vehicle fleet. **By the end of 2021, almost all vehicles in operation will be equipped with Euro 6 engines. The e-vehicle fleet comprises 200 electric cars and 130 electric bicycles and is being continuously expanded.** Special attention is attached to the greening of the vehicle fleet in the procurement of motor vehicles in order to further promote this positive development. Criteria for emissions (both CO₂ and NO_x) and fuel consumption were specified and evaluated. This ensures that **the ÖBB-Group's vehicle fleet will continue to be ecologically oriented and equipped with the latest engine technology in the future.** Wherever possible, preference is given to the procurement of electric or hybrid vehicles.

Outlook for 2022: An increase in the electric vehicle fleet to up to 240 vehicles (Group as a whole) is planned by the end of 2022. In order to achieve a further reduction in CO₂ emissions.

This measure works in the building blocks:
Climate protection.



Initiatives by ÖBB-Infrastruktur to increase in-house production

RENEWABLE ENERGY. In the hydropower area, two expansion projects and one revitalisation project are being implemented at the end of 2021. The planned facilities will increase production by about 45 GWh per year. **The photovoltaic expansion program continued in 2021 with the construction of 17 additional 50 Hz photovoltaic plants with a capacity of 2,500 kWp.** By 2030, an expansion capacity of 100 MWp is to be achieved on buildings, platforms and open spaces. ÖBB is also engaged in the field of wind power in addition to the expansion of solar power. By the middle of 2022, the world's first 16.7 Hz prototype wind power facility with around 3 MW and a production of 6.75 GWh is to start operation and feed into the overhead line of the Eastern Railway (Vienna – Budapest). A roll-out of wind power capacity is realistic for the following years based on the operational experience gained with the prototype wind power facility.

This measure works in the building blocks:
Climate protection.



RCG – International: 100 percent green traction current in the Czech Republic and Germany

RENEWABLE ENERGY. What was already implemented in Austria in 2018 and in Germany at the beginning of 2021 has now also applied to the Czech Republic since the end of 2021: **All TRANSFER connections to, from and through the Czech Republic are powered exclusively by green traction current from 100 percent renewable resources.** Germany and the Czech Republic draw their green traction current required from the public grid. This is confirmed with certificates and proofs of origin. ÖBB is thus continuing to invest in the clean origin of traction current and intends to win over even more countries in the coming years.

This measure works in the building blocks:
Climate protection.



Energy efficiency measures in the area of mobility

ENERGY EFFICIENCY. Energy efficiency measures are discussed and defined in a working group involving the main ÖBB-Group companies. As of the end of 2021, the following measures have been **potential savings of around 190,000 MWh by 2030** defined by specified bundles of measures to increase the energy efficiency of traction current and diesel.

- **Bundle of measures for traction current:** Procurement of energy-efficient locomotives and electric railcars (incl. improved operations management and vehicle technology)
- **Diesel bundle of measures:** improved operational management and vehicle technology

Specific savings achieved in reporting year 2021: In freight traffic, this led **optimised utilisation of train capacity resulted in savings of 3,000 MWh of traction power.** In passenger transport, the use of new, regenerative locomotives and railcars resulted in total savings of around 14,000 MWh (≈ 8,000 MWh by locomotives, ≈ 6,000 MWh by railcars).

This measure works in the building blocks:
Climate protection.



Climate Active Pact. ÖBB and **ten other large companies signed a climate pact with the Ministry of Climate Protection (BMK).** The common goal is to reduce CO₂-Emissions by at least half by 2030 compared with 2005. ÖBB signed the climate protection pact of the BMK's "klimaaktiv" initiative, which was drawn up in the summer of 2021, in October 2021. **ÖBB's entry into the Klimaaktiv pact underscores its commitment to climate protection.**

Climate ticket, new connections and modern trains in the 2022 timetable year

INCREASING THE LOAD FACTOR IN TRANSPORT (RAIL PV). In normal operating years (before corona), around 7,500 trains from more than 50 railway companies run on ÖBB-Infrastruktur AG's tracks every day. They all need to be reconciled. Timetable design is about responding as best as possible to international, national and local needs and requests. The new roadmap for 2022 came into effect on 12 December 2021. In the 2022 timetable year, ÖBB not only has new and improved train connections in local and long-distance traffic (e.g., also new night train destinations) in its baggage, but is also investing in service and in the future of mobility – entirely in the interests of passengers and the environment. **With the new Climate Ticket, you are mobile throughout Austria from 26 October 2021. A significant increase in travelers is expected as a result.** ÖBB is an essential partner for the Climate Ticket as the largest provider of public transport with its trains and buses throughout Austria.

This measure works in the building blocks:
Climate protection.
Innovation & technology.
Affordable and accessible mobility.



Utilisation optimisation in freight traffic

INCREASING THE LOAD FACTOR IN TRANSPORT (RAIL GV). Rail Cargo Group (RCG) is implementing various measures to optimise capacity utilisation in freight transport. The measures range from **Optimisation through active customer management** (paired transports, seasonal distribution ...) to **optimised use of wagons** (increase in reloading, partially automated dispatching ...) to **innovative wagon material** – for example through further development and first practical applications of TransANT wagons (advantages in cargo handling and payload) or also the **Use of high-performance container wagons** (for optimisation of payload and length in the train formation).

This measure works in the building blocks:
Climate protection.
Innovation & technology.





1 Climate protection. Measures relating to buildings and operating facilities Page 17

Alternative energy sources for ÖBB's phase-out of heating oil by 2030

The following alternative energy sources are planned with the Energy Business Area, taking into account local conditions and the expected connection, installation and operating costs, the following alternative energy sources are planned in place of the oil-fired heating systems:

- /// **Local or district heating** – if a local distribution network is available
- /// **Electric / 50Hz** – electrically operated heating surfaces (surface and / or flush-mounted installation)
- /// **Heat pumps / 50Hz** – Ambient air as energy carrier (air-to-water heat pump)
- /// **Pellets** – Solid fuel heating using the oil tank room as a pellet store

An additional 16 oil-fired heating systems were removed in FY 2021.

This measure works in the building blocks:
Climate protection.



Optimisations ventilation systems

In the course of considering the ventilation systems in reception buildings and traffic stations, in the reporting year **2021, eleven central ventilation systems with a total air volume (supply air and exhaust air) of approximately 80,000 m³/h will be adapted.** In addition, five door air curtain systems were equipped with temperature control.

This measure works in the building blocks:
Climate protection.



1 Climate protection. Measures relating to Scope 3 emissions Page 18

A quarter fewer CO₂ emissions thanks to eco-concrete

Together with Graz University of Technology, a special wildlife crossing aid was created near Ebreichsdorf (Lower Austria). It **consists of half CO₂-reduced, so-called eco-concrete** and half of standard normal concrete. Each concrete section – foundation, ceiling, walls – was designed according to this division. "This enabled us to compare the concrete types directly with each other," explains Joachim Juhart from the Institute for Materials Testing and Building Materials Technology at Graz University of Technology. The concrete expert accompanied the construction scientifically and made use of preliminary work. Back in 2016, he tested various formulations for eco-concrete in the lab for durability and strength. Behind the project in Ebreichsdorf is a research cooperation between ÖBB-Infrastruktur and Graz University of Technology. In the intensive cooperation, ÖBB-Infrastruktur contributed financial resources and, above all, the know-how of several divisions, thus making the joint success possible. Concreting work on the small animal culvert began in March 2021 and was completed in May of the same year. Two sample walls were also erected in the immediate vicinity of the structure. These are used by the researchers at TU Graz to monitor factors such as moisture content, temperature development or corrosion potential over a long period of time.

This measure works in the building blocks:
Climate Protection.
Species Diversity & Bio-diversity.



ÖBB-Infrastructure pushes recycling

Sensible recycling management and the reuse of materials saves costs and also contributes to the reduction of Scope 3 greenhouse gas emissions, among other things. ÖBB-Infrastruktur uses large quantities of raw materials and materials every year. The main mass is track ballast (permanent way ballast), thereof about 700,000 tons are procured per year. Concrete sleepers are in second place with around 60,000 tons per year. The third most important input in terms of volume is rails, which can be reused in their entirety, at around 30,000 metric tons per year. By defining the materials to be used, in particular the use of **concrete sleepers instead of impregnated wooden sleepers, all these materials can be largely reinstalled or recycled at the end of their long service life.** Ability to recycle and reuse are also ecological award criteria in material procurement.

Recycling by example: Obervellach II power plant

In the course of the construction work, a balancing basin will be created in the immediate vicinity of the newly built power plant, which will ensure the environmentally compatible discharge of the water used for traction power generation into the Möll River. The majority of the materials used for the equalising basin **required construction materials (dam fills) is extracted from the underground sections of the power plant project and recycled directly on site.**

This measure works in the building blocks:

Climate protection.

Resource management, waste, area / soil, water.



Wood as a building material

SHIFT OF TRAFFIC. ÖBB is increasingly relying on the **Use of wood as a building material and checking at an early planning stage whether its use – in terms of service life – is sensible and sustainable.** In particular, wood is to be increasingly used for facades, temporary buildings (construction offices, info boxes), hall buildings, office buildings and in transport stations (wooden soffits for the platform roof in Kirchstetten Bf. and Stadlau – Marchegg, for example). In the reporting period, for example, the Mürzzuschlag Plant Service Center, to be used in the future for the maintenance of the Semmering Base Tunnel, was completed with a track hall built partially of wood. Work was also completed on the St. Pölten Bildungscampus stop with a technical building constructed in wood in the reporting period. At the Obervellach II power plant, the roof of the new power plant was built entirely of wood. In 2021, ÖBB-Infrastruktur was awarded a planning certificate for the highest standard by the Austrian Sustainable Building Council (ÖNGB) for the planning of the office building of the new Werndorf facility service center, which is to be partially constructed in wood. The Werndorf Plant Service Center will be needed in the future for the maintenance of the Koralm railway.

This measure works in the building blocks:

Climate protection.

Resource management, waste, area / soil, water.

Economic engine, value-adding investments & sustainable financing.



Decarbonisation pathway mobility. In its responsibility for effective climate protection, ÖBB has defined the decarbonisation of the company and its products as a focus area. The ambition is: **Climate neutrality of the ÖBB Mobility division from 2030.** For concrete implementation, the development of a decarbonisation path for the mobility sector was launched in 2021 to describe the path to 2030 with concrete measures. In addition to the presentation of the current situation, the focus was on the first **planned or fixed steps for the reduction of GHG emissions** (strategies, programs, measures) and the forecast of the respective CO₂ savings.

ÖBB housing program

The ÖBB housing program offers new and existing employees contemporary and affordable housing. **The ÖBB housing program (refurbishment of existing properties) comprises around 350 residential properties with almost 4,000 apartments throughout Austria.** These are all owned by ÖBB-Infrastruktur AG. However, since the properties are sometimes getting older, the goal since 2017 has been to renovate the residential buildings, including existing green spaces and apartments, to contemporary standards. This is financed by sales of dispensable buildings and land. In 2021, approximately 220 apartments could be renovated as a result, with an additional 250 renovated apartments nationwide by the end of 2022. **Particular attention is given to energy efficiency during the refurbishment** this is achieved through measures such as full thermal insulation on the facade, window replacement and, where possible, photovoltaic systems, heat pumps or district heating connections. This means that the ÖBB housing program meets the "klima:aktiv Silver Standard" for refurbishment.

With the title **"Train by train to a living space – participative, climate-resilient vitalisation of ÖBB workers' housing estates"** the first real estate research project will also start in St. Pölten in 2022 together with the Climate and Energy Fund and the Austrian Research Promotion Agency (FFG). The focus is on sustainable and energy-efficient energy supply concepts, well thought-out (landscape) architecture with a multifunctional utilisation concept, a contemporary settlement structure with climate-friendly mobility solutions, and participatory neighbourhood development by involving various interest groups with regard to different housing and living needs.

This measure works in the building blocks:
Climate protection.



Compensation for air travel required for official business. In accordance with ÖBB regulations, business trips must always be made by train. However, since air travel is not always avoidable even for ÖBB employees, the GHG emissions generated by business-related air travel are compensated annually in the following year. In 2021, ÖBB as a whole will have emitted around 490 metric tons of CO₂eq emissions from air travel from 2020 have been offset retrospectively. **The mileage of business-related air travel from the reporting year 2021 was further reduced compared to 2020.**



Efficient / effective rail infrastructure

TRAFFIC SHIFTS. During the 2021 reporting period, work was done on the following projects, among others:

- /// Brenner Base Tunnel (Tyrol)
- /// Line extension St. Margarethen – Lauterach (Vorarlberg)
- /// Revitalisation of Spullersee power station (Vorarlberg)
- /// Line improvement Golling (Salzburg)
- /// Expansion of the Tauernmoos power plant group (Salzburg)
- /// Electrification Steindorf – Friedburg (Salzburg / Upper Austria)
- /// Four-track extension Linz main station west side (Upper Austria)
- /// Attractiveness of the Mattigtalbahnhof (stations incl. ESTW; Upper Austria)
- /// Construction of Obervellach II power plant (Carinthia)
- /// Electrification Klagenfurt – Weiselsdorf (Carinthia)
- /// Koralm Railway New Line (Styria / Carinthia)
- /// Semmering Base Tunnel (Styria / NÖ)
- /// Double-track extension of the Pottendorf line (Lower Austria)
- /// Double-track extension Vienna – Bratislava (Vienna / Lower Austria)
- /// Construction of educational campus, apprentice home and main station St. Pölten (Lower Austria)

This measure works in the building blocks:

Climate protection.

Resource management, waste, area / soil, water.

Economic engine, value-adding investments & sustainable financing.



Renewed stations and stops 2021

TRAFFIC SHIFTS. We invest in attractive entry and exit points for our customers. The following stations and stops were completed in 2021:

- /// Stop Grillgasse (Vienna)
- /// Strebersdorf station (Vienna)
- /// Böheimkirchen station (Lower Austria)
- /// Glinzendorf station (Lower Austria)
- /// Kirchstetten station (Lower Austria)
- /// Bf.e Bad Goisern and Goisern Jodschwefelbad (Upper Austria)
- /// Bf.e Steyregg, Lungitz, Katsdorf (Upper Austria)
- /// Zell/See station (Salzburg)
- /// Kainisch station (Styria)
- /// Kapfenberg station (Styria)
- /// Station Ledенitzen (Carinthia)
- /// Altsch station (Vorarlberg)
- /// Schwaz station (Tyrol)
- /// Station Innsbruck Messe (Tyrol)

This measure works in the building blocks:

Climate protection.

Resource management, waste, area / soil, water.

Economic engine, value-adding investments & sustainable financing.



ÖBB-Infrastruktur AG: the southern line

SHIFT OF TRAFFIC. Along the southern route, for example, work on the 27.3-kilometer Semmering Base Tunnel is well underway in 2021. More than 80 percent of the Semmering Base Tunnel has already been excavated as a shell. **The tunnel is driven at a total of 14 locations; the first two drives were already completed in 2021 in the Fröschnitzgraben West area.** 4,270 meters were dug per tube. The two tunnel boring machines have almost reached their destination in Fröschnitzgraben Ost and have covered more than 8 kilometers, meaning that by spring 2022 all tunnel drives in this construction lot will already have been completed. In the Gloggnitz and Fröschnitzgraben sections, construction of the inner lining has also already begun. All construction lots are on schedule to ultimately complete the project and begin rail operations by the end of 2028.

This measure works in the building blocks:

Climate protection.

Resource management, waste, area / soil, water.

Affordable and accessible mobility.

Economic engine, Value-adding investments & sustainable financing.



ÖBB-Infrastruktur AG: Koralm railway

SHIFT OF TRAFFIC. Work on the Koralm railway between Graz and Klagenfurt was also in full swing in 2021. **On the Steiermark side, the equipping of the Koralm Tunnel is in full swing – the technical equipping is, so to speak, the “grand finale” of the 130-kilometer Koralm railway.** The future train station in western Steiermark is also continuing to take shape.

In the area of Graz Airport, more than half of the new underground route has already been completed as a shell construction. In addition, several bridges were rebuilt between Zettling and Weitendorf to make room for the new high-capacity line. And on the Kärnten side, too, things are currently moving at a rapid pace: Nestled between the Koralm tunnel and the Granitztal tunnel, the new St. Paul in Lavanttal train station is being built in great strides. **In the Granitztal tunnel and Koralm tunnel on the Kärnten side, the first rails will be laid from 2022.** In the Aich-Mittlern area, around 10 kilometers of track have already been built for the new Koralm railway in 2021. This means that the project of the century, the Koralm railway, is on target.

This measure works in the building blocks:

Climate protection.

Resource management, waste, area / soil, water.

Affordable and accessible mobility.

Economic engine, value-adding investments & sustainable financing.



ÖBB-Infrastruktur AG: Western Line

SHIFT OF TRAFFIC. Along the west line, the four-track expansion continues to pick up speed. Four tracks instead of the previous two will create the capacity urgently needed for passenger and freight traffic on THE rail axis of Austria. **In the bottleneck between Linz and Wels, two of the three sections are now already under construction:** Work on the west side of the Linz main station section has been proceeding swiftly and according to plan since 2019 while rail operations continue. In April 2021, a significant milestone was reached, the Untergaumberg stop of the Linzer Lokalbahn (LILO) went into operation newly built and in a new location. Track construction is also progressing rapidly. The groundbreaking ceremony for the Marchtrenk – Wels section took place in November 2021. Construction work on the Linz – Marchtrenk section is expected to start in 2022.

This measure works in the building blocks:

Climate protection.

Resource management, waste, area / soil, water.

Affordable and accessible mobility.

Economic engine, value-adding investments & sustainable financing.



ÖBB-Infrastruktur AG: Specific plans

SHIFT OF TRAFFIC. The following plans were pursued during the reporting period: In the Vienna metropolitan area, the modernisation of the connecting railway (Vienna), the **four-track extension between Meidling and Mödling** (Lower Austria / Vienna) and the **Airport link** (Lower Austria) are being further prepared. For the connection between **Vienna and Bratislava** on the Lower Austrian side, planning has begun for a full double-track upgrade. Also the **Ebenfurth loop** (Lower Austria / Burgenland) as a continuation of the Pottendorfer Linie as well as the **Expansion of the northern railway** (Vienna / Lower Austria) are being pushed ahead. At **Expansion of the four-track western line** the planning for the section Linz Vbf West – Linz Signalbrücke (Upper Austria) as well as for the new line Köstendorf – Salzburg (South) is underway. Along the **Pyhrn line the preparations take place** for the selective double-track upgrade between Hinterstoder and Pießling-Vorderstoder (Upper Austria / Styria). Also being prepared is the so-called **Brenner North Approach** with the connection Schafteu – Knoten Radfeld (Brenner North Approach; Tyrol) as well as the border next to Kufstein – Schafteu (Tyrol / Germany).

This measure works in the building blocks:

Climate protection.

Affordable and accessible mobility.



ÖBB 360

ATTRACTIVENESS OF PASSENGER TRANSPORT. In passenger transportation, the focus continues to be on the topic of “integrated mobility”. An important **complement to the existing public transport for the first and last mile is the development and integration of further services (e.g. e-car, e-scooters, e-bikes)** already in use in St. Johann im Pongau, Korneuburg or around the cultural capital Bad Ischl in the Salzkammergut region. In 2021, the ÖBB 360 team worked on automated data preparation for municipalities throughout Austria in order to be able to respond even more individually and better to local conditions in mobility concepts.

This measure works in the building blocks:

Climate protection.

Affordable and accessible mobility.



Park & ride expansion

ATTRACTIVENESS OF PASSENGER TRANSPORT. The intelligent linking of transport modes is essential for a sustainable and efficient transport system. ÖBB-Infrastruktur AG has already built additional park & ride facilities in recent years in order to make the interface between motorised private transport (MIV) and the railway system as convenient as possible. **The aim is to continue to provide around 1,500 parking spaces for cars and 1,500 covered parking spaces for bikes per year over the next few years** this path is to be pursued further. The main focus for the construction of new park & ride facilities (car parking spaces) at transport stations is in the vicinity of conurbations (e.g. within a radius of around 30 kilometers of capital cities). There are no plans to build park & ride facilities directly in the capital cities. Park & ride facilities should be designed so that motorised private transport is already addressed in a structured manner in the vicinity of the “source” (early transfer to public transport). At the end of 2021, a total of 68,031 multi-lane and 50,190 single-lane parking spaces will be available to ÖBB customers in park & ride facilities.

This measure works in the building blocks:

Climate protection.

Affordable and accessible mobility.



Bike@ÖBB

ATTRACTIVENESS OF PASSENGER TRANSPORT. The bicycle boom is of course also noticeable at ÖBB. The sales figures show that especially in the summer of 2021, many customers took advantage of ÖBB's comprehensive bicycle offer. An effect that can probably also be seen as corona-related, since Austria experienced a real bicycle boom during the pandemic. **Up to 50 different bike paths can be reached comfortably and stress-free by train.** To this end, a total of 85,000 bicycle parking spaces are available daily on local and long-distance trains.

This measure works in the building blocks:

Climate protection.
Affordable and accessible mobility.



Bike & Ride

ATTRACTIVENESS OF PASSENGER TRANSPORT. The intelligent linking of transport modes is essential to make the transport system more sustainable and efficient. Rail plays a key role here as an environmentally friendly and spatially efficient means of transport and consequently forms the mainstay of sustainable mobility. **The bicycle is becoming an increasingly important part of the mobility chain and the provision of Bike & Ride facilities** at transport stations in the ÖBB-Infrastruktur AG network makes a significant contribution to sustainable mobility. The new construction / expansion of bike & ride facilities should facilitate access to the railway. When constructing new or additional bike & ride parking spaces, cooperation between ÖBB-Infrastruktur AG and the municipalities and provinces involved should be sought (see BMK Park & Ride Facilities Guideline). **According to the current framework plan, an average of around 1,500 parking spaces are to be added or existing facilities renewed each year from 2022 to 2027.**

Currently, ÖBB-Infrastruktur AG is focusing very strongly on increasing the quality of bicycle parking spaces, for example through roofing and double-deck parking facilities. As of the end of 2021, there were 48,881 parking spaces for two-wheelers on ÖBB facilities (including 3,318 motorcycle parking spaces and 45,563 bicycle parking spaces).

This measure works in the building blocks:

Climate protection.
Affordable and accessible mobility.



Stakeholder dialogues "Sustainable freight transport" (ÖBB and WWF)

ATTRACTIVENESS OF FREIGHT TRANSPORT. ÖBB Rail Cargo Group and WWF entered into a targeted dialog with the business community on the topic of "Sustainable Freight Transport" in the reporting year 2021 – with two dialog formats in February and November 2021. Around 30 percent of domestic CO₂ emissions come from transport – and the trend is rising sharply. In terms of freight transport, lorries are one of the main emitters. Europe is aiming to be carbon neutral by 2050 – Austria wants to be there by 2040. **Shifting goods transport from road to rail is crucial if we are to achieve this goal of climate neutrality in transport in Austria and in Europe.** Further traffic shifts to climate-friendly rail are also the goal of ÖBB's climate protection strategy. The results of the stakeholder dialogues with the business community at a glance:

- /// Shifting freight traffic to rail crucial for climate protection
- /// Truth about the cost between road and rail necessary
- /// Danger of staff shortages slowing down sustainable transformation
- /// Spatial planning must be revised

Clemens Först, Spokesman of the Board of Management of ÖBB Rail Cargo Group (RCG): "Only together can we get more freight off the road and onto the rails. **This is why these intensive dialogues with business and the WWF are particularly valuable for us.** Every day, we work to make sustainable rail freight transport more efficient, more reliable and thus more attractive." The participants of the stakeholder dialogue agreed that this form of intensive exchange brings great added value, new perspectives and new ideas for better cooperation for all sides. For this reason, this dialogue format will be continued.

This measure works in the building blocks:

Climate protection.
Affordable and accessible mobility.



Together with Lamborghini for sustainable logistics

ATTRACTIVENESS OF FREIGHT TRANSPORT. With a transit time of only 48 hours, RCG transports Lamborghini-URUS bodies from Germany to Italy. Together with Lamborghini, RCG has put a new transport concept on track. URUS bodies are transported from the VW plant in Zwickau, Germany, to the Lamborghini main plant in Sant'Agata Bolognese, Italy. **The transit time of only 48 hours makes this the fastest, most efficient and environmentally friendly transport from Zwickau to Modena.** A block train with 15 wagons per week transports 115 car bodies from Germany to Italy. The new rail transport concept of our sustainable rail transports helps reduce Lamborghini's carbon footprint by 85 percent. These save the climate around 2,000 tons of CO₂ per year and help to counteract the transit spiral on the Brenner axis.

This measure works in the building blocks:
Climate protection.
Affordable and accessible mobility.



2 Adaptation to climate change Page 26

Eco-forest islands

A functional and stable forest as **protection of railway infrastructure from landslides, mudflows or avalanches** alpine area is of particular importance. For this reason, the Track Management and Facility Development division (ÖBB-Infrastruktur AG) also places a high value on the greening of existing facilities. For example, in 2019 and 2020, several eco-forest islands were established in existing ÖBB railway forests. These represent a **valuable habitat for animals and plants**. Ecological aspects are also constantly being taken into account in ÖBB's regulations. Examples of this are sustainable and close to nature design of drainage systems or railway embankments. For more information, see the Biodiversity & Species Diversity measure – "Environment on the Train".

This measure works in the building blocks:
Climate protection.
Adaptation to climate change.
Biodiversity & species diversity



clim_ect

With the aim of developing concrete measures to minimise future harmful, weather-induced effects on infrastructure, ÖBB-Infrastruktur AG has been working on the "clim_ect" project together with the Vienna University of Technology, the University of Natural Resources and Applied Life Sciences and ZAMG since 2019. **Past damage events were analysed in more detail**, so that on the one hand imminent developments, but on the other hand also the **The effects of meteorological phenomena can be better assessed and estimated**. The completion of the project in 2021 enables hazard corridors along the ÖBB route to be better identified and preventive measures can then be taken.

This measure works in the building blocks:
Adaptation to climate change.



INGEMAR

With the project **"INGEMAR – Intelligent Natural Hazard Management and Risk Assessment System"** is to create an all-round tool. The aim is to map the most important activities for protecting the railway against natural hazards in one tool: Warning / Information, Work / Activities and Communication to be able to act efficiently and proactively should an event occur. The information for this comes from years of experience of ÖBB employees and the knowledge transfer of the work of the ÖBB Avalanche Commission.

This measure works in the building blocks:
Adaptation to climate change.



Existing measures

infra:wetter is a route-related weather warning system of ÖBB-Infrastruktur AG with information about **meteorological conditions including weather forecast** for the next 72 hours and with warnings sent by e-mail or SMS

Natural hazard information maps indicate **areas potentially affected by natural hazards** (rockfall, torrent). In combination with **infra:wetter**, they are an important tool for taking local action at short notice if necessary

Railway lines potentially affected by flooding have already been shown in plans for some time. Concepts of measures already exist for these line sections that serve as a basis for later planning projects.

This measure works in the building blocks:
Adaptation to climate change.



3 Emissions incl. noise (excl. CO₂) Page 28

Quieter lines and quieter cars

The European Interoperability Directive NOI TSI prescribes “quieter lines” on which only quiet freight wagons will be allowed to run from December 8, 2024. Also in 2021, ÖBB-Infrastruktur AG granted for its rail network the reduction of the infrastructure usage charge (“noise bonus”) for freight transport services of railway undertakings introduced since the working timetable period 2018 – **provided they use freight wagons retrofitted with quiet brake blocks** (this noise bonus is designed in accordance with Article 4 of Implementing Regulation [EU] 2015/429). This has led to the fact that, for example, at the end of 2021, **around 90 percent of the Austrian fleet of Rail Cargo Group (RCG) has already been converted as quiet wagons.**

This measure works in the building blocks:
Emissions (excl. CO₂).



Effective noise control measures. Rolling wheels generate sound due to physical laws which cannot be overridden. **However, ÖBB is doing everything it can to contain and reduce noise emissions from rail traffic.** In the course of noise remediation on existing lines, noise barriers and soundproof windows are erected and subsidised. **Noise abatement measures are taken into account and implemented from the outset for new and upgraded lines.** As a result, in 2021 there were around **1,000 kilometers of noise barriers and noise protection dams in the ÖBB-Infrastruktur AG network.**



Monitoring of noise emissions Railway traffic Wörthersee

In spring 2021, the first report “Monitoring Schallemissionen Eisenbahnverkehr Wörthersee” was published, which was based on **Measurements of train movements on the double-track southern line in the central region of Carinthia** is based on. In calendar year 2020, quiet freight wagons accounted for 64 percent of all passing freight wagons on an annual average, and the average pass-by level (median) at the measuring point at 7.5 meters from the track axis is 88.2 dB for freight trains and 77.5 dB for passenger trains. Exemplary sound emission levels were also calculated according to sound propagation calculation rules: At an exemplary distance of 30 meters from the railway line, a rating level at night of 60 dB results without noise protection measures, while a rating level night of 48 dB is achieved with a corresponding noise protection wall on the railway side in the form of a 2-meter-high noise barrier.

This measure works in the building blocks:
Emissions (excl. CO₂).



Conversion of freight wagons to quieter LL brake blocks

On the vehicle side, all (existing) freight wagons of Rail Cargo Austria (RCA) in operation were converted to low-noise brake blocks (LL blocks) – this amounted to ≈ 6,700 freight wagons by the end of 2020. In total, **by the end of 2021, 90 percent of RCA freight wagons will be so-called “quiet freight wagons”** (approx. 15,300 wagons) – in addition to which there are approx. **3,200 “quiet” freight wagons of Rail Cargo Hungary** (57 %).

This measure works in the building blocks:
Emissions (excl.CO₂).



Phase-out of oil-fired heating systems by 2030

Phasing out oil-fired heating systems not only helps protect the climate, but also reduces classic air pollutants. ÖBB-Infrastruktur AG currently has a total of **250 oil-fired heating systems in its existing buildings**. The order and number of existing oil-fired heating systems that will be **converted to alternative energy sources by fiscal year 2030**, was determined based on their year of construction. In FY 2021, an additional 16 oil-fired heating systems were removed (starting point FY 2019 256 systems, end of FY 2021 234 systems).

This measure works in the building blocks:
Climate protection.
Emissions (excl.CO₂).



4 Resource management, waste, area / soil, water Page 32

Sustainable event management

The ÖBB training centers live sustainability. Whether it is a short session or a workshop lasting several days, anyone who works and learns at ÖBB's training centers can be sure that the highest standards of environmental protection are maintained, **namely from energy consumption to supply and waste management**. With no less than three environmental awards – “OekoBusinessWien”, “Green Meeting”, “Eco-label” – the Bildungszentrum Wien, for example, is the ideal location for sustainable meetings or workshops

This measure works in the building blocks:
Resource management, waste, area / soil, water.



Recycled freight wagons. By reducing material consumption per wagon by 20 percent, **Rail Cargo Group succeeds in conserving resources** in its TransANT freight wagons. At the end of their life, the freight wagons are completely scrapped and reused for the production of new steel. **in 2021, 6,372 (py: 6,477) tons of wagon material were thus put to new use at Rail Cargo Austria.**

Soil sealing

Reducing soil sealing and land consumption are important environmental goals of ÖBB-Infrastruktur AG. Therefore in **2021, a program was launched to evaluate unsealing measures in the regulations and framework plan and to start initial pilot projects**. On the one hand, re-naturalisation of smaller disused areas around railway stations is being implemented, such as at Steyr station or with a flower meadow in the 12th district on a tunnel structure. On the other hand, ongoing construction projects are performed in such a way that as little land as possible is consumed (e.g. sponge city principle). Sustainable use of railway land and appropriate green space management will also create important habitats for many animals and plants.

This measure works in the building blocks:
Resource management, waste, area / soil, water.
Biodiversity & species diversity





Reused track ballast.

Within ÖBB-Infrastruktur AG, the handling of resources and efforts to avoid waste and reuse materials play an essential role. This is also expressed, for example, in the form of **mechanical cleaning of track ballast and its reinstallation in the ballast bed** as well as in the form of subgrade rehabilitation using excavation machines (AHM). In the process, the upper section of the ballast bed is broken up, mixed with new material and reinstalled in the track as a base course.

Potential area analysis

In order to better estimate the land cover and utilisation potential of all railway land owned by ÖBB-Infrastruktur AG, the project "Potential Area Analysis" was performed together with the Institute for Landscape Development, Recreation and Nature Conservation Planning, Department of Space, Landscape and Infrastructure at the University of Natural Resources and Applied Life Sciences and completed in 2021.

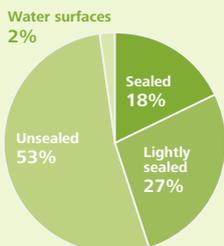
With the help of satellite data and publicly available databases, it has been possible to obtain **an accurate picture of the land cover on orbital ground**. Nearly 24,000 properties on over 18,800 hectares total throughout Austria were analysed. The results were quite surprising. **In total, ÖBB-Infrastruktur AG owns more unsealed forest and meadow areas than sealed traffic areas**. There are particularly high proportions of forest in the provinces of Tyrol, Vorarlberg and Carinthia due to the important protective function of railway forests in the alpine route areas. In regions with few forests, such as Burgenland, the forests and meadows on railway land increase the diversity of the landscape.

Due to the higher density of rail networks, high-capacity lines and larger stations, high shares of rail lines are found in the provinces of Vienna, Lower Austria and Upper Austria. Surprisingly, in the provinces of Salzburg and Vorarlberg, water areas also make up a significant portion of the railway land, as the large hydroelectric power storage lakes for traction power production are located there.

This measure works in the building blocks:

Adaptation to climate change.
Resource management, waste, area / soil, water.

Biodiversity & species diversity



Area sealing

Sealed: Parking and traffic areas, buildings

Lightly sealed: Railway ballast bodies, ballast surfaces

Unsealed: Grassland, arable land, forest and shrubland, gardens



5 Biodiversity & species diversity Page 38

Vegetation control

As early as 2022, glyphosate will no longer be applied on ÖBB tracks, and pesticides containing this active ingredient will be replaced by alternatives. **In the future, a mix of methods – chemical, mechanical, physical (thermal / electrical) – will be used.** Until other methods have achieved efficacy and track suitability, however, treatment of tracks with pesticides as part of chemical vegetation control remains the most important measure for **keeping tracks free of vegetation.** ÖBB-Infrastruktur AG is also involved in an international exchange with other railway operators in order to find solutions to this problem, which is similar for the entire railway sector.

This measure works in the building blocks:
Biodiversity & species diversity.



Bird protection

ÖBB-Infrastruktur AG is also taking a number of measures in the area of bird protection. For example, it is a partner in the EU LIFE project “Danube Free Sky” (see <https://danubefreesky.eu>). In the course of this project, among other things **63 kilometers along three rail lines** in the eastern part of Lower Austria, which is important for bird protection in Austria **will be equipped with extensive bird protection measures to exclude electrocution and line collision as far as possible.** In addition, in coordination with the bird protection organisation Bird Life Austria, plastic protective caps will be fitted to the mast tops on particularly endangered sections throughout Austria to protect large birds from electrocution.

This measure works in the building blocks:
Biodiversity & species diversity.



Bird protection markings in the form of 4 millimeter-thick black lines at intervals of 50 millimeters have been applied to glass surfaces for several years in order to **reduce bird impact on glass surfaces.** The specifications for this are laid down in ÖBB-Infrastruktur AG’s internal regulations. This ensures that this bird protection measure is implemented in a standardised manner.

Project “Reverse”

ÖBB-Infrastruktur AG is also one of the rail infrastructure companies actively involved in the “Reverse” project, which is supported by the International Union of Railways (UIC). It should **analyse in detail negative and positive impacts of rail on natural diversity and develop guidelines and an action plan for the rail sector,** to be able to present the contributions of rail to Sustainable Development Goal 15 (Life on Land). ÖBB-Infrastruktur AG provides the chairman of this working group and is a major driver of this international biodiversity protection project (see: <https://uic.org/projects/article/reverse>).

This measure works in the building blocks:
Biodiversity & species diversity.



Pottendorfer line

The double-track expansion of the approx **50-kilometer Pottendorf line between Vienna Meidling and Wiener Neustadt represents an important measure for increasing capacity on the southern line.** Conditions for thousands of commuters south of Vienna will be improved for both long-distance and local transport. However, during construction, attention is also paid to species diversity. **A key goal is to increase biodiversity along the line through special design of railway embankments and slopes.** For this purpose, high-quality seeds were used and over seven hectares of newly planted forest areas were surrounded by a strip of meadow – similar to the railway embankment. On it, there are repeated Glaubsteinhaufen of various sizes and deadwood piles of rootstocks to provide a refuge for snakes, lizards and various wood-loving insects, especially beetle species, as well as badgers and foxes. Depressions have also been formed on the surfaces where rainwater or melt water is able to collect. This created the conditions for the formation of temporary small water bodies, which subsequently provide habitats for amphibians, dragonflies and other microorganisms and also serve as watering places for wild animals.

This measure works in the building blocks:
Biodiversity & species diversity.





To increase biodiversity along the route, emphasis is placed on **special design of the railway embankments and slopes**. The design and construction of the facilities are already coordinated to promote different types of vegetation along the railway embankment in order to **further push the diversity of fauna and flora**. Due to their extensive cultivation, the railway areas function as **a retreat and migration corridor for rare animal and plant species** as well as a connecting element between different habitats in Austria.

ÖBB Rail Bees

As pollinators, bees are essential for biodiversity and food security. The project **“ÖBB Schienenbienen” (Rail Bees) provides bees in particular with a habitat**. The flowering meadows along the railway are a treasure that is sufficiently available to ÖBB-Infrastruktur AG and that now belongs to these animals and many other insects. Started in 2021 with **eight ÖBB areas throughout Austria defined as potential bee sites**. As of the end of 2021, it has already been possible to expand to a total of 12 railway green spaces in six states. In cooperation with a network around the beekeeper Markus Bleich (beehero.at) the areas are equipped with bee houses and the bee colonies are settled. Since the autumn of 2021, ÖBB’s own rail honey has been available in the web store, the rail bistros, and the ÖBB Rail and Nightjets – certified organic, of course.

This measure works in the building blocks:

Biodiversity & species diversity.



Erd&Äpfel

Since April 2021, this awareness-raising measure has been helping the **ÖBB employees learn more about natural gardening and the promotion of biodiversity and species diversity**. Enthusiastic amateur gardeners are brought onto the stage. They reveal their tips and tricks and show how numerous ÖBB allotments, gardens, balconies or windowsills can blossom and everyone can make their contribution to the building block species diversity & biodiversity.

This measure works in the building blocks:

Biodiversity & species diversity.





6 Sustainable procurement Page 40

Code of Conduct for Suppliers

Since 2021 there has been a separate **Code of Conduct for Suppliers**. This addresses a wide range of sustainability issues such as environmental and climate protection, corruption prevention, diversity and children's rights. The Code of Conduct **must be signed before the start of cooperation**.

This measure works in the building blocks:

Sustainable procurement.



Railsponsible and ERPC: international cooperation for a green future

ÖBB Procurement attaches great importance to sustainability. ÖBB Procurement is involved in the international rail industry initiative "Railsponsible" to express this commitment. The members of the initiative are pursuing the goal together, **to make the entire supply chain of the rail industry more sustainable**. ÖBB Procurement is also involved in the "European Railways Procurement Conference" (ERPC) in order to be able to promote this concern even more broadly.

This measure works in the building blocks:

Sustainable procurement.



TCO-CO₂: green procurement

In the "TCO-CO₂" project, which has been driven forward by ÖBB Procurement since March 2020, the existing TCO model (short for: Total Cost of Ownership) was expanded to include the CO₂ component. The "TCO-CO₂ model" was developed in cooperation with Graz University of Technology with the aim of providing a scientifically sound and independently verified **calculation method for determining and evaluating CO₂ emissions along the supply chain over the entire life cycle** method for the assessment of carbon emissions. In this way, the environmental impact of the products and services to be procured are made transparent, assessable and avoidable. This offers the opportunity to take into account the costs caused by CO₂ emissions in procurement procedures. Consequently in tenders, it is not only purely economic factors that count, but also the associated environmental impact.

This measure works in the building blocks:

Climate protection.

Sustainable procurement.



Supplier evaluation based on sustainability criteria

Suppliers are invited to be evaluated by an independent CSR performance monitoring system. An increasing number of suppliers are complying with this request, which means that 47.97 percent of the procurement volume already comes from evaluated suppliers. In order to take into account the needs of small and medium-sized enterprises, a separate questionnaire was also created. This allows them to undergo an assessment directly on the ÖBB platform.

This measure works in the building blocks:

Sustainable procurement.





7 Innovation & technology page 42

Europe's Rail Joint Undertaking

Together **with the European Union, ÖBB and 24 European partners from the fields of railways, industry and research** founded the multi-year research and development program "Europe's Rail Joint Undertaking", was endowed with over 1 billion euros. Together with the other partners in the joint venture, concrete projects are to be implemented in six flagship areas on the topics of "Traffic Management System" (TMS), "Automated Train Operations" (ATO), "Innovation of Assets", "Energy / Sustainability", "Rail Freight Transport" and "Regional Railways". The topics introduced by ÖBB consistently address concrete, existing challenges of the railway system. Important projects of ÖBB's commitment include the **Further development of the digital automatic coupler (DAC)** for European freight traffic, **Innovations in the area of regional railways**, the strengthening of cross-border freight transports as well as further **Automation steps in operations management**.

This measure works in the building blocks:

Climate protection.
Innovation & technology.



DAC Group Program

The "Digital Automatic Coupler" (DAC) is a milestone for rail transport. It enables faster, **Safer and more efficient coupling operations, massively increasing the attractiveness of rail freight**. ÖBB's DAC Group Program coordinates all DAC activities at the national and international level.

This measure works in the building blocks:

Climate protection.
Innovation & technology.



Fostering ideas. The Open Innovation team continuously adapts its formats to the needs of the users. **In 2022, the Ideas Workshop will be further developed to support ÖBB colleagues in implementing their ideas.** Internal and external innovators are to benefit from the creation of a new space for the exchange of ideas at the end of the year. **In the Innovation program, business model innovations are pushed.** Thematically, the focus is on innovations in the sense of the integrated mobility and logistics service provider.

TARO

The project "TARO" (Towards Automated Railway Operation) is a project funded by the Austrian Federal Ministry for Climate Protection and the Austrian Research Promotion Agency (FFG) **Automation and digitalisation in the railway sector** is concerned with. It consists of the three topics "Digital Twin", "Processes" and "Automated Train Operation". With the help of the findings and developments of the "TARO" project, the **Rail further strengthens its role as a climate-friendly mode of transport** and thus support the fight against climate change.

This measure works in the building blocks:

Climate protection.
Innovation & technology.



Rail4Future

The project "Rail4Future" deals with the combination and **cross-thematic use of existing analytical and numerical methods for monitoring structures** deal with. Based on this, the railway system can be mapped virtually. This allows predictions to be made for planned measures and environmental impacts.

This measure works in the building blocks:

Innovation & technology.



Greenlight

“Greenlight” is working on track-accurate localisation of vehicles via mobile communications. With the support of real-time vehicle position data, operations as well as customer information can be optimised. Furthermore, the technology is also for use to warn when approaching against a signal indicating stop. Further project stages will also allow the control of infrastructure elements along the route via mobile communications.

This measure works in the building blocks:

Climate protection.
Innovation & technology.



H₂Tube

The research project “H₂Tube” deals with the **Possibilities and challenges of hydrogen transport**. Particular focus is placed on the requirements for transport containers and the development of concepts for safe transport using digital sensor technology. Based on the project results, hydrogen transport should also become possible for end users who cannot afford a pipeline connection.

This measure works in the building blocks:

Climate protection.
Innovation & technology.



Collaborations for innovation. ÖBB is participating in **numerous national and international R&E programs and projects to achieve its ambitious goals**. In 2021, in line with ÖBB’s technology strategy, **(lighthouse) projects in various areas were pursued or newly started**. Since 2020, for example, ÖBB has been actively involved in the “European DAC Delivery Program” (EDDP) in a leading role. Within ÖBB, the program is implemented in close cooperation between several Group companies and coordinated by ÖBB-Holding AG.

AM4Rail

In the “AM4Rail” project, the potential of the **additive manufacturing (AM) for the railway sector** is analyzed. It also outlines workflows and processes for efficient use of additive manufacturing. Using additive manufacturing can reduce resource and energy consumption by up to 10 percent and costs by up to 30 percent.

This measure works in the building blocks:

Climate protection.
Resource management, waste, area / soil, water.
Innovation & technology.



RAILEYE 3D

This project deals with the development of **innovative 3D sensor systems to accelerate the handling process for passenger trains**. The focus is particularly on linking with “machine learning” methods. The system will use novel methods to detect selected situations such as “people leaning against the train,” “people standing in the gap between the train and the platform edge,” “baby carriages in the gap” or “person in the door space” and thus monitor the entire outer skin of the train.

This measure works in the building blocks:

Climate protection.
Innovation & technology.
Affordable and accessible mobility.



DOMINO

The main goal of “DOMINO” is to develop **mobility services that are accessible to the public and as barrier-free as possible** that can be used by all users and supports the mobility and climate goals of the public sector. In three test regions, new offerings are to be created based on user needs and existing services integrated into a “MaaS made in Austria” ecosystem. “DOMINO” sets the following implementation goals to achieve this goal.

- Establishing intermodal, cooperative traffic management as a prerequisite for the effectiveness of MaaS services
- Integration of multi- and intermodal services in support of a MaaS ecosystem in Austria

This measure works in the building blocks:

Climate protection.
Innovation & technology.
Affordable and accessible mobility.



Customer satisfaction passenger transport

To further improve rail passenger satisfaction, there are numerous innovation projects. These include, for example, the development of a **new luggage services, analyses of bicycle transport, “ÖBB Live” – the forecast of train capacity utilisation or the handling of delays**

This measure works in the building blocks:

Climate protection.
Innovation & technology.
Affordable and accessible mobility.



Attractiveness of rail freight transport

The demands placed on logistics service providers are increasing every day. This makes it all the more important to know the customer’s needs and to find new solutions based on them. One example of this is the **“MIKE” platform, which supports customers with digital services for the transport of goods**. Functions such as capacity planning, empty wagon ordering, and tracking and tracing are constantly being developed and expanded on the basis of customer feedback. In addition, completely new business models are also being tested in order to expand the existing core business.

This measure works in the building blocks:

Climate protection.
Innovation & technology.
Affordable and accessible mobility.



Regional trains

Regional rail lines are an important component for mobility in rural areas. For this reason, making them more attractive and expanding them is part of the ÖBB framework plan. **To radically rethink regional rail, a team in the 2021 innovation program is focusing on digitised operations management**. This replaces the outdated and expensive infrastructure such as signals, interlocking systems or control technology with digital decentralised control and makes the system much more cost-effective and flexible. This opens up new application possibilities in the future, such as short-term deliveries in rail freight transport.

This measure works in the building blocks:

Climate protection.
Innovation & technology.
Affordable and accessible mobility.



Community creates Mobility (CcM)

CcM is an open ecosystem around the mobility of the future. **It networks committed mobility thinkers in Austria and beyond**. The joint vision “Mobility as a Common Good” was discussed with Federal Minister Leonore Gewessler in May. Other key topics included mobility and shopping, air mobility, and post-corona travel. Interested parties can get involved online at zusammenbewegen.at and become part of the community.

This measure works in the building blocks:

Innovation & technology.



Three-country camp

In 2021, we also worked together online on **transnational topics**. The focus was on the issue of “sustainability” and the endeavor to achieve through rethinking in **ecological, economic and social terms, a contribution to combating the climate crisis**. Specific projects included visualising one’s own carbon footprint, comparing the CO₂ emissions of transport providers, and the winning project “Minutes” for a new customer experience in the event of delays.

This measure works in the building blocks:

Climate protection.
Innovation & technology.
Affordable and accessible mobility.



8 Sustainable finance Page 44

ESG Ratings 2021

The Group companies operating on the capital market were given **ESG ratings for the first time in the reporting year**. The sustainability performance of the companies Personenverkehr, Produktion, Technische Services, Postbus, and Rail Cargo Austria was analysed by the German sustainability rating agency imug | rating and evaluated according to independent criteria. All companies were rated as “very good” in each case. Sustainability, according to the clear tenor of the rating agency, is consistently pursued within the Group. ÖBB’s sustainability strategy is based on the three pillars of ecology, economy and social issues and is structured along 17 building blocks. The topic of “sustainable finance” is an important and comprehensive component in this regard. This is because the sustainable investment market plays a key role in the fight against global warming and is one of the fastest growing sectors in global finance.

This measure works in the building blocks:

Sustainable finance.



ESG-linked private placement for ÖBB Produktion GmbH

With the fourth quarter of 2021, we were able for the first time to implement a financing plan based on the current ESG rating for **the Group company ÖBB-Produktion GmbH to implement a form of sustainable financing in the Group**. Financing is designed for the long term, with a term of 15 years, and also includes clear targets regarding potential for improvement in ESG performance.

This measure works in the building blocks:

Sustainable finance.



9 Affordable and accessible mobility services Page 48

Climate ticket

The Klimaticket Ö enables the use of all participating public transport in Austria. **A single ticket consequently enables you to travel flexibly and climate-friendly for a whole year**. ÖBB-Personenverkehr AG is responsible for the development and operation of the distribution system, including customer service. Also with the ÖBB extras to the Klimaticket Ö – such as the 1st class upgrade and the reservation packages – the Klimaticket Ö becomes even more attractive for ÖBB customers. The Climate Ticket Ö is thus a **important building block in making public transport in Austria even more attractive**.

This measure works in the building blocks:

Climate protection.
Affordable and accessible mobility.



Postbus-Shuttle

People's mobility needs are changing. They demand individual, flexible and digitised mobility solutions in public transport. In order to meet these needs in the best possible way, a new service was created especially for rural and suburban areas with the Postbus Shuttle. **The Postbus shuttle complements the existing public service** and provides a service where there is currently none **with smaller buses** (usually 9-seater) and completely **without a timetable, i.e. on demand**.

Booked the Postbus shuttle is made by the passenger himself via the **Postbus shuttle app** as well as via the shuttle interface, the booking platform for businesses in the region. Working in the background is intelligent software with a – and this is the essential difference to a cab – **Bundling algorithm**. The goal is for passengers to always share a part of the journey, so that the **Occupancy rate is significantly higher than that of a passenger car**.

After an intensive period of preparation **2021 the first pilots of the Postbus shuttle successfully go into operation**. It is now established in over 30 communities, including in Carinthia (Techelsberg am Wörthersee and Ossiacher See) and Upper Austria (Zukunftstraum Donau Gusen, Donau-Ameisberg). On-demand transport is already in use regionally for event transport in Lower Austria (Fels am Wagram) and confirmed projects in Styria (Liesingtal). The Postbus shuttle started its next operation on December 1, 2021, with the Mödling mobile region in one of the largest on-demand areas in Europe. Further projects and the expansion of the existing range are already being planned. **People's interest in and need for on-demand mobility is enormous**.

This measure works in the building blocks:

Climate protection.
Innovation & technology.
Affordable and accessible mobility.



ÖBB as a total mobility service provider.

With many different measures, ÖBB wants to position itself as a total mobility service provider in Austria. **ÖBB 360 designs and operates integrated mobility services with existing ÖBB services** such as the Postbus Shuttle or Rail&Drive, as well as integrating external services such as bikes, e-scooters or cargo bikes, and is continuously expanding them.

ÖBB 360

In passenger transportation, the focus continues to be on the topic of "integrated mobility". An important addition to the existing public transport system for **first and last mile is the elaboration and integration of further services (e.g. e-car, e-scooter, e-bikes)** already in use in St. Johann im Pongau, Korneuburg or around the cultural capital Bad Ischl in the Salzkammergut region.

in 2021, the ÖBB 360 team worked on automated data preparation for municipalities throughout Austria in order to be able to respond even more individually and better to local conditions in mobility concepts. In 2022, the company plans to participate in further tenders for the expansion of ÖBB 360 services, including for the city of Baden, among others.

This measure works in the building blocks:

Climate protection.
Innovation & technology.
Affordable and accessible mobility.





10 Health / Safety / Security page 52

A warning app to assist with signal compliance is being further developed

The **Warning app** has now been rolled out across the board and become an important short-term **Safety module to reduce incidents in connection with signal overruns** (train ride) as a precursor to train collisions **to reduce the number of incidents**. The support system also draws the attention of train drivers when starting against a signal indicating a stop and is already having a positive effect. Based on the experience, the framework for the further development of the warning app was created in 2021. This is how train drivers are to **be supported during the journey in the future**.

This measure works in the building blocks:

Health / safety / security.



Group-wide safety culture survey conducted

The way safety is organised and lived in the workplace is also reflected in the area of safety culture. This **reflects subjective attitudes, beliefs, perceptions and values of managers and employees** and shows that **a living safety culture represents the very mainstay of safety performance**. In order to better assess this, a survey was developed and performed together with the European Railway Agency, which was answered by almost 5,000 employees in the Group. In this way, the ÖBB-Group would like to identify the strengths and potential around the safety culture and the self-image on the topic of "safety" in order to be able to derive targeted measures.

This measure works in the building blocks:

Health / safety / security.



Ambitious safety goals. The overarching goal of the ÖBB-Group is to **sustainably rank among the top 5 safest railways in Europe**. To ensure that this is achieved, ambitious strategic safety targets have been defined for the Group. In the next few years, for example, **the main safety indicators (e.g. train accidents, shunting accidents, accidents at work) are to be enhanced even further**.

Reduction of occupational accidents

In 2021, the fields of action already **identified in the area of occupational safety were supplemented by the specific injury areas / patterns**. These were made transparent in the Group-wide safety committees and are now used to align the strategic safety program and set targeted measures to reduce occupational accidents in the ÖBB-Group.

This measure works in the building blocks:

Health / safety / security.

Reliable & attractive employer.



Corona crisis as a challenge

The COVID-19 situation again had an intensive impact on safety in the ÖBB-Group in 2021. At the beginning of 2021, there was a legal obligation to draw up a COVID-19 prevention concept, which the experts developed on the basis of previous findings and detailed analyses and a corresponding risk assessment. In the process, the safe procedure as well as the protective measures of the ÖBB-Group were scientifically examined by an independent agency and confirmed as effective and appropriate. For the employees, **Group-wide regulations for hygiene, keeping their distance, wearing masks, but also testing and finally vaccination strategies were defined in the COVID-19 prevention concept**. All measures and tasks were set according to the STOP (substitution of risk, technical, organisational and personal protective measures) principle.

This measure works in the building blocks:

Health / safety / security.

Reliable & attractive employer.





11 Diversity & equal opportunities Page 58

Relaunch RailMap*Reconciliation of work & private 2021

One of ÖBB's declared concerns – in line with the 2011 Equal Opportunities Policy – is to implement suitable measures to reconcile work and childcare or work and care in an employee-oriented manner. Since the middle of the year, the new RailMap*-Reconciliation Work & Private, revised by ÖBB-Holding (Diversity Management), BCC Service und Soziales and ABZ*AUSTRIA, has been available online in a simple and clear format: with many tips on **parental leave or part-time parental leave, re-entry, MINT kindergartens close to the company, vacation and window day care, flexible nannies for hourly care or network meetings for parents.**

Help and orientation: If the care of a close relative requires nursing at short notice or reorganisation, the RailMap*Reconciliation Work & Private offers direction and provides information on care leave and part-time care. **Information about associations, nationwide contact points,** legal and financial information, as well as documents to download, make the RailMap*Compatibility Work & Private an indispensable compendium.

Feedback from the parents' network as well as results of the INFRA focus groups (e.g. in the course of the ÖBB-Infra diversity project "Increasing Diversity") were incorporated into the relaunch of the RailMap*Compatibility Work & Private and ensure the strong practical relevance of the content.

This measure works in the building blocks:

Diversity & Equal opportunities.
Reliable & Attractive employer



Network meetings and online / hybrid events

Also in 2021 there was a **variety of parent and women's network meetings in the form of online and hybrid events.** The range of topics included challenges of the corona crisis and issues around balancing family and career. At an online meeting in the middle of the year, ÖNB Director Doris Ritzberger-Grünwald and other experts and ÖBB colleagues discussed the topic of "Finances in the Corona Crisis" and what one can do to shape one's own financial future. Other exciting topics covered included: sustainable HR management and how "green jobs" will become more interesting in the future, work-life balance, health and well-being, structuring everyday family life, and self-management. There was an exciting exchange in the course of a parents' network meeting on the topic of "Healthy nutrition for (small) children with nutritionist Sabine Slovencik from the Austrian Health Insurance Fund.

Mobility Talk (ÖBB / VCÖ). On 9 July, around 200 colleagues and experts (of whom around 170 were online) from various areas of business and science once again accepted the **invitation of ÖBB Diversity Management and VCÖ to the fourth mobility discussion.** Moderated by Karin Bauer, a high-level roundtable with FedMin Gewessler discussed the EU climate targets from different perspectives, what steps are and must be taken – and what role mobility can play in this.

This measure works in the building blocks:

Diversity & equal opportunities.



Diversity Charter 2026

The update of the Diversity Charter 2023 was followed by the 2026 Diversity Charter, which sets out the **Increase in the proportion of women in the company as a whole and in management positions in the form of a binding quota of 17 percent** (in Germany and abroad) and the increase in the proportion of employees with disabilities to 4 percent (in Germany). In addition, ÖBB is continuously working on expanding its offers and measures to improve the compatibility of family and career. The aim is to promote diversity in the context of **further embedding gender equity in the corporate culture**. As part of the “60 Seconds of Diversity” campaign, members of the Executive Board and managing directors regularly spoke in short video sequences about the topic of diversity, what it means to them and how they are taking joint action in their subgroups to further promote it.

This measure works in the building blocks:

Diversity & Equal opportunities.
Reliable & Attractive employer



Inclusion Charter

Inclusion is about, among other things, **raising awareness for fair and equal participation in the world of work and life**. With the Charter of Inclusion, ÖBB is committed to placing all employees of the Group at the center of its activities on an equal footing.

The measures already implemented in 2021 and those planned for 2022 were included in an action plan and presented on the International Day of Persons with Disabilities (3.12). The global #PurpleLightUp campaign sets a visible example for people with disabilities around the world on this day. And as a result, the Vienna Central Station was also brightly lit up.

The fields of action of the action plan are: Job and Discrimination (Recruiting), Education and Training, Infrastructure and Accessible Workplace, Social Life and Social Issues, and Apprentices and Women.

This measure works in the building blocks:

Diversity & Equal opportunities.
Reliable & Attractive employer



Women's Career Index

Launch of a Group-wide benchmark comparison on the topic of “Women and careers. As part of the major HR 2025 program, the Women's Career Index (FKi) is being implemented or rolled out throughout the Group. The first phase of the FKi (collection of figures and basics as well as analysis) was completed by the end of 2021. The goal is a quantitative and qualitative analysis on the topic of “women and careers” including benchmarking (within and outside ÖBB).

This measure works in the building blocks:

Diversity & Equal opportunities.



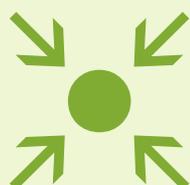
Equal opportunities for all. Equal opportunity is a feature of modern corporate management and a prerequisite for sustainable business success. ÖBB assumes social responsibility and wants to be a role model for other companies. ÖBB is therefore committed to comprehensive equal opportunities – **regardless of language, gender and gender identity, age, sexual orientation, origin or religion**. They treat everyone with respect and no discrimination of any kind is tolerated. This is particularly true for **people with disabilities, who are targeted not only as customers but also as future employees**.

Cross-Mentoring Program (CMP)

In the cross-company mentoring program, ÖBB, together with ASFINAG and Wiener Stadtwerke since 2018, wants to **support female talents in their development towards assuming management responsibility** and strengthen their social and personal skills as well as their network in a targeted and individual manner. Each mentee is assigned a mentor with professional experience who accompanies them in their professional development over a specific period of time. In 2021, the CMP was awarded the Minerva Award in the “success” category. The award, established by the business magazine SHEconomy, honors personalities and companies that promote women, support their career models, and provide solutions for togetherness.

This measure works in the building blocks:

Diversity & Equal opportunities.
Reliable & Attractive employer.
Training and development.



Diversity. Diversity management goes beyond equal opportunities and uses the diversity of employees to the benefit of all stakeholders, consequently **making ÖBB more diverse and thus more productive as well as more resilient.** Diversity measures & Equal opportunities are implemented as part of diversity management in accordance with **the objectives set out in the Diversity Charter 2026.**

Digital Leadership Program with Female Founders

As a three-month program, “Lead F” combines two important elements, which are **successful and sustainable leadership: Innovation and Entrepreneurial Mindset.** Two participants from ÖBB are undergoing the Leadership program together with representatives from UNIQA, RBI, BDO and OMV.

This measure works in the building blocks:

Diversity & Equal opportunities.



New gender guidelines

The Diversity Officer of the ÖBB-Group and ÖBB-Group Communications have drawn up new guidelines for the wording of texts in personnel communications and ÖBB texts intended for publication. Through the **Introduction of the gender colon**, the latest form of gender-sensitive writing, **inclusive writing is further facilitated**, so as to be inclusive of all people who work for and travel with ÖBB. The conversion of the IT systems in the HR area is also new: When applying for jobs via the **karriere.at** site, it is possible to be **no longer just male / female, but also addressed as diverse or inter** for all people who work for or travel with ÖBB.

This measure works in the building blocks:

Diversity & Equal opportunities.



Women’s and men’s health campaign

In 2021, the ÖBB-Group will focus on awareness-raising measures on the topic of “health” and a differentiated view of relevant topics such as gender medicine: **Women and men can have different courses of disease**, are susceptible to certain diseases differently and require a different dosage of medication, to name just a few examples. These differences were addressed in more detail in the course of our health campaign (with online events, podcasts, webinars and visible actions – “No Shave Movember & Red Lips November”) and in cooperation with **Krebshilfe, Versicherungsanstalt öffentlich Bediensteter, Eisenbahnen und Bergbau (BVAEB) and Wellcon.**

This measure works in the building blocks:

Diversity & Equal opportunities.
Health / safety / security.



Women in Rail

The Women in Rail agreement was finally signed in 2021. After three years of intensive preparation. This binding **Agreement was signed by 80 railway and infrastructure companies and the European trade unions** signed and is intended to **to contribute specifically to the advancement of women in the rail sector**. The 80 railway and infrastructure companies nominated nine representatives to sit on the negotiating delegation. Among others, DB, SNCF, FSI, PKP and ÖBB were represented here. Claudia Kürzl (ÖBB-Holding) was also speaker of the Drafting Group for the employers.

In addition to data processing (the last two Women-in-Rail reports were lead-managed by ÖBB-Holding AG / Equality / Diversity Management), ÖBB has also given the symbolic go-ahead for the start of negotiations on October 28, 2019.

This measure works in the building blocks:
Diversity & Equal opportunities.



Railway Industry Award 2021

Successfully launched in 2020, the "Agenda Bahnindustrie Frauen" initiative – the first Austria-wide network for female experts in the rail and mobility industry – presented the "Bahnindustrie Award" for innovative projects for the first time in 2021. **Among a large number of submissions, ÖBB was able to win three times.** In the "Individual Award" category, two project teams achieved the highly coveted first place: the team led by Vera-Valerie Capek-Krautgartner from the Rail Cargo Group with the project "Digital Automatic Coupling" and the project "Greenlight" led by Michaela Haberler-Weber from ÖBB-Infrastruktur AG. In the category "Teams", the project team of ÖBB-Technische Services GmbH around Mirela Milovic achieved the excellent second place.

This measure works in the building blocks:
Diversity & Equal opportunities.



Promotion of intercultural dialogue (community building)

The disputes among passengers and with ÖBB staff were the motivation to start the pilot project "Safe & Respectful – Traveling Together". This program attempted to contact various communities and pursued the goal, **to bring gatekeeper personalities in the individual communities into personal and substantive exchange with the employees and managers of the ÖBB VOR region**. Stations and clubs that were visited: Refugee Shelter (Wr. Neustadt), Workers and Youth Cultural Center AJUK (Wr. Neustadt), Niger Delta Initiative Austria (Vienna), Association Džemat (St. Pölten), Counseling Center FAIR of Volkshilfe Vienna (St. Pölten), Umbrella Organisation for Serbian Associations (Vienna), Afghan Cultural Association AKIS (Vienna), Arab Community (Vienna).

This measure works in the building blocks:
Diversity & Equal opportunities.



Sexual orientation

Pride Month includes various actions and events that take place at ÖBB every year. 2021, ÖBB again took part in the Rainbow Parade, among other events and invited people to a "Neighbourhood Exchange" at Vienna Central Station for the first time. Together with representatives from Erste Bank, L'Oreal, Wiener Städtische and BAWAG, the meeting focused on networking, getting to know each other and suitable initiatives for companies.

ÖBB is also active throughout the year not only in June. These include the QBB – rainbow network "Brich" -, cross-company exchange, cooperation and participation in the Diversity Ball as well as the introduction of new gender guidelines to include all people working at or traveling with ÖBB.

This measure works in the building blocks:
Diversity & Equal opportunities.





12 Compliance / Transparency, data protection and human rights Page 60

Regulations and procedures

In order to create a framework that encourages all managers and employees to address the issue of compliance in a sustainable and conscientious manner, Compliance **clear guidelines and codes of conduct**. As these **Code of Conduct and the associated external legal provisions** since they explain the Code of Conduct in detail to employees and thus provide important guidance, they are continuously updated by Compliance to include findings from consulting and case tracking practice.

This measure works in the building blocks:

Data protection, compliance and human rights.



Personal training

Compliance describes the duty to **actively ensure that all business is conducted in accordance with applicable rules and regulations**. Thus, one of the core tasks of Compliance is to sensitise the employees of the ÖBB-Group on a long-term and sustainable basis to the topics addressed in the Code of Conduct and in Group Guideline 15. It is therefore particularly important to make all employees (including apprentices) aware of the specific situations in which a compliance risk may exist in their daily work. Therefore, in the period from November 1, 2020 to October 31, 2021, Compliance offered comprehensive **Face-to-face training and corona-based videoconference training** training courses in the ÖBB-Group.

This measure works in the building blocks:

Data protection, compliance and human rights.

Human resources development/training and continuing education.



E-Learning

In addition to the face-to-face training courses offered on an ongoing basis, the e-learning developed by Compliance represents **E-Learning "Compliance"** is a measure of essential importance that explains the sometimes complex subject of **Prevention of white-collar crime and corruption** also on the basis of **Examples from everyday work** explained as simply and practically as possible. This ensures that the learning content is conveyed quickly and flexibly, and that the employees reached are made aware of the issues in the long term. E-learning is made available to employees and is also established in the onboarding process.

This measure works in the building blocks:

Data protection, compliance and human rights.

Human resources development/training and continuing education.



Threat analysis

Within the framework of the risk analysis **risks**, as for example **corruption and white-collar crime, violations of competition and antitrust law, or conflicts of interest**, by means of expert interviews (management, executives level 1) **with regard to probability of occurrence and impact** on the company. Compliance performed hazard analyses at various Group companies in 2021.

This measure works in the building blocks:

Data protection, compliance and human rights.



Redesign of data protection training

For all new hires (as far as it does not concern employees who are not on duty), a **Data privacy e-learning was included in onboarding curriculum**, and consequently requires completion promptly after joining the company.

This measure works in the building blocks:

Data protection, compliance and human rights.

Human resources development/training and continuing education.



Risk assessment update on data protection

The reorientation of the risk assessment on data protection was launched in 2020. The focus was on the individuals whose data is used and the rights and freedoms associated with it for them. The system was set up at the end of 2021, **the risk assessments in the companies will start in the first quarter of 2022.**

This measure works in the building blocks:

Data protection, compliance and human rights.



Risk analysis human rights violation

Based on the requirements of various standards, current developments in the field of CSR and also on the basis of high moral standards for ÖBB employees (e.g. the implementation of measures in the wake of the corona pandemic), a risk analysis was performed in 2020 **Risk analysis with a special focus on human rights** was performed at the subsidiaries of the Rail Cargo Group. The aim was to screen the Group structure, **to determine potentials as well as hazards and their risks** and subsequently **to derive appropriate measures.** An identified measure on "awareness and training" has already been rolled out in 2021 and will be further developed in the coming years.

This measure works in the building blocks:

Data protection, compliance and human rights.

Reliable & Attractive employer.



13 Social responsibility & cooperations Page 64

Girls' Day

After the cancellation of Girls' Day 2020, April 2021 once again had **17 daughters of ÖBB employees and their friends had the opportunity to find out about the variety of career opportunities at ÖBB.** An interactive online session provided exciting insights into ÖBB and a wide variety of job profiles. An exciting on-site program is again planned for the coming year.

This measure works in the building blocks:

Social responsibility and cooperation.



Light in the darkness

ÖBB connects a large number of people with different fates every day. Some of these fates tell very special stories and show that help is often urgently needed. The partnership with "Licht ins Dunkel" is the CSR campaign of the ÖBB-Group and pays into the corporate philosophy at all levels. **For the 2021 campaign, 27,952 euros in donations were collected.** These funds flow into various "Light into Darkness" projects with a focus on mobility and children.

This measure works in the building blocks:

Social responsibility and cooperation.



Green Marketing Award. In 2022, the "Green Marketing Award" will be launched for the first time. As the first Austrian **advertising award for sustainable marketing**, it honors products and services that **have a concrete positive impact on people's lives and the planet.** In the three categories **"think differently," "be mindful," and "create real innovation,"** the best marketing campaigns for sustainable products and services will be awarded for the first time by a jury of experts in 2022.

Climate Impact Day

2021 was the first time ÖBB participated in Climate Impact Day. The aim of the organisers was to raise awareness on this day through **concrete and simple measures to make the Climate Rangers of ÖBB** together with a total of 100,000 other Climate Rangers from 140 companies **to sensitise them for environmentally conscious actions**. ÖBB, in raising awareness, focused on climate protection and sustainability throughout the month of September. In the process, the focus actions such as climate talks and trash collection campaigns were additionally broadly distributed with the climate protection campaign #durchsageforfuture.

This measure works in the building blocks:

Social responsibility and cooperation.



Donations for Wise Support Association and postbus.social

With a completed and submitted questionnaire for the employee survey 2021, ÖBB employees were able to do "good" at the same time, because **for each digitally filled in MAB sheet, ÖBB donated 2 Euro directly to the ÖBB Orphans and Support Association** respectively **postbus.social**. With a response rate of almost 55 percent, over 43,000 euros were therefore donated.

This measure works in the building blocks:

Social responsibility and cooperation.



14 Reliable & attractive employer Page 66

JoboffenSIEve

The JoboffenSIEve campaign was launched with the core message "THE technology is female" from March to June 2021. The goals were to **increase employer attractiveness for women and breaking down old role models**. The aim is to increase the proportion of women in the ÖBB-Group in the long term and to avoid a shortage of skilled workers.

This measure works in the building blocks:

Diversity & Equal opportunities.
Reliable & Attractive employer.



schau LEBEN – ÖBB apprentices

In order to make the technical ÖBB apprenticeship world better known among girls as well, short reports in March 2021 **Presented the technical apprenticeships at ÖBB on SchauTV**. Female ÖBB apprentices were interviewed and gave insight into their everyday life as apprentices at ÖBB and their apprenticeships.

This measure works in the building blocks:

Diversity & Equal opportunities.
Reliable & Attractive employer.



Communicating the goal of increasing the proportion of women

"Our company has set itself the goal of increasing the proportion of women. We are therefore particularly pleased to receive applications from women." This target will **has been listed in all advertisements of the ÖBB-Group since 2021**.

This measure works in the building blocks:

Diversity & Equal opportunities.
Reliable & Attractive employer.



Women's places in the programs of the ÖBB akademie

By specifically promoting the participation of women in programs from the areas of leadership / team coordination / female experts and specialists through diversity management, the aim is to **Actively promote women in management positions at ÖBB**.

This measure works in the building blocks:

Diversity & Equal opportunities.
Reliable & Attractive employer.



Trainee Program NEW

Through special **additional offers for empowerment** the participants of ÖBB's trainee program are to be given greater support.

This measure works in the building blocks:
Diversity & Equal opportunities.
Reliable & Attractive employer.



Coaching for you: (in cooperation with Diversity Management)

With this individual **Promoting the career development of women** ÖBB wants to place a special focus on the area of female specialists and experts in the ÖBB-Group.

This measure works in the building blocks:
Diversity & Equal opportunities.
Reliable & Attractive employer.



Education catalogue and ÖBB akademie

in 2021, specific training courses were offered in the education catalogue on the topic of "Diversity – Gender & Diversity for Managers and Employees of the ÖBB-Group". At the ÖBB akademie, the development programs of **The focus was on increasing awareness of the issue of diversity among managers and team coordinators. FK and TK development programs (ÖBB akademie)** addressing and raising awareness of the topic of "diversity" as part of the development programs.

This measure works in the building blocks:
Reliable & attractive employer.



17 Training and further education Page 76

Career program infra:techrotation

in 2021, the "infra:techrotation" program was launched, a customised program for **Young professionals with technical training (Uni / FH, HTL) to support young professionals with technical training at ÖBB-Infrastruktur AG with an "on-boarding" of 12 months**. In the course of a **year-long rotation program, the "infra:techrotees"**, get to know the working world of INFRA step by step. From the very beginning, infra:techrotees work in their future target position. In addition, they rotate for four months in partner areas, where they get to know the most important interfaces for their future work. In this way, the new infra:techrotees make important contacts right away, on the one hand, and on the other, they also gain insights and an understanding of the working world of their colleagues from other areas.

This measure works in the building blocks:
Reliable & attractive employer.
Training and development.



Digital Economy

Innovation and digitisation have long played an essential role in the ÖBB-Group. The best minds from all disciplines are needed in order to live up to this claim in practice. **ÖBB is therefore investing today in the experts of tomorrow and cooperating with the University of Economics and Business Administration Vienna** as part of the "Digital Economy" master's program. An intensive cooperation in the form of **joint research and student projects on issues specific to the railways** has been agreed between the two partners. In addition, two interdisciplinary doctoral positions for "Digital Transformation" will be created at the "Institute for Data, Process and Knowledge Management". The common goal is to gain new insights into the topic of "digitisation and innovation" through research, practice-oriented work and networking of the knowledge carriers of both institutions.

This measure works in the building blocks:
Innovation & technology.
Reliable & attractive employer.
Training and development.



Seminar Railway Ecology

In order to offer the employees of ÖBB-Infrastruktur AG a further training program on the extensive topic of "sustainability", an internal seminar entitled "Railway Ecology" was already created in 2010. **The three-day seminar places the topics of "ecology", "environmental protection", "climate protection", "nature conservation" and "sustainable development" in the railway context.** Active nature conservation work is performed together on railway property as part of an outdoor day. In 2014, the seminar was awarded by the Austrian UNESCO Commission as a UN Decade Project in the Decade of Education for Sustainable Development 2005 to 2014. As of 2021, a total of 226 employees from a wide range of organisational units of ÖBB-Infrastruktur AG have participated and given the seminar an overall average rating of 1.4 according to the school grading system.

This measure works in the building blocks:

Climate protection.
Resource management, waste, land / soil.
Social responsibility and cooperation.
Training and development.



Women in focus. Female employees play a particularly important role in the company's strategy for the future. Their share of the workforce is set to rise further – from 13.5 percent at present to 17 percent by 2026. For this reason, training and development measures also focus on the advancement of women. The fact that the direction is right is shown, for example, by the fact that in the **continuing education programs of the ÖBB akademie, the proportion of women in 2021 was 22 percent, and in the courses themselves it was 34 percent.**

Next Level Teaching

ÖBB's new apprenticeship campaign started in the autumn of 2021. With "Next Level Apprenticeship", ÖBB wants to **get even more young people interested in the railways and win them over for an apprenticeship**, because those who do an apprenticeship with ÖBB get top training. A new and contemporary apprentice recruiting system is designed to reach the best minds. The focus is on the online campaign, where videos and own formats for social media channels such as Facebook, Instagram, Snapchat and Tik Tok were created. In addition, the application process was digitised.

This measure works in the building blocks:

Training and development.



Energy driving license

Because sustainability is an essential aspect for ÖBB and for more and more young people, the **Rail Cargo Group integrates the "energy driving license" as a fixed component in its apprentice training.** More than 50 apprentices have already completed the energy driving license, which was awarded the Austrian Climate Protection Prize. The training network has already received numerous – also international – awards.

This measure works in the building blocks:

Climate protection.
Training and development.



Awareness

Sustainable learning also means raising awareness of the topic. In cooperation with the World Wide Fund For Nature (WWF), for example, the apprentices are sensitised to climate protection in seminars. **Waste management training courses are held together with the waste management and environmental technology officers of ÖBB-Infrastruktur.** This also includes an introduction to the use of beneficial insect houses in the context of rail bees.

This measure works in the building blocks:

Resource management, waste, land / soil.
Reliable & attractive employer.
Training and development.



Trust is everything – leading in a double pack

TOPSHARING. At some point for many women, the question arises: Child or career? But why not: Child and career? This is made possible by “TopSharing” – a working time model in which two people share a management position.

At some point for many women, the question arises: Child or career? The advantage for the company: The combination of different experiences, skills and resources leads to better results. The advantage for managers: more flexibility and compatibility of family and career. In this interview, TopSharing pioneers Daniela Lehenbauer and Anna Wolowski from RCG’s Marketing & Communications department talk about their experiences.

How did it come about that you were able to implement this working time model at ÖBB?

ANNA: I had been on the marketing team for a few years and was sort of an expert on everything to do with graphics and video production for our media channels. Daniela then approached

me last year and asked me if I could imagine working with her in the “Top-Sharing” model. Of course, I had great respect for the new role. But due to the flawless handover of Daniela and the great support within the RCG, especially from the VDs, the management and our team, everything worked out great.

DANIELA: I knew I wanted to get right back into it after maternity leave – and I had someone with great potential on my team who was the best partner for my project. So I asked Anna. The topic of internal management development is generally very important to me, and I think that as a manager of a team, you should always look at how you can promote the strengths of your employees and get the best out of them. As for Anna: I think she’s grown insanely in the last few months and it’s nice to see.

In the classic TopSharing model, both work 20 hours each. How did you guys divide it up?

ANNA: Things are a little different for us. For four months, when Daniela was on maternity leave, I took over full time. Since January she has been back marginally and we share some tasks. Since I do the majority of the hours, I handle the day-to-day business as well as most of the meetings with the departments and the board. From September Daniela will be back for 30 hours and then we will see. So a degree of flexibility is already important here.

“The model can basically be implemented well in other jobs – provided the trust level is right.”

DANIELA LEHENBAUER, MARKETING & COMMUNICATIONS, RCG



TOPSHARING PIONEERS. Daniela Lehenbauer and Anna

DANIELA: We took a close look at the content in advance and thought it over: What work packages are there and to what extent, and how can we divide them up so that they match our talents and know-how? We knew each other before and it was clear to me that Anna is perfect for all creative topics. I’m more in charge of strategy and planning, so I still do the media plan, for example, or conduct the employee interviews. We complement each other very well in terms of expertise as well as personal characteristics.

How did the environment or your superiors react to the proposal?

DANIELA: Very positive and open, for which I am really grateful. It was clear to me that this would work well with Anna. But we also need the right environment, the support of the other staffs and the Board of Management, so that we can implement this. Of course, TopSharing also means effort for certain colleagues, as they have to adjust to an additional person.

ANNA: We have to communicate very clearly which of us is responsible for



Wolowski from RCG Marketing & Communications

which issues. After all, we are also a major service facility for many areas in the Group. That's where it's important to maintain performance and quality standards.

And how did the team take it?

DANIELA: If this model did not exist, everyone would have had to get used to a new leader. I think our team was happy because they know and appreciate Anna, so little changed in the team. This trust and support make our daily work easier.

ANNA: The team is just great, everyone has been involved from the beginning. We work together as equals, look out for each other, think along with each other and give each other constructive feedback. This is how we complement each other. Therefore, at this point, a big thank you to everyone for supporting this model so much. But feedback from other departments was also very positive, with many proactively offering help. Many colleagues find the working model exciting and want to know more about it.

In a way, you are doing pioneering work in the field of TopSharing within ÖBB. What are your most important findings so far?

ANNA: In general, our approach is to manage in a less hierarchical way and to work together collaboratively in the newsroom principle. We empower everyone to be an expert in their respective field of work. This access fundamentally facilitates collaboration and also TopSharing.

DANIELA: I see it that way, too. Marketing has many facets, so the different topics also require different know-how in the team. We rely on everyone's expert knowledge. This is generally quite crucial with TopSharing: Trust in the expertise of the other person, but also personal trust in each other. And absolute transparency. Neither of us should withhold information. When I discuss something that has to do with our department, Anna needs to know that, of course. Otherwise, we can't do our job.

Can the model work in other areas of work?

DANIELA: I think the model can basically be implemented well in other jobs as well – provided the trust level is right. Otherwise it will not work. And liking each other helps (laughs)

ANNA: Before corona, no one believed that certain jobs could be done very well from a home office. Sometimes you just have to try things out. We are constantly learning. Leadership tasks can be shared well – if everyone participates.

What do you wish for the future?

DANIELA: From my point of view, the only disadvantage is that the model cannot be adequately represented in

the internal systems. I would like to see work on standardised and flexible working time models. I am convinced that this will help us to promote our employees and make it much easier to reconcile family and career. Because at the moment, maternity leave is still mostly a career setback – mainly for women – and of course also a financial cost for the company in terms of re-staffing, loss

“Leadership tasks can be shared well – if everyone participates.”

**ANNA WOLOWSKI,
MARKETING &
COMMUNICATIONS, RCG**

of information, etc. But I am convinced that this will also happen.

ANNA: I notice from the reactions and questions from our work environment that

there is great interest and a need for exactly such models. We know and are also very grateful that our colleagues from the various HR departments in the Group have already addressed this issue. So work is already underway to ensure that top sharing or similar flexible working time models eventually become commonplace. After all, they also make ÖBB more attractive as an employer <

The renaissance of the night train

EXPANSION OF THE NET-

WORK. The resumption of the Vienna – Paris Nightjet service in 2021 is symbolic of the future of sustainable travel in Europe. The further expansion of the night train network requires strong partners – and fair framework conditions.

The 2015 UN Climate Change Conference in Paris got things rolling. Also at ÖBB: In 2016, when many no longer believed in the business model, they bought Deutsche Bahn's night train business. A lot has happened since then. Today, ÖBB is Europe's largest provider of night trains with 20 Nightjet lines of its own. Nine additional night train lines are operated in cooperation with partner railways under the EuroNight brand. "I am pleased that we are now seen by many as an international pioneer of the night train renaissance," says Karin Fest, who is responsible at ÖBB with her team for the internationalisation of passenger transport as well as for product management and network expansion of the Nightjet. The acquisition of the German night train business was therefore a sustainable decision in two respects:

The one in terms of figures, and the other equally for environmental protection.

Nightjet as a climate-friendly alternative

The demand for environmentally friendly mobility is increasing. Before the pandemic, more than 1.5 million passengers were traveling on Nightjet and Euro-night. Many people are concerned about climate protection, but do not want to give up traveling. "We have hit the nerve of the times with the Nightjet. We know from customer surveys that climate protection – across all target groups – is a key argument for taking the night train instead of the plane, in addition to quality and favourable travel times," says Karin Fest. But many organisations and politicians throughout Europe are also calling for a stronger night train network for Europe. For Karin Fest, it is therefore clear for two reasons that rail is the central means of public transport of the future: "First, for climate protection reasons. And second, it's just convenient to travel by train and use the time qualitatively."

The numbers make it clear: The Nightjet is the climate-friendly alternative to short and medium-haul flights in Europe. Rail is 50 times more climate-friendly than air travel and 30 times more climate-friendly than cars. And all this without stress, without long waiting times at the airport, without traffic jams, completely relaxed overnight directly to the center of many



VIENNA – PARIS. The first Nightjet on the new line to

European metropolises. From Vienna to Hamburg, from Amsterdam to Budapest.

Vienna – Paris: Connection with symbolic value

In recent years, Nightjets have been used primarily in Southern and Central Europe, but the focus has recently shifted to Western Europe. Brussels (2020) and Amsterdam (May 2021) were followed by the resumption of the Vienna – Paris Nightjet service in December 2021. The direct train to Paris also revives a piece of railway history: It was the legendary Orient Express, which ran from Paris to Vienna for the first time in 1883 and operated on this route until 2007.

But it is also a milestone against the backdrop of the Paris Climate Agreement: Climate Protection Minister Leonore Gewessler was present at the trip premiere, as was French Transport Minister Jean-Baptiste Djebbari, who had traveled especially to take the Nightjet back to Paris. "In my point of view, this makes clear what symbolic value the renaissance of the Vienna – Paris connection has for the night train business as a whole," emphasises Karin Fest.

The further expansion of the night train network, there is a need for partners beyond Austria's borders.



Paris – on its way to the city of love – in mid-December 2021 shortly before its departure

Strong partners for even more night train connections

However, for us to expand the night train network even further, we need to partner with organisations beyond Austria's borders. Currently, Europe's railways work with different systems and technical standards in many areas: For example, there are four different traction current systems and 15 different control and safety systems. This is also the reason why the locomotive needs to be changed every time on the connection from Vienna to Brussels at the Belgian-German border.

The Memorandum of Understanding signed jointly by the four European railways ÖBB, DB, SNCF and SBB in December 2020 sent a strong signal to strengthen rail night services in Europe. "Thanks to the cooperation between the railways in Austria, Germany, France and Switzerland, we can significantly expand the Nightjet network and offer even more climate-friendly mobility in Europe – because we will continue to

vigorously expand our network," says Karin Fest. The capacity expansion Zurich – Hamburg / Berlin from December 2023

ÖBB Nightjet

In the year before the pandemic, more than **1.5 million travelers used Nightjet and Euronight**.

The most popular routes include **Vienna – Hamburg, Zurich – Hamburg, Vienna – Zurich**.

Three new connections were added in 2020 / 2021: Brussels, Amsterdam and Paris.

Passenger numbers are expected to double by 2026.

There are currently **20 Nightjet lines in Europe**, and the number is set to rise to 26 by 2024.

is being planned in concrete terms. From 2024, there are to be daily connections between Vienna and Paris, Vienna and Brussels, and Berlin and Paris and Berlin and Brussels. Work is also currently underway on the Zurich – Barcelona connection. Passenger numbers are expected to double by 2026 and grow in line with capacity expansion.

Fair framework conditions for sustainable mobility

Ambitious goals that require not only strong partners but also a fair political framework. After all, these are by no means favourable for rail compared to air and car: In concrete terms, this

Innovations for night traffic

In addition to expanding the service, ÖBB is continuously investing in the quality and comfort of its night trains

33 new Nightjets are currently in production and from 2023 / 2024 onward are set to form the mainstay of the night service.

A total of **790 million euros** is being invested in modernisation and new night train sets.

Ultra-modern design and **significantly more comfort**, especially for solo travelers: Mini cabins offer even more privacy.

All new Nightjets have **two sleeping cars** – each compartment with private WC and shower.

More **privacy and individuality**: The design of the new night trains is based on the needs and wishes of passengers.

concerns, for example, a VAT exemption for rail tickets in cross-border passenger traffic. Currently, these are taxed at different rates in seven European countries, while cross-border airline tickets are exempt from VAT. Equally desirable is a uniform, reduced rail toll for night trains in the EU and the facilitation of cross-border public service obligations in Europe.

"Transport is responsible for almost 30 percent of the EU's total CO₂ emissions, and the lion's share of this, namely 72 percent, is caused by road traffic, so it quickly becomes clear that a major change must be forthcoming here in the interests of climate protection," says Karin Fest.

In any case, with the consistent expansion of the night train network, strong partners and investments in modern trains (see infobox), ÖBB is ready for the journey into a more sustainable future. <

Connecting Europe

EUROPE'S RAIL JOINT UNDERTAKING. Europe's railways are to become even more efficient and competitive by 2030, thus making a significant contribution to climate protection. This is to be achieved through a new research and innovation program.

The transport sector is responsible for almost 30 percent of the EU's total CO₂ emissions. Most of this is caused by road traffic: Passenger cars, commercial vehicles, trucks and buses generate over 70 percent of all greenhouse gas emissions attributable to transportation. It quickly becomes clear that a major change must be imminent here in the interests of climate protection. The targeted modal shift and the European and national climate targets thus represent an enormous opportunity for European railways and a key lever for greater sustainability in the mobility sector.

The European rail system: historically evolved

But this will require a concerted effort. In Europe, there are currently many historically evolved, national rail systems.

However, efficient cross-border rail traffic and consequently rail expansion is only possible if the different standards are uniform. This applies to operations and infrastructure as well as technology, and to freight as well as passenger traffic. A lot has happened technologically in the last two decades – which is basically positive, but it also reinforces the existing weaknesses. The system is fragmented, often not interoperable.

In short: There is an urgent need for collaboration in the European rail sector to address and secure the necessary transformation. New technologies are needed, as well as uniform systems and standards.

Standardised technology, uniform operation

At the end of 2021, a research and innovation program was launched that aims to do just that: Europe's Rail Joint Undertaking (ER JU) is a partnership that aims to massively strengthen the role of rail in line with the European Green Deal. European cooperation in Europe's Rail Joint Undertaking is also an important instrument at the national level, for the implementation of the Austrian Mobility Master Plan. "Particularly in view of the challenges surrounding climate protection and the need to shift traffic to rail, there is an urgent need to increase the efficiency of the rail system. We can succeed in this through the smart use of technologies," says Bertram Ludwig, who coordinates ÖBB's participation in the ER JU.

25 rail companies, partners from industry and academia are pulling together to tackle the transformation.



A



INNOVATIVE. Further operational optimisation, for

total of 25 rail companies, partners from industry and scientific institutions are pulling together to invest a total of 1.2 billion euros in the future of the European rail system. About half of the budget is co-financed by the European Union.

Help shape technology

ÖBB is a founding member of the program in Austria, along with Voestalpine Railway. "Europe's Rail Joint Undertaking" offers us the opportunity to help shape technological focal points of the rail system in Europe. "This will enable us to become more productive, increase our capacity and



example with the Digital Automatic Coupler

quality, and consequently make rail more competitive with other modes of transport,” says Mark Topal-Gökceli, Head of Systems Engineering & Group Production at ÖBB-Holding. But demand and implementation orientation in the development of technologies and a uniform operating process are also clearly in the foreground for ÖBB. “We expect the program to produce concrete technological developments that will be implemented in demonstration projects and be marketable as soon as possible,” explains Mark Topal-Gökceli.

This is no easy task, and so the technicians, operations managers and

project managers at ÖBB are also faced with major challenges. Central projects of ÖBB’s participation are the further development of the digital automatic coupler (DAC), innovations in the area of regional railways, the strengthening of cross-border freight transport, and further automation steps in operations management (ATO).

Key Element Digital Automatic Coupling

If the rail transport system in Europe is to be made more efficient and modern, and if it is to compete with low-cost trucks, it is crucial: the “Digital Automatic Coupler” (DAC). It allows the increase of capacity, productivity and quality in freight transport. Currently, freight wagons still have to be coupled together and checked by hand. In the future, the wagons will be connected to each other with a Digital Automatic Coupler – that is, a coupler with an air, power and data line. This means that, compared to a pure screw coupling, the coupling process is no longer performed manually but is largely automated. It also ensures a continuous power and data connection on the wagon. It is however not enough for individual countries to only focus on this innovation. “The cooperation of the entire sector is indispensable. For a successful implementation, it is crucial that all railway undertakings and wagon keepers throughout Europe switch to the new system simultaneously and in a coordinated manner,” explains Constanze Bannholzer, Program Manager Digital Automatic Coupling, ÖBB-Holding. Initial tests have already begun. In spring 2022, a “DAC demonstrator train” will travel through Austria, Germany and

The future of the railway

Europe’s Rail Joint Undertaking at a glance

Term 2022 to 2028 / 2031

Total budget: 1.2 billion euros; 50 percent of the total budget is provided by the EU, the other 50 percent by the 25 partners’ own contributions; ÖBB’s share of total project costs: around 53 million euros

Ten partner railways: ÖBB, ADIF (Spain), CD České dráhy, a.s. (Czech Republic), Deutsche Bahn, Group FSI (Italy), NO Rail Directorate (Norway), PKP (Poland), ProRail and NS (Netherlands), SNCF (France), Trafikverket (Sweden)

13 industry partners: Alstom, Angelrail, AZD, CAF, eSGR JV, Faiveley (Wabtec), Hitachi Rail STS, Indra + Talgo, Knorr Bremse, Siemens, Strukton, Thales GTS, Voestalpine

Two scientific partners: CEIT Research Center (Spain), German Aerospace Center (Germany)

Focus topics and largest investment of ÖBB in the areas of “Digital Automatic Coupling” (DAC), economic efficiency of regional railways, “Automatic Train Operation” (ATO)

“It’s our opportunity to help shape technological priorities for the rail system in Europe.”

**MARK TOPAL-GÖKCELI,
HEAD OF SYSTEMS
ENGINEERING & GROUP
PRODUCTION,
ÖBB-HOLDING**

Switzerland to carry out on-site operational test runs with the new DAC coupling design. However, there is still a long way to go before it is ready for serial production. “We are confident though of its success, not

least because DAC, as the foundation for digital transformation, has also become a key lever in Europe’s climate protection efforts,” says Mark Topal-Gökceli. <

Avoid, relocate, improve

MOBILITY MASTER PLAN

2030. The Mobility Master Plan 2030 charts the path for making the domestic transportation sector carbon-neutral by 2040. The goal is to be achieved via three rails and ÖBB plays a decisive role in this, and not only for this reason.

Transport without CO₂ is a very ambitious goal, or “a project of the century,” as the head of the Mobility Transition Department at the Federal Ministry for Climate Protection, Environment, Energy, Mobility, Innovation and Technology (BMK), Hans-Jürgen Salmhofer, dubs it. In order to achieve climate neutrality in the transport sector in 2040, emissions must be reduced from today’s level (as of 2019) of around 24 million metric tons of CO₂ equivalents to almost zero by 2040.

This is to be achieved with the Mobility Master Plan 2030, which uses a so-called backcasting model. This involves defining what needs to be done to achieve this and when, based on the target that has been set – net zero emissions in transport in 2040. The Mobility Master Plan has three strategies: Avoid, relocate and improve.

Future transport is to be operated with the most efficient available technology and climate-neutral in each case.

Avoidance without renunciation

What is clear is that the most environmentally and climate friendly traffic is that which does not happen in the first place. The goal is therefore to maintain passenger transport performance in terms of kilometers traveled at today’s level by 2040, which, in view of population growth, corresponds to a reduction from the current 35.4 to about 33.2 kilometers per day. Freight transport is expected to grow by only up to ten percent by 2040, despite economic growth of 40 percent.

Avoiding traffic, however, does not necessarily mean doing without. Rather, innovative and sustainable urban and spatial planning, for example, leads simultaneously to a reduction in transport demand and an increase in the quality of life. In the shorter term, home office and telecommuting, carpooling or strengthening the regional economy can help to avoid traffic and thus CO₂.

Relocate, what and where it is possible

Traffic and transportation that cannot be avoided should be shifted to environmentally friendly means of traffic and transportation. The goal is to reduce the share of private motorised transport in passenger traffic to around 40 percent by 2040. Conversely, the proportion of journeys made by energy and resource-efficient means of transport or active forms of mobility (walking or cycling) should increase to around 60



ROLLING ROAD. In 2021, the results of previous years

percent. In freight transport, the shift is more difficult, especially on short and medium distances. But there is potential here, too. In any case, the goal is to increase the modal split of rail to 40 percent.

To enable the desired shift to rail, its capacity and efficiency must be increased. In concrete terms, ÖBB even wants to double its capacity by 2040. This is to be achieved by expanding the rail infrastructure, further digitising rail operations and using modern vehicles. However, it will also be crucial to level the playing field for rail, road and air and to create true costs in the transport sector.

Improve through the energy transition in transport

The goal for the remaining traffic is to improve it and make it efficient. The main focus here is on reducing energy consumption and switching to zero-emission drives.

Starting 2030, for example, all new passenger car and two-wheeler registrations are to be CO₂-free, as are those for commercial vehicles up to



could already be exceeded in the autumn.

18 metric tons. This target will apply for buses from 2032, and for commercial vehicles weighing 18 tons or more from 2035. The creation of the appropriate (charging) infrastructure, a sufficient supply of vehicles and the availability of clean energy are the key challenges here.

But rail, shipping and air traffic must also become emission-free. The master plan foresees that rail transport will achieve this primarily through the electrification of routes, while synthetic fuels produced from renewable electricity will also need to be used in shipping and air transport.

In any case, in the Improve section, the Mobility Plan strives for "future transportation to be operated in a carbon-neutral manner using the most efficient technology available." This orientation should also make it possible to achieve a 100 percent balance sheet origin of the required renewable energies from Austria.

Project of the century needs framework

It is clear that a project of the century such as climate neutrality in transport in 2040 can only succeed if a large number of stakeholders pull together. And not only in Austria. For example, binding CO₂ standards for vehicle manufacturers can only be implemented at European level.

But nationally, too, a realignment of regulatory frameworks is needed in many areas to make "tomorrow's mobility climate-ready and open to innovation," according to the goal of the Mobility Master Plan. In addition, subsidies, tax incentives, a possible extension of emissions trading to road transport and, in any case, CO₂ pricing will have important steering effects in the direction of climate neutrality in 2040. Private investment will be needed in addition to the public sector to meet the enormous financing requirements, and the appropriate conditions

will be created for this.

But in order to really get everyone excited about a climate-neutral transportation future, Salmhofer is convinced that it will be necessary to make everyone aware

of its advantages: "The Mobility Master Plan tries to paint an optimistic picture. Things are going to change, some radically, but it's nothing to be afraid of. On the contrary." <

"The goal is to show the most plausible path toward climate neutrality in 2040 for the transportation sector."

HANS-JÜRGEN SALMHOFER,
Climate Protection Ministry
(BMK)

Why traffic in particular?

The reason why mobility is so much in the spotlight as a climate factor can be answered by taking a look at the domestic greenhouse gas balance sheet

In the current evaluation for 2019 (the short-term decline in the first corona year 2020 was short-lived), although the energy and industry sector is the largest contributor with a 37 percent share of total greenhouse gas emissions of 79.8 million metric tons, transportation is already in second place with 30 percent or about 24 million metric tons of CO₂ equivalent. The importance of transport is reinforced by the fact that its emissions have increased by +74.4 percent since 1990, while all other sectors, with the exception of fluorinated gases, have been able to reduce their greenhouse gases since then.

Within the transport sector, roads are the largest emitter of greenhouse gases, accounting for around 99 percent. Of the approximately 23.6 million metric tons of CO₂ equivalent, about 14.9 million metric tons are attributable to passenger traffic and about 8.7 million metric tons to freight traffic.

Three questions about the Mobility Master Plan 2030

to Hans-Jürgen Salmhofer, Head of the Mobility Transition and Decarbonisation Department at the BMK.

What is the Mobility Master Plan 2030 and what does it want?

Salmhofer: The goal is to show the most plausible path toward climate neutrality in 2040 for the transportation sector. The Mobility Master Plan is therefore a strategy document with a certain flight level, but it does not itself contain any binding measures.

What strategies will be used to achieve the goal?

Salmhofer: There are three adjustment screws: Avoid, Relocate, Improve. In the plans, these were varied in such a way that a plausible state for a sustainable CO₂-free transport system is achieved and clear measures can be derived. These are currently being developed in numerous specialist strategies.

Who can and who must make what contribution?

Salmhofer: All those who participate in mobility are called upon to do so. The people who live here or who are related to it professionally. This requires framework conditions, investments and, above all, acceptance that climate-neutral transport does not mean doing without, but rather more quality of life and new opportunities for everyone.

Opportunities and risks (impact analysis)

WEIGHING OPPORTUNITIES AND RISKS.

Securing the company's operations without restriction is a top priority. **GRI 102-11, 102-15**

As an important corporate management tool, opportunity and risk management accompanies all relevant business processes and financial positions of the main Group companies. To this end, it is necessary to identify opportunities and risks in good time and to manage them proactively by means of suitable measures in order to safeguard existing and future potential for success and growth.

All identified opportunities and risks are subjected to ongoing qualitative and quantitative assessment with regard to their potential impact and probability of occurrence on the basis of updated valuations or empirical values. This is the prerequisite for taking targeted management measures, whether to safeguard opportunities or counteract risks.

Process opportunity and risk management

The ÖBB-Group defines opportunities and risks generally as events or developments that might cause a positive or negative deviation of results from the assumptions made during planning. The revision of the opportunity and risk portfolio is therefore performed synchronously with the planning processes. The binding Group policy and the opportunity/risk management manual, which is also binding throughout the Group, define the rules, scope and minimum requirements of opportunity and risk management for all business units involved.

The first and foremost objective of the risk policy is unrestricted safeguarding of business operations. Consequently, risks may only be taken if they are calculable and associated with an increase in income and in the company value. This process is supported by risk management software. Individual risks are reviewed and consolidated in the Group-wide opportunity and risk platform. In this context, a report is prepared for the Executive Board of ÖBB-Holding AG, which depicts the most important risks as well as corresponding countermeasures or opportunities. This ensures that the Supervisory Board and Audit Committee of ÖBB-Holding AG and of the Group companies are provided with detailed information regarding the current opportunity and risk situation.

Impact assessment of business activity

ÖBB is Austria's largest mobility and logistics service provider. It builds and operates infrastructure on behalf of the Republic, is one of the largest clients for the domestic economy, is a major employer and one of the largest apprentice trainers in the country. As a result, its operations have an impact on both financial and non-financial concerns of those surrounding it. The following table shows the main risks to the impact of business activities and the measures taken. This view is supplemented in the following pages with those risks and measures that are relevant for the economic success of the company.



OPPORTUNITY AND RISK MANAGEMENT PROCESS. Supports the relevant business processes and financial positions of the Group companies

Presentation of the main risks and opportunities of business activities (area of sustainability) and measures taken to minimise impacts on economic, environmental and social concerns

Effect on	Risk	Measure	Chance	Building block of the ÖBB sustainability strategy	Page
Economy Ecology Social topics	Failure to achieve the set climate protection targets	<ul style="list-style-type: none"> • Implementation of ÖBB's climate protection strategy to reduce the carbon footprint in the three areas of Mobility, Buildings and Scope 3 • Implementation of the decarbonisation strategy 	<ul style="list-style-type: none"> • Reduction of CO₂ emissions 	<ul style="list-style-type: none"> • Climate protection • Innovation & technology • Sustainable finance • Economic driver 	14, 42, 44, 74
Economy Ecology Social topics	Increased CO ₂ emissions due to increased cooling or heating of buildings and rail vehicles as a result of extreme cold and heat periods	<ul style="list-style-type: none"> • Thermal refurbishment of buildings • Efficient use of air-conditioning systems, but also pushing alternative solutions (vertical and horizontal forms of greenery – natural shading) 	<ul style="list-style-type: none"> • Reduction of CO₂ emissions 	<ul style="list-style-type: none"> • Climate protection • Adaptation to climate change • Sustainable finance 	14, 26, 44
Social topics	Increased health hazards due to noise and emission impairment	<ul style="list-style-type: none"> • Promotion of fixed noise barriers and dams • Incentive for customers to switch to low-noise freight wagons on the ÖBB rail network with the "noise bonus" on the infrastructure usage charge (IBE) • Continuous on-board retrofitting of all ÖBB (existing) freight wagons in operation with low-noise brake pads • Targeted training and information for employees on noise reduction in rail operations and maintenance (e.g. rail grinding) 	<ul style="list-style-type: none"> • Reduction of negative impact on the health of local residents • Noise and emission impairments are no longer perceived as a "problem" 	<ul style="list-style-type: none"> • Emissions incl. noise 	28
Ecology Social topics	Increased emissions of classic air pollutants (NO ₂ , NO _x ...) in traffic	<ul style="list-style-type: none"> • Ongoing renewal of the bus fleet and thus a switch to lower-emission buses • Alternative drive systems for buses, testing of hydrogen buses 	<ul style="list-style-type: none"> • Reduction of the emission of NO₂, NO ... 	<ul style="list-style-type: none"> • Emissions incl. noise 	28
Ecology Social topics	Increased light pollution and its negative impact on humans, animals and plants	<ul style="list-style-type: none"> • Use of lighting alternatives • Optimal use of lighting, through sensible planning / implementation 	<ul style="list-style-type: none"> • Light emissions are not perceived as a nuisance 	<ul style="list-style-type: none"> • Emissions incl. noise 	28
Social topics	Excessively strong electromagnetic fields	<ul style="list-style-type: none"> • Laying of return conductors during the construction of overhead contact line systems • Compliance with the necessary distances, e.g. for traction current transmission lines 	<ul style="list-style-type: none"> • Electrosmog is not perceived as an impairment 	<ul style="list-style-type: none"> • Emissions incl. noise 	28
Economy Ecology Social topics	Wasteful use of resources such as raw materials, water, land / soil	<p>Resource-efficient approach to the use of raw materials, water, land / soil, for example, through:</p> <ul style="list-style-type: none"> • Component preparation and reuse • Resource-saving approach • Multiple uses of washing water • Promotion of the recycling economy 	<ul style="list-style-type: none"> • Saving resources 	<ul style="list-style-type: none"> • Resource management, waste, area / soil, water 	32
Economy Ecology Social topics	Excessive reduction of biodiversity and species diversity due to construction activities and operation of railway tracks	<ul style="list-style-type: none"> • Sensible planning of targeted measures to avoid, reduce or compensate for negative environmental impacts • Consideration of specific environmental and nature conservation regulations in new construction and expansion projects to ensure additional protection of endangered species in addition to approval procedures • Biological monitoring of areas of interest • Placing bird caps and guards in front of the isolator 	<ul style="list-style-type: none"> • Preservation and promotion of biodiversity and species diversity 	<ul style="list-style-type: none"> • Biodiversity & species diversity 	38

Effect on	Risk	Measure	Chance	Building block of the ÖBB sustainability strategy	Page
Economy Ecology Social topics	Excessive reduction in biodiversity and species diversity due to glyphosate	<ul style="list-style-type: none"> • Continuous optimisation measures of the spraying equipment through optical green detection • Several research projects for the replacement of glyphosate with efficient chemical, physical and mechanical alternatives 	<ul style="list-style-type: none"> • Reduction of chemicals (less environmental impact) 	<ul style="list-style-type: none"> • Biodiversity & species diversity 	38
Economy Ecology	Inefficient use of energy resources	<ul style="list-style-type: none"> • Lever five of ÖBB's climate protection strategy (energy efficiency) and the decarbonisation path in the area of buildings 	<ul style="list-style-type: none"> • Do not unnecessarily waste already limited energy resources 	<ul style="list-style-type: none"> • Climate protection • Emissions incl. noise 	14, 28
Economy Ecology	Inefficient use of energy from renewable sources	<ul style="list-style-type: none"> • Lever five of ÖBB's climate protection strategy (energy efficiency) and the decarbonisation path in the area of buildings 	<ul style="list-style-type: none"> • Do not unnecessarily waste already limited energy resources 	<ul style="list-style-type: none"> • Climate protection • Emissions incl. noise 	14, 28
Economy Ecology	Excessive energy consumption, e.g.: Rail travel, construction activities	<ul style="list-style-type: none"> • Lever five of the ÖBB climate protection strategy (energy efficiency) as well as the decarbonisation path in the area of buildings 	<ul style="list-style-type: none"> • Do not unnecessarily waste already limited energy resources 	<ul style="list-style-type: none"> • Climate protection 	14
Economy Ecology Social topics	Failure to address environmental concerns in the supply chain	<ul style="list-style-type: none"> • Promotion of sustainable production suppliers • Consideration of sustainability criteria in the procurement process • Supplier assessment through supplier management system • Commitment to the international sustainability initiatives Railsponsible and those of the ERPC • Transparency in the award criteria using TCO models (life cycle assessment) 	<ul style="list-style-type: none"> • Conserving resources (raw materials, energy...) 	<ul style="list-style-type: none"> • Climate protection • Sustainable procurement 	14, 40
Economy Ecology Social topics	Outdated technologies cause resource inefficiency and environmental damage	<ul style="list-style-type: none"> • Europe's Rail Joint Undertaking • Digital automatic coupling • Rail4Future project • Greenlight project • Raileye 3D • Attractiveness of rail freight traffic • Alternative drives • DOMINO • New regional service • Train preparation and shunting of the future 	<ul style="list-style-type: none"> • Efficient use of resources and avoidance / reduction of environmental damage 	<ul style="list-style-type: none"> • Climate protection • Innovation & technology 	14, 42
Economy Social topics	Violation of human rights	<ul style="list-style-type: none"> • Protect and demand respect for human rights from employees, partners and suppliers 	<ul style="list-style-type: none"> • Fair treatment of people and partners 	<ul style="list-style-type: none"> • Sustainable procurement • Diversity & equal opportunities 	40, 58
Economy Social topics	Increased impediment to innovation and progress	<ul style="list-style-type: none"> • Introduction of appropriate tools and platforms to increase innovation potential, for example through idea workshops, innovation program, community creates mobility, open innovation platform, three-country camp • Creation of priority topics for the implementation of concrete measures (integrated mobility, digitalisation of customer information, services at the station) • Digitalisation, other ways of communicating and obtaining information 	<ul style="list-style-type: none"> • Conserve resources • Encourage inventiveness 	<ul style="list-style-type: none"> • Innovation & technology • Generational change 	42, 72
Economy Ecology Social topics	Waste of public funds	<ul style="list-style-type: none"> • Objective assessment of the sustainability performance of contractors through the use of external rating agencies; requirement of sustainability certificates in the context of award procedures. 	<ul style="list-style-type: none"> • Transparent use of public funds 	<ul style="list-style-type: none"> • Sustainable procurement • Sustainable finance • Economic driver 	40, 44, 74

Effect on	Risk	Measure	Chance	Building block of the ÖBB sustainability strategy	Page
Economy Social topics	Lack of affordable and accessible mobility services	<ul style="list-style-type: none"> • Creating accessibility at the train station, trains and buses • Stakeholder dialogues and customer journeys to improve accessibility or convenience (usability) • Discounts and offers on trains and buses • Development of integrated mobility offers 	<ul style="list-style-type: none"> • Affordable and accessible mobility services • Resulting environmental aspects (less resources, emissions ...) 	<ul style="list-style-type: none"> • Affordable and accessible mobility • Diversity & equal opportunities 	48, 58
Economy Social topics	<p>Increased risk of accidents (operational safety and occupational safety)</p> <p>Increased number of occupational accidents</p>	<ul style="list-style-type: none"> • Implementation of the "Safety on Rail" program • Support for train drivers when starting against a signal indicating a stop via a warning app • Implementation of technical improvements, e.g. further expansion using 500 Hz magnets • Further development of the safety culture (group wide safety campaign) and introduction of a new corporate value "Living Safety" 	<ul style="list-style-type: none"> • Healthy and productive employees 	<ul style="list-style-type: none"> • Innovation & technology • Health / safety / security • Reliable & attractive employer 	42, 52, 66
Social topics	Increased security risk in public areas	<ul style="list-style-type: none"> • Use of bodycams • Targeted deployment of security personnel and double staffing of train attendants • Training on self-perception and perception of others 	<ul style="list-style-type: none"> • Safety for customers and employees 	<ul style="list-style-type: none"> • Health / safety / security • Reliable & attractive employer • Training and development 	52, 66, 76
Economy Social topics	<p>Harmful effect on health</p> <p>Increased number of early retirements due to physical/mental overloads</p>	<ul style="list-style-type: none"> • Targeted health promotion for employees • COVID-19 prevention concept incl. testing and vaccination campaign • Creation of framework conditions to promote work capability, for example through healthy leadership and addiction prevention, consulting on work capability • Occupational reintegration • Respective consulting 	<ul style="list-style-type: none"> • Healthy and productive employees 	<ul style="list-style-type: none"> • Innovation & technology • Health / safety / security • Reliable & attractive employer • Generational change 	42, 52, 66, 72,
Economy Social topics	Intercultural challenges in business	<ul style="list-style-type: none"> • Equal opportunities regardless of language, gender and gender identity, age, sexual orientation, origin and religion • Ensuring equal treatment • Increase intercultural competence through ÖBB language learning exchange, intercultural theme events • Disability management • Communication measures and further training programs 	<ul style="list-style-type: none"> • Promoting diversity and equal treatment 	<ul style="list-style-type: none"> • Diversity & equal opportunities • Reliable & attractive employer 	58, 66
Economy Social topics	Unfair competition and corruption in business operations and the supply chain	<ul style="list-style-type: none"> • Comprehensive compliance management system established • Compliance officer for prevention and early detection • Code of Conduct as a binding code of conduct with behavioural guidelines 	<ul style="list-style-type: none"> • Fair business practices and partnerships 	<ul style="list-style-type: none"> • Data protection, compliance and human rights 	60
Social topics	Misconduct with regard to social responsibility as a company in the public interest	<ul style="list-style-type: none"> • Social commitment through support of the fundraising campaign "Licht ins Dunkel" (Light in the Darkness), support of social projects such as Christmas in a Shoebox, ÖBB Climate Talks, promotion of students with a migration background 	<ul style="list-style-type: none"> • Fulfillment of social responsibility as a large company in the public interest 	<ul style="list-style-type: none"> • Social responsibility and collaborations 	64

Effect on	Risk	Measure	Chance	Building block of the ÖBB sustainability strategy	Page
Economy Social topics	Increased unemployment	<ul style="list-style-type: none"> • Largest employer in the country and significant apprentice trainer • Equal opportunities regardless of language, gender and gender identity, age, sexual orientation, origin and religion • Regular employee survey • Attractive employer due to a wide range of social benefits (e.g. annual health care) as well as professional and personal development opportunities • Family-friendly employer, for example, through the Flying Nanny service, company kindergartens and childcare facilities 	<ul style="list-style-type: none"> • Reduction of unemployment in the labour market • Fair and reliable employer 	<ul style="list-style-type: none"> • Diversity & equal opportunities • Reliable & attractive employer • Generational change • Economic driver • Training and development 	58, 66, 72, 74, 76
Social topics	Highly stressful work environment	<ul style="list-style-type: none"> • Cultural development and corporate values of ÖBB • Leadership development 	<ul style="list-style-type: none"> • Fair and reliable employer 	<ul style="list-style-type: none"> • Reliable and attractive employer 	66
Ecology Social topics	Increased threat to the business location	<ul style="list-style-type: none"> • Further efficiency improvement programs in production (quality, attractiveness) 	<ul style="list-style-type: none"> • Safeguarding the business location 	<ul style="list-style-type: none"> • Innovation & technology • Reliable & attractive employer • Generational change • Economic driver 	42, 66, 72, 74

Presentation of the main risks and opportunities for the economic success of the company (area of sustainability) and measures taken / planned to counter risks

Type of risk	Measure taken	Chance	Cross-reference to topics of the materiality matrix	Group company
Reduction of the CO ₂ advantage of the rail system compared to other modes of transport	<ul style="list-style-type: none"> Improvement of ÖBB's carbon footprint through the ÖBB climate protection strategy in the three areas of mobility, buildings and Scope 3 Implementation of the decarbonisation strategy 	<ul style="list-style-type: none"> Increasing the CO₂ benefit of rail and bus and thus making the rail system more attractive Positioning of ÖBB as a climate protection company (growth opportunity, prerequisites for future financing and investments) 	<ul style="list-style-type: none"> Climate protection 	ÖBB-Group
Growth opportunity through climate protection is not being exploited	<ul style="list-style-type: none"> Further modal shifts from road and air transport to rail are the greatest lever for saving CO₂ emissions in the Austrian transport sector. For this purpose are necessary: Making the rail system more attractive and expanding capacity, both through conventional expansion and the use of new technologies 	<ul style="list-style-type: none"> Attractiveness of the railway system Increase in passenger numbers (rail and bus) Increase of transported goods by rail Positioning of ÖBB as a climate protection company (growth opportunity, prerequisites for future financing and investments) 	<ul style="list-style-type: none"> Affordable and accessible mobility services Climate protection Innovation & technology 	ÖBB-Group
Fair competitive conditions between rail, road and air transport not achieved (especially in connection with higher costs for climate-neutral mobility solutions)	<ul style="list-style-type: none"> Targeted awareness raising and advocacy (national / international) 	<ul style="list-style-type: none"> Level playing field with other sectors Increasing the attractiveness of the railway system 	<ul style="list-style-type: none"> Climate protection Sustainable finance Economic engine, value-adding investments & sustainable financing 	ÖBB-Group
Loss of credibility and trust in the climate protection effect of ÖBB	<ul style="list-style-type: none"> Climate protection established as a top strategic issue (sustainability / climate protection strategy) Topic of climate protection prepared in a structured way (ambition / goals, thrust directions with first measures (also demands) defined) 	<ul style="list-style-type: none"> Increasing credibility and trust 	<ul style="list-style-type: none"> Climate protection 	ÖBB-Group
Price increases for renewable energies (increased demand)	<ul style="list-style-type: none"> One third of ÖBB's traction power already comes from its own production (ÖBB hydro-power plants). The goal is to expand in-house production to 40 percent in order to be able to operate more independently of the market 	<ul style="list-style-type: none"> Increase in productivity from own production (competitive advantage) 	<ul style="list-style-type: none"> Climate protection 	ÖBB-Infrastruktur AG
Cost drivers due to lack of energy efficiency improvement	<ul style="list-style-type: none"> Increase ÖBB's own productivity (quality, attractiveness) e.g. through efficiency enhancement programs 	<ul style="list-style-type: none"> Cost savings through efficient use Do not unnecessarily waste energy resources (renewable energy) that are already limited 	<ul style="list-style-type: none"> Climate protection 	ÖBB-Group
Damage and losses due to natural forces and extreme weather events	<ul style="list-style-type: none"> INGEMAR research project (intelligent natural hazard management and risk assessment) to respond more efficiently and proactively to natural events infra:wetter: Warnings, e.g. heavy rain, thunderstorms, snow amounts, etc., in different intensity levels via mail or SMS, which enable the best possible preparation and planning for the predicted weather scenarios based on user settings 	<ul style="list-style-type: none"> High route availability and maintenance of punctuality 	<ul style="list-style-type: none"> Adaptation to climate change Innovation & technology 	ÖBB-Infrastruktur AG

Type of risk	Measure taken	Chance	Cross-reference to topics of the materiality matrix	Group company
Damage caused by natural forces and extreme weather events	<ul style="list-style-type: none"> The design of water-permeable surface sealants on forecourts and P & R facilities is intended to reduce heating. This means that less heat is released into the environment and rainwater can be absorbed or released more quickly during the increasingly frequent heavy rainfall events 	<ul style="list-style-type: none"> Cost savings 	<ul style="list-style-type: none"> Adaptation to climate change Climate protection 	ÖBB-Infrastruktur AG
Cost drivers due to higher standards for air conditioning of buildings and vehicles	<ul style="list-style-type: none"> Efficient use of air-conditioning systems, but also pushing alternative solutions (vertical and horizontal forms of greenery – natural shading) 	<ul style="list-style-type: none"> Further positioning of ÖBB as a climate protection company (growth opportunity, prerequisites for future financing and investments) Cost saving Increasing the well-being and work ability of employees 	<ul style="list-style-type: none"> Adaptation to climate change Climate protection 	ÖBB-Personenverkehr AG, ÖBB-Infrastruktur AG
Restriction of railway operation (capacity and speed)	<ul style="list-style-type: none"> Set further noise protection measures or continue noise protection programs. The focus is clearly on infrastructure and vehicle-related measures. Conduct targeted research and development to include testing of new technological approaches. In addition, push for stakeholder management 	<ul style="list-style-type: none"> Prerequisite for further growth 	<ul style="list-style-type: none"> Emissions incl. noise 	ÖBB-Group
High raw material prices	<ul style="list-style-type: none"> Resource-efficient approach to the use of raw materials, water, land / soil, for example, through: <ul style="list-style-type: none"> Component preparation and reuse Resource-saving approach Multiple uses of washing water Promotion of the recycling economy 	<ul style="list-style-type: none"> Cost savings (circular economy) 	<ul style="list-style-type: none"> Resources, waste, water, soil / area 	ÖBB-Group
Slow approval procedures by authorities	<ul style="list-style-type: none"> Sensible planning of targeted measures to avoid, reduce or compensate for negative environmental impacts Consideration of specific environmental and nature conservation regulations in new construction and expansion projects to ensure additional protection of endangered species in addition to approval procedures Biological monitoring of areas of interest Placing bird caps and guards in front of the isolator 	<ul style="list-style-type: none"> Image gain / reputation Faster authority procedures 	<ul style="list-style-type: none"> Biodiversity & species diversity 	ÖBB-Infrastruktur AG
Negative image	<ul style="list-style-type: none"> Continuous optimisation measures of the spraying equipment through optical green detection Several research projects for the replacement of glyphosate with efficient chemical, physical and mechanical alternatives 	<ul style="list-style-type: none"> Image gain / reputation Increase credibility Role model effect 	<ul style="list-style-type: none"> Biodiversity & species diversity 	ÖBB-Infrastruktur AG
No or too little consideration of sustainability criteria in ÖBB's procurement (jeopardising ÖBB's sustainability goals from the supply chain)	<ul style="list-style-type: none"> Promotion of sustainable production suppliers Consideration of sustainability criteria in the procurement process. Moreover, ÖBB is a member of the industry-specific procurement platform 	<ul style="list-style-type: none"> Unique selling proposition (credibility) Leading the way Transparency in investments 	<ul style="list-style-type: none"> Sustainable procurement 	ÖBB-Group
Credibility of contractor sustainability performance	<ul style="list-style-type: none"> Objective assessment of sustainability performance of contractors by using external rating agencies Requirement of sustainability certificates within the framework of the tender procedure 	<ul style="list-style-type: none"> Credibility Leading the way Prerequisite for financing / subsidies 	<ul style="list-style-type: none"> Sustainable procurement 	ÖBB-Group

Type of risk	Measure taken	Chance	Cross-reference to topics of the materiality matrix	Group company
Price increases through procurement of sustainably produced goods and products	<ul style="list-style-type: none"> • Transparency in the award criteria using TCO models (life cycle assessment) 	<ul style="list-style-type: none"> • Credibility • Leading the way • Efficient use of resources 	<ul style="list-style-type: none"> • Sustainable procurement 	ÖBB-Group
Capacity bottlenecks due to relocation	<ul style="list-style-type: none"> • Automation of rail transport (TARO Project) • Digital automatic coupling • Conventional expansion of the rail infrastructure • Modernisation of the fleet 	<ul style="list-style-type: none"> • Leading the way • Increase in productivity, capacity and quality 	<ul style="list-style-type: none"> • Innovation & technology 	ÖBB-Group
Non-utilisation of existing technological possibilities (effects on productivity, safety and quality)	<ul style="list-style-type: none"> • Greenlight project • Project Raileye 3D • Alternative drives • New regional service • Train preparation and shunting of the future 	<ul style="list-style-type: none"> • Leading the way • Increase in productivity, capacity and quality 	<ul style="list-style-type: none"> • Innovation & technology 	ÖBB-Group
Loss of technology leadership in the rail sector	<ul style="list-style-type: none"> • Participation in national as well as international research projects • Europe's Rail Joint Undertaking 	<ul style="list-style-type: none"> • Leading the way • Increase in productivity, capacity and quality 	<ul style="list-style-type: none"> • Innovation & technology 	ÖBB-Group
Increased risk of accidents (operational safety and occupational safety)	<ul style="list-style-type: none"> • Implementation of the "Safety on Rail" program" • Support for train drivers when starting against a signal indicating a stop via a warning app 	<ul style="list-style-type: none"> • Perception as a safe, reliable and attractive employer 	<ul style="list-style-type: none"> • Health / safety / security • Innovation & technology • Reliable & attractive employer 	ÖBB-Group
Increased number of occupational accidents	<ul style="list-style-type: none"> • Implementation of technical improvements, e.g. further expansion using 500 Hz magnets • Further development of the safety culture (group wide safety campaign) and introduction of a new corporate value "Living Safety" 			
Increased security risk in public areas	<ul style="list-style-type: none"> • Use of bodycams • Targeted deployment of security personnel and double staffing of train attendants • Training on self-perception and perception of others 	<ul style="list-style-type: none"> • Perception as a safe (mobility) service provider for customers • Perception as a safe and attractive employer 	<ul style="list-style-type: none"> • Health / safety / security • Reliable & attractive employer • Training and development 	ÖBB-Group
ÖBB finds too few adequately qualified employees	<ul style="list-style-type: none"> • Job offensive: Presence at various target group-specific recruiting events • Employer branding 	<ul style="list-style-type: none"> • Qualified and motivated employees • Promoting innovation by the different generations 	<ul style="list-style-type: none"> • Reliable & attractive employer • Training and development 	ÖBB-Group
Employee turnover (low loyalty and motivation)	<ul style="list-style-type: none"> • Extensive range of internal and external training opportunities • Wide range of career opportunities within the company thanks to the possibility of moving within the Group • Fairness and flexible working time models • Measures to reconcile work and family: flexible working hours, teleworking, ÖBB child care • Mentoring programs for different target groups • Women's advancement programs 	<ul style="list-style-type: none"> • Know-how retention in the Group • Qualified and motivated employees • Promoting innovation by the different generations 	<ul style="list-style-type: none"> • Reliable & attractive employer • Training and development 	ÖBB-Group
Loss of know-how	<ul style="list-style-type: none"> • Making more effective use of the interplay between old and young to combine long-standing knowledge with new ideas in the interests of the company's success and to further develop the Group • Knowledge transfer tandems: departing employee with specialised knowledge and successor work in parallel for three to twelve months • Knowledge coaches: internal training program of knowledge transfer coaches • Age-appropriate part-time work 	<ul style="list-style-type: none"> • New values • New ways of working • Reorganise selected processes and structures • Promoting innovation by the different generations 	<ul style="list-style-type: none"> • Generational change 	ÖBB-Group

Type of risk	Measure taken	Chance	Cross-reference to topics of the materiality matrix	Group company
Specific expert knowledge is not optimally used or is lost	<ul style="list-style-type: none"> Age-appropriate part-time models: transitional retention of expert knowledge by taking time out of working life 	<ul style="list-style-type: none"> Knowledge transfer 	<ul style="list-style-type: none"> Generational change 	ÖBB-Group
Less investment volume available	<ul style="list-style-type: none"> Targeted awareness raising or advocacy Further efficiency improvement programs in production (quality, attractiveness) 	<ul style="list-style-type: none"> Increase in productivity, capacity and quality Credibility and available funding 	<ul style="list-style-type: none"> Economic engine, value-adding investments & sustainable financing Sustainable finance 	ÖBB-Group
Worse conditions for ÖBB in future financing due to sub-optimal sustainability assessments	<ul style="list-style-type: none"> Financial market aligns financing with sustainability criteria. ÖBB pushes its sustainability performance in a targeted manner and plans proactive ESG ratings. See also Sustainable finance module 	<ul style="list-style-type: none"> Credibility Growth opportunity, prerequisites for future financing and investment 	<ul style="list-style-type: none"> Economic engine, value-adding investments & sustainable financing Sustainable finance 	ÖBB-Group
Investments do not bring the expected benefits	<ul style="list-style-type: none"> CAPEX, Manual of Profitability Calculations, Implementation of the EU Taxonomy 	<ul style="list-style-type: none"> Credibility and handling of funding 	<ul style="list-style-type: none"> Economic engine, value-adding investments & sustainable financing Sustainable finance 	ÖBB-Group
Not well trained employees	<ul style="list-style-type: none"> Appropriate and targeted training and development opportunities 	<ul style="list-style-type: none"> Gaining qualified employees Increase in productivity / promotion of innovative strength 	<ul style="list-style-type: none"> Training and development 	ÖBB-Group

GRI Content Index GRI 102-55

CONTENT. The following GRI index lists the standard disclosures, notes, sustainability building blocks, materiality matrix topics and related Sustainable Development Goals (SDGs) reported by the ÖBB-Group in accordance with the “In accordance: Core” option selected by the ÖBB-Group. Reference to the relevant section of the group management report makes it easier for readers to find the information.

GRI	Standard	Building Block	SDG	Notes	Reference / Page
101	Basics				
102	General information Organisation profile				
102-1	Name of the organisation				Page 4
102-2	Activities, brands, products and services				Page 4, 6
102-3	Location of headquarters				Page 4
102-4	Company locations				Page 6, AR 2021 – Group Management Report A
102-5	Ownership and legal form				Page 4
102-6	Markets served				Page 4, 6
102-7	Scale of the organisation				Inside cover
102-8	Information on employees and other workers	14 Reliable & attractive employer	8	Currently not possible to report for foreign countries full and part time. A separation into temporary and permanent is currently not possible, but will be added in the next few years.	Page 66, 67, 68, 78
102-9	Supply chain	6 Sustainable procurement	12		Page 40, 41
102-10	Significant changes in the organisation and its supply chain	6 Sustainable procurement	12		Page 40, 41
102-11	Precautionary approach or principle	16 Economic driver, value-adding investments & sustainable financing	8		Page 7, 74, 75, 120
102-12	External initiatives	13 Social responsibility and collaborations	17		Page 10, 64, 65
102-13	Membership in associations and interest groups	13 Social responsibility and collaborations	17		Page 65
	Strategy				
102-14	Statement by the senior decision-maker		8		Page 2, 3
102-15	Key effects, risks and opportunities				Page 120-128

GRI	Standard	Building Block	SDG	Notes	Reference / Page
Ethics and integrity					
102-16	Values, principles, standards and norms of conduct	10 Health / Safety / Security 12 Compliance / transparent reports and data protection 14 Reliable & attractive employer	8		Page 52, 62, 68
Company management					
102-18	Management structure				Page 6-8, AR 2021 – Corporate Governance Report
102-19	Delegation of powers				Page 6-8, AR 2021 – Corporate Governance Report
102-20	Board-level responsibility for economic, environmental and social issues				Page 6-8, AR 2021 – Corporate Governance Report
Stakeholder involvement					
102-40	List of stakeholder groups		17		Page 9
102-41	Tariff agreements	14 Reliable & attractive employer	8		Page 70
102-42	Identification and selection of stakeholders				Page 9
102-43	Approach to stakeholder engagement		17		Page 9
102-44	Important topics and concerns raised		17		Page 8, 9
Reporting procedure					
102-45	Entities included in the consolidated financial statements				AR 2021 – Note C.34
102-46	Procedure for determining the content of the report and the delineation of topics	17 Building blocks of the NH strategy and materiality analysis incl. introduction		The scope of consolidation of the non-financial statement corresponds to that of the consolidated financial statements of ÖBB-Holding AG.	Page 9
102-47	List of material topics	General overview (materiality matrix)			Page 8, 9
102-48	Restatement of information			Updating the materiality analysis	Page 8
102-49	Changes in the reporting procedure			<ul style="list-style-type: none"> Focus on the essential GRI standards Update of the materiality analysis 	
102-50	Reporting period				Page 4
102-51	Date of the last report			Published October 2020	
102-52	Reporting cycle			Annually	
102-53	Contact for questions on the report				Page 145
102-54	Declaration on reporting in accordance with the GRI standards				Page 4
102-55	GRI Index of Contents				from page 129
102-56	External testing			The ÖBB Sustainability Report 2021 was subjected to an independent external audit by Ernst & Young Wirtschaftsprüfungsgesellschaft m.b.H..	from page 140

GRI	Standard	Building Block	SDG	Notes	Reference / Page
200	Essential topics				
300	Economic topics				
400	Ecological topics				
	Social topics				
Building block 1: Climate protection					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 14
103-2	The management approach and its components				Page 7, 8, 9 and from page 14
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 14
203	Indirect economic effects				
203-1	Infrastructure investments and subsidised services	16 Economic driver, value-adding investments & Sustainable financing 1 Climate protection – f.1 Efficient infrastructure	9, 11		Page 19, 74, 75
302	Energy				
302-1	Energy consumption within the organisation	1 Climate protection (incl. energy)	7, 11, 12, 13		Page 15, 22
302-4	Reduction of energy consumption	1 Climate protection (incl. energy)	7, 12		Page 15
305	Emissions:				
305-1	Direct GHG emissions (Scope 1)	1 Climate protection (incl. energy)	7, 11, 12, 13		Page 14, 22, 23
305-2	Indirect energy-related GHG emissions (Scope 2)	1 Climate protection (incl. energy)	7, 11, 12, 13		Page 14, 22, 23
305-3	Other indirect GHG emissions (Scope 3)	1 Climate protection (incl. energy)	7, 11, 12, 13		Page 22, 23
305-5	Reduction of GHG emissions	1 Climate protection (incl. energy)	7, 11, 12, 13		Page 22, 23
Building block 2: Adaptation to climate change					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 26
103-2	The management approach and its components				Page 7, 8, 9 and from page 26
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 26
201	Economic performance				
201-2	Financial implications of climate change for the organisation and other climate change related risks and opportunities	2 Adaptation to climate change		Climate change-related costs are not currently reported.	Page 26, 27

GRI	Standard	Building Block	SDG	Notes	Reference / Page
Building block 3: Emissions incl. noise					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 28
103-2	The management approach and its components				Page 7, 8, 9 and from page 28
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 28
Building block 4: Resource management, waste, land / soil					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 32
103-2	The management approach and its components				Page 7, 8, 9 and from page 32
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 32
303	Water				
303-1	Water as a shared resource	4 Resource management, waste, land / soil	6, 12		Page 34, 35
303-5	Water consumption	4 Resource management, waste, land / soil	6, 12	Small quantities at subgroup companies for which no real data collection is currently possible are not included in the key figure. A more detailed survey is planned for the coming years.	Page 32, 34, 36
306	Waste water and waste				
306-1	Waste generated and significant waste-related impacts	4 Resource management, waste, land / soil	6, 12		Page 34, 35
306-2	Management of significant waste-related impacts	4 Resource management, waste, land / soil	6, 12		Page 32, 33
306-3	Accrued waste	4 Resource management, waste, land / soil	6, 12		Page 34, 35
306-4	Waste diverted from disposal	4 Resource management, waste, land / soil	6, 12	Small quantities at subgroup companies for which no real data collection is currently possible are not included in the key figure. A more detailed survey is planned for the coming years.	Page 34, 35
306-5	Waste forwarded for disposal	4 Resource management, waste, land / soil	6, 12	Small quantities at subgroup companies for which no real data collection is currently possible are not included in the key figure. A more detailed survey is planned for the coming years.	Page 34, 35

GRI	Standard	Building Block	SDG	Notes	Reference / Page
413	Local communities				
413-1	Business locations with local community involvement, impact assessments and support programs	4 Resource management, waste, land / soil 5 Biodiversity & species diversity	6, 12 14, 15	Based on the legal requirement associated with the approval of the construction and operation of the facilities, this point is guaranteed.	Page 32–36, 38, 39
Building block 5: Biodiversity & species diversity					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 38
103-2	The management approach and its components				Page 7, 8, 9 and from page 38
103-3	Evaluation of the management approach			“Team goal dialogue” to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + review date in the middle of the year)	Page 7, 8, 9 and from page 38
304	Biodiversity				
304-2	Significant impacts of activities, products and services on biodiversity	5 Biodiversity & species diversity	14, 15		Page 38, 39
413	Local communities				
413-1	Business locations with local community involvement, impact assessments and support programs	4 Resource management, waste, land / soil 5 Biodiversity & species diversity	6, 12 14, 15	Based on the legal requirement associated with the approval of the construction and operation of the facilities, this point is guaranteed.	Page 32–36, 38, 39
Building block 6: Sustainable procurement					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 40
103-2	The management approach and its components				Page 7, 8, 9 and from page 40
103-3	Evaluation of the management approach			“Team goal dialogue” to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + review date in the middle of the year)	Page 7, 8, 9 and from page 40
204	Procurement practices				
204-1	Share of expenditure for local suppliers	6 Sustainable procurement	12		Page 41
308	Environmental assessment of the suppliers				
308-1	New supplier screened against environmental criteria	6 Sustainable procurement	12		Page 40, 41
414	Social evaluation of the suppliers				
414-1	New suppliers screened against social criteria	6 Sustainable procurement	12		Page 41

GRI	Standard	Building Block	SDG	Notes	Reference / Page
Building block 7: Innovation & technology					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 42
103-2	The management approach and its components				Page 7, 8, 9 and from page 42
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 42
Building block 8: Sustainable finance					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 44
103-2	The management approach and its components				Page 7, 8, 9 and from page 44
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 44
Building block 9: Affordable and accessible mobility services					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 48
103-2	The management approach and its components				Page 7, 8, 9 and from page 48
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 48
Building block 10: Health / safety / security					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 52
103-2	The management approach and its components				Page 7, 8, 9 and from page 52
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 52

GRI	Standard	Building Block	SDG	Notes	Reference / Page
403	Occupational health and safety				
403-1	Management system for occupational health and safety	10 Health / safety / security			Page 52, 53, 56, 57
403-2	Hazard identification, risk assessment and incident investigation	10 Health / safety / security			Page 52, 53, 56
403-3	Occupational healthcare services	10 Health / safety / security			Page 54, 55, 56
403-4	Employee participation, consultation and communication on occupational health and safety	10 Health / safety / security			Page 55, 56
403-5	Employee training on occupational health and safety protection	10 Health / safety / security			Page 53
403-6	Promoting the health of employees	10 Health / safety / security			Page 55, 56
403-7	Avoidance and minimisation of occupational health and safety impacts directly related to business relationships	10 Health / safety / security			Page 57, 102
403-9	Work related injuries	10 Health/Safety/ Security		Accidents suffered by employees working abroad are not included in this figure.	Page 54, 55
416	Customer health and safety				
416-1	Assessment of the health and safety impacts of different categories of products and services	10 a, b Health, Safety	3		Page 52–57
418	Protection of customer data				
418-1	Substantiated complaints regarding the violation of the protection and loss of client data	10 c Security		In 2021, there were three significant information security incidents; in 2020, there was one significant information security incident at ÖBB, which was triggered by a hacker attack at ÖBB Werbung. ÖBB Information Security reacted immediately and stopped the attack by means of extensive immediate measures. Subsequently, numerous further steps were taken for long-term defense.	Page 52, 53, 60, 61
Building block 11: Diversity & equal opportunities					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 58
103-2	The management approach and its components				Page 7, 8, 9 and from page 58
103-3	Evaluation of the management approach			“Team goal dialogue” to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 58
405	Diversity & equal opportunities				
405-1	Diversity in supervisory bodies and among employees	11 Diversity & equal opportunities	5	The age structure is not currently surveyed.	Page 58, 59

GRI	Standard	Building Block	SDG	Notes	Reference / Page
Building block 12: Compliance / transparent reports, data protection and human rights					
103 Management approach					
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 60
103-2	The management approach and its components				Page 7, 8, 9 and from page 60
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 60
205 Combating corruption					
205-1	Operations audited for corruption risks	12 Compliance / transparent reports and data protection	8	The compliance audits performed throughout the Group are recorded in the Compliance Annual Activity Report.	
206 Anti-competitive behaviour					
206-1	Legal proceedings based on anti-competitive behaviour, cartel and monopoly formation	16 Economic driver, value-adding investments & sustainable financing 12 Compliance / transparent reports and data protection	8	No reporting is made, as the ÖBB companies are often subject to strict confidentiality obligations vis-à-vis competition authorities in ongoing proceedings. With respect to completed proceedings, detailed reporting would increase the risk of being exposed to follow-on claims for damages.	
307 Environmental compliance					
307-1	Non-compliance with environmental laws and regulations			There were no material lawsuits, sanctions or fines caused by violations of environmental laws or regulations in 2021.	
417 Marketing and labelling					
417-3	Infringements related to marketing and communication	12 Compliance / transparent reports and data protection	8	At the time of preparation of the ÖBB Sustainability Report 2021, the ÖBB-Group is not aware of any indications of non-compliance in this area.	
419 Socio-economic compliance					
419-1	Non-compliance with laws and regulations in the social and economic sphere	12 Compliance / transparent reports and data protection	8	There were no material lawsuits, sanctions or fines caused by violations of laws or regulations in the social and economic sphere in 2021.	
Building block 13: Social responsibility and cooperation					
103 Management approach					
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 64
103-2	The management approach and its components				Page 7, 8, 9 and from page 64
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 64

GRI	Standard	Building Block	SDG	Notes	Reference / Page
Building block 14: Reliable & attractive employer					
103 Management approach					
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 66
103-2	The management approach and its components				Page 7, 8, 9 and from page 66
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 66
401 Employment					
401-1	Newly hired employees and employee fluctuation	14 Reliable & attractive employer	8	The majority of ÖBB employees are located in Austria. A detailed breakdown of foreign employees is not possible for technical reasons. The same applies to admissions and withdrawals.	Page 67, 69, 70, 73
404 Training and development					
404-3	Percentage of employees receiving regular performance and career development reviews	14 Reliable & attractive employer	4		Page 67
Building block 15: Generational change					
103 Management approach					
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 72
103-2	The management approach and its components				Page 7, 8, 9 and from page 72
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 72
Building block 16: Economic engine, value-adding investments & sustainable financing					
103 Management approach					
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 74
103-2	The management approach and its components				Page 7, 8, 9 and from page 74
103-3	Evaluation of the management approach			"Team goal dialogue" to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 74

GRI	Standard	Building Block	SDG	Notes	Reference / Page
201	Economic performance				
201-1	Direct economic value generated and distributed	16 Economic driver, value-adding investments & sustainable financing	8		Figures, data, facts in the cover, Pages 74, 75, AR 2021 – Note B
201-2	Financial implications of climate change for the organisation and other climate change related risks and opportunities	2 Adaptation to climate change		Climate change-related costs are not currently collected.	Page 26, 27
201-4	Financial support from the public sector	16 Economic driver, value-adding investments & sustainable financing	8		AR 2021 – Note C.32
203	Indirect economic effects				
203-1	Infrastructure investments and subsidised services	16 Economic driver, value-adding investments & Sustainable financing 1 Climate protection	9, 11		Page 19, 74, 75
206	Anti-competitive behaviour				
206-1	Legal proceedings based on anti-competitive behaviour, cartel and monopoly formation	16 Economic driver, value-adding investments & Sustainable financing 12 Compliance / transparent reporting and data protection	8	No reporting is made, as the ÖBB companies are often subject to strict confidentiality obligations vis-à-vis competition authorities in ongoing proceedings. With respect to completed proceedings, detailed reporting would increase the risk of being exposed to follow-on claims for damages.	
Building block 17: Training and development					
103	Management approach				
103-1	Explanation of the main topics and their delineations				Page 7, 8, 9 and from page 76
103-2	The management approach and its components				Page 7, 8, 9 and from page 76
103-3	Evaluation of the management approach			“Team goal dialogue” to define Group-wide goals and focal points for the respective year (initial date at the beginning of the year + re-view date in the middle of the year)	Page 7, 8, 9 and from page 76
404	Training and development				
404-2	Employee skills enhancement and transition assistance programs	17 Training and development	4		Page 76, 77

Declaration of all legal representatives

We confirm to the best of our knowledge that this ÖBB Sustainability Report 2021 has been prepared voluntarily on the basis of the Sustainability and Diversity Improvement Act (NaDiVeG) and in accordance with the GRI standards (Global Reporting Initiative) under the “CORE option” and with information on the EU Taxonomy Regulation (EU 2020/852). We further confirm that the prepared condensed consolidated non-financial report includes those disclosures pursuant to § 267a (2) UGB (Austrian Commercial Code) which are necessary for an understanding of the business performance, the results of operations and the position of ÖBB-Holding AG as well as the impact of its operations, and which at a minimum relate to environmental, social, employee matters, respect for human rights and the fight against corruption and bribery. The disclosures include a description of the business model of ÖBB-Holding AG as well as the concepts pursued in relation to the concerns including due diligence processes applied, material risks that are likely to have a negative impact on the concerns as well as the results from the concepts and the key performance indicators.

Vienna, dated 31.03.2022

The Executive Board

Ing. Mag. (FH) Andreas Matthä

Executive Board Chairman
ÖBB-Holding AG

Mag. Arnold Schiefer

Executive Board Member
ÖBB-Holding AG

Report on the independent audit of non-financial reporting 2021

We have performed the limited assurance engagement on the Sustainability Reporting prepared in accordance with the requirements of section 267a UGB Sustainability and Diversity Improvement Act (NaDiVeG), the Disclosures 2021 prepared in accordance with the EU Taxonomy Regulation and the Sustainability Reporting 2021 prepared in accordance with the GRI Standards, Core Option (hereafter "engagement") on Österreichische Bundesbahnen-Holding Aktiengesellschaft, Vienna.

The audit covered the 2021 sustainability reporting as follows: Sustainability Report 2021 with regard to the disclosures and references from the GRI Content Index in the reporting for fiscal year 2021.

Responsibility of the legal representatives

The proper preparation of the non-financial reporting 2021 in accordance with Section 267a UGB¹ (NaDiVeG), the disclosures 2021 in accordance with the EU Taxonomy VO² and the GRI Standards³ is the responsibility of the company's management. We have included a representation letter signed by the legal representatives in our files.

Auditor 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 non-financial reporting 2021 has not been prepared, in all material respects, in accordance with section 267a of the Austrian Commercial Code (UGB) (NaDiVeG), the EU Taxonomy Regulation and the GRI Standards.

We conducted our audit in accordance with the International Federation of Accountants' ISAE 3000 (Revised) standard.

Those standards require that we comply with ethical requirements and plan and perform the engagement, taking into account the principle of materiality, to express our opinion with limited assurance.

In accordance with the "General Conditions of Contract for Public Accounting Professions", our liability is limited. Accordingly, the person entitled to exercise the profession shall only be liable for intentional and grossly negligent breaches of the obligations assumed. In the event of gross negligence, the maximum amount of liability towards the client and any third parties shall be EUR 726,730 in total.

Our audit procedures were performed to obtain limited assurance as a basis for our opinion. The scope of audit procedures to obtain audit evidence is less than that required to obtain reasonable assurance (such as in an audit of financial statements), resulting in a lower level of assurance.

¹ <https://www.ris.bka.gv.at/Dokumente/Bundesnormen/NOR40189009/NOR40189009.pdf>

² <https://eur-lex.europa.eu/eli/reg/2020/852/>

³ <https://www.globalreporting.org/standards>

The procedures selected depend on the auditor's judgment and included, but were not limited to, the following:

- Obtaining a general overview of the company's activities and its organisational structure and workflows;
- Conduct interviews with company officials to understand relevant systems, processes, and internal controls related to the audited report content that support the collection of information for reporting;
- Review relevant documents at Group, Board and management level to assess awareness and priority of issues in non-financial reporting and to understand how further development of processes and controls has been implemented;
- Survey of risk management and governance processes in relation to sustainability and critical evaluation of the presentation in non-financial reporting;
- Perform analytical audit procedures at the entity level;
- Review data and processes on a sample basis to ascertain whether they have been appropriately adopted, consolidated and reported at Group level. This included assessing whether data were reported in an accurate, reliable, and complete manner;
- Assessment of reporting on material issues raised in stakeholder dialogues, reported on in the media, and referred to by major competitors in their environmental and social reports;
- Evaluation of the company's internal materiality analysis including industry-specific megatrends as well as aspects of GRI;
- Assessment whether the requirements under Section 267a UGB have been adequately addressed;
- Assessment whether the requirements of the EU Taxonomy Regulation have been adequately addressed;
- Sample review of the statements in the 2021 non-financial reporting based on the reporting principles of the GRI standards and
- Assessment whether the GRI standards have been applied in a compliant manner for the core option.

The subject of our engagement was neither an audit of financial statements nor a review of historical financial information. We did not audit the performance indicators and statements audited as part of the audit of the annual financial statements or information from the corporate governance report and risk reporting. We only verified the GRI-compliant presentation of this information in the reporting. Likewise, neither the detection and clarification of criminal offences, such as embezzlement or other acts of embezzlement and administrative offenses, nor the assessment of the effectiveness and efficiency of the management was the subject of our engagement. Furthermore, figures taken from external studies, forward-looking statements and prior-year figures were not part of our engagement. In the report, the references listed in the GRI Content Index were checked, but no further (web) references beyond these were checked.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our summary opinion.

We issue this report on the basis of the contract concluded with you, which is also based on the "General Conditions of Contract for the Public Accounting Professions"⁴ with effect vis-à-vis third parties.

Summary assessment

Based on our audit procedures and the evidence we have obtained, nothing has come to our attention that causes us to believe that the non-financial reporting 2021 has not been presented, in all material respects, in accordance with Section 267a UGB (NaDiVeG), the EU Taxonomy Regulation and the GRI Standards.

Vienna, 31 March 2022

Ernst & Young
Wirtschaftsprüfungsgesellschaft m.b.H.

Unterscrieben 

Stefan Uher
qualifiziert elektronisch unterfertigt

Mag. Stefan Uher

Unterscrieben 

Georg Christian Rogl, 31.03.2022
qualifiziert elektronisch unterfertigt

pp DI Georg Rogl

⁴ Version of 18 April 2018, published by the Chamber of Certified Public Accountants, Chapter 7, http://www.kwt.or.at/PortalData/1/Resources/aab/AAB_2018_de.pdf



07/05

Smart mobility for Waidhofen an der Ybbs

By train to work, by e-scooter through the city or by rental car to the destination – an innovative offer for the first and last mile was presented in the district capital. The climate-friendly sharing services in ÖBB’s environmentally friendly 360-degree radius complement local and regional public transport. As of now, two car sharing cars are available in the statutory city in the Mostviertel region at two different locations – at the train station and in the city center – and 35 TIER e-scooters are available to cover the “first” and “last” mile, which can be booked via the wegfinder app.

Highlights 2021

In brief

21/01 Electricity from solar energy in Upper Austria. ÖBB-Infrastruktur AG has put one of the first photovoltaic systems in Upper Austria into operation at Wels main station. Further plants for the generation of electricity from solar power are planned. ÖBB is thus a clear pioneer in the generation of electricity from solar energy.

23/04 ÖBB Balance Sheet 2020: Steered through the crisis with a steady hand. Despite major challenges due to the corona crisis, the company succeeded in cushioning the sharp drop in sales of 700 million euros in 2020. By quickly implementing countermeasures and making massive savings of around 380 million euros, ÖBB was able to shoulder more than half of the loss of revenue itself. This was supplemented by a very reasonable railway package from the federal government to help the entire sector.



19/05

It’s buzzing and humming at ÖBB

The ÖBB Rail Bees (ÖBB Schienenbienen) project provides a haven for the bee in particular. Their habitat is flowering meadows – a treasure that ÖBB provides sufficiently along the railway and now makes available to the animals. The project started with a total of eight ÖBB sites throughout Austria.



05/02

Climate-friendly e-buses for the southern Weinviertel region

Österreichische Postbus AG was awarded the contract for the operation of scheduled services with electric buses for at least eight years within the framework of the tender procedure “Linienverkehr E-Bus Schweinbarther Kreuz” of the Verkehrsverbund Ost-Region (VOR). The operation of 1.3 million service kilometers starts in summer 2022 with eleven e-buses and 27 Postbus drivers.

04/10

Nightjet upgrade

ÖBB has launched an upgrade program in order to modernise the existing night train fleet and increase the comfort and range of services for passengers. A total of 22 seat carriages from the existing fleet will be upgraded by ÖBB-Technische Services to new multi-function couchette carriages for the ÖBB Nightjets. As new "comfort couchette carriages," they will be individually integrated into the existing Nightjet trains.



04/11

Next Level Apprenticeship: ÖBB launches new apprentice campaign

ÖBB is looking for around 600 new apprentices every year. To reach the best minds here and get them excited about the No. 1 climate protection company, a new sci-fi game campaign was created.

In brief

26/07 Solar offensive in Vorarlberg continued. After the Hohenems station, ÖBB-Infrastruktur AG has installed another photovoltaic system in Vorarlberg at the Rankweil station. Rankweil station can thus be supplied with 100 percent electricity from renewable energy. ÖBB is thus sending out another clear signal for more power generation from solar energy.

12/08 Important stage for the Koralm Railway megaproject. The last major shell section of the 130-kilometer high-capacity line from Graz to Klagenfurt is under construction between Graz and Weitendorf. The technical highlight is a 3.2-kilometer-long underground route.

Highlights 2021

30/09

Advance booking for KlimaTicket started

On 1 October, advance sales for the Climate-Ticket started at all ÖBB ticket offices at the Early Bird price of EUR 949. Since 26 October travel with the KlimaTicket is possible in all public means of transport throughout Austria – from 1 November then at the regular price of EUR 1,095.



Legal Notice

Inquiries about the

Sustainability Report GRI 102-53

ÖBB-Holding AG
Systemtechnik und Konzernproduktion
Am Hauptbahnhof 2, 1100 Vienna
Tel.: +43 1 93000-0
E-Mail: nachhaltigkeit@oebb.at
Web: oebb.at

ÖBB Customer Service

Information on trains and buses is available around the clock from our ÖBB Customer Service.
Tel.: 05-1717 from all of Austria with no area code at local rates or Tel.: +43 5-1717 from other countries.

Publisher

ÖBB-Holding AG
Systemtechnik und Konzernproduktion
Mark Topal-Gökceli
Am Hauptbahnhof 2, 1100 Vienna
Tel.: +43 1 93000-0
E-Mail: nachhaltigkeit@oebb.at
Web: oebb.at

Project Team

Lisa-Sophie Diasek, Laura Fariello,
Herbert Minarik, Cornelia Walch

Authors

Christa Danner, Lisa-Sophie Diasek,
Julia Kropik, Herbert Minarik, Friedrich Ruhm,
Cornelia Walch

Creation, design & project management

Matthias Flödl & Sebastian Treytl
corporate-publishing.at

Responsible for content

Christoph Hirschmann (Compliance),
Traude Kogoj (Diversity & Equal Opportunities), Gernot Netinger (Sustainable finance), Heinz Rosenauer (Health, Reliable Employer, Generation Management, Training and Further Education), Stefan Braun (Sustainable procurement) as well as experts from ÖBB-Holding AG and the subgroup companies ÖBB-Personenverkehr AG, Österreichische Postbus AG, ÖBB-Infrastruktur AG, ÖBB Rail Cargo Group, ÖBB-Technische Services GmbH, ÖBB Produktion GmbH, ÖBB Business Competence Center GmbH

Photography

Harald Eisenberger, Michael Fritscher,
Kastner-ZT-GmbH, Marek Knopp, Oliver Lang,
David Payr, Andreas Scheiblecker, Siemens,
Roland Steinberger, ThinkstockPhotos, Hanno Thurnher, Nicole Tötschinger, Nora Turner,
WeXplore, Chris Zenz, ÖBB

Production

ÖBB Werbung GmbH
Production no. 111022-0082

Printing & Production

Gerin Druck GmbH, contractual partner
of ÖBB

This report was printed in a CO₂-neutral process on recycled paper produced in Austria from 100 % waste materials.

© 2022, ÖBB-Holding AG



Disclaimer

This report also contains forward-looking assessments and statements that we have made on the basis of all the information available to us at the present time. These forward-looking statements are usually described using terms such as “expect”, “estimate”, “plan”, “anticipate”, etc. We would like to point out that the actual circumstances – and thus also the actual results – may deviate from the expectations presented in this report due to a wide variety of factors.

The information in this report relates to fiscal 2021 (unless otherwise stated).

The information contained in this report has been prepared to the best of our knowledge and checked for accuracy with great care and attention. Typographical and printing errors reserved.

This sustainability report is also made available online as a PDF at:
konzern.oebb.at/nhb2021

