

PROJECT FUTURE

TOGETHER FOR A
SUSTAINABLE TOMORROW



**ROAD
MAP**

**FOR
THE
CLIMATE**

**U T R A
E N V I R O N M E N T A L
N E U T R A L I T Y**

E2040

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GREEN TRANSFORMATION.

The at times dramatic geopolitical upheavals of recent years, which have had a massive impact on international energy systems, once again demonstrate the important role that regional energy companies play in society and policymaking. In addition to their primary role of providing a secure supply of energy, they also are key to ensuring social stability, security, reliability and confidence in our future.

We at Energie Steiermark are aware of the responsibility resting on our shoulders. Our responsibility vis-à-vis our customers and our obligation to take the lead in the unavoidable energy transition. Our aim is to free us from our reliance on international energy supplies and – in view of the looming threat of climate change – to focus one hundred percent on sustainable and renewable sources of energy. This is what encourages us to remain true to the sustainability course that we embarked on years before. Both in our day-to-day internal activities and in the numerous green projects that we have planned for the coming years.

The central points of our corporate strategy, greening and sustainability, have become even more important in the last two years and we are vigorously pursuing our goal of exploiting all regional green energy potential. Water, wind, photovoltaics, biomass and 'green' hydrogen are the energy sources of the future because they pave the way to an independent, regional and sustainable energy supply.



To this end, we have put together the highest investment budget ever, with which we want to reshape the future of energy in Styria's electricity, renewable gas, and, in future, hydrogen grids. To put this in figures: We are investing around EUR 2.5 billion in new renewable energy generation projects by 2030 – around EUR 1.5 billion of this in grid-based electricity, gas and hydrogen infrastructure and in the integration of around 2,800 MW of renewable energy.

Hydropower will continue to play a central role in our activities in the coming years – as it guarantees us a stable basis for supply at any time of the year. This is why we will invest more than EUR 400 million in expanding the use of hydropower in Styria. At the same time, we will work with our customers on ways to save energy and continuously optimise existing systems. In terms of photovoltaics, the plan is to quadruple the number of collectors in use (reference: as of 2023) – we are investing EUR 300 million in the construction of new such systems between now and 2030. In the same period, we want to expand wind power capacity to 300 MW – more than EUR 400 million have been set aside for this. We also see ourselves in a leading role in the Austria-wide hydrogen research network for green hydrogen production, where the innovations that will put the application areas and possibilities of hydrogen on a broad footing will come from in the next few years.

A core element of our activities is the Green Energy Master Plan 2040, which focuses on the issue of decarbonising industrial energy supply and defines the fields of action and packages of measures for the green transformation of Styrian industry. The master plan was developed and launched jointly by Energie Steiermark, IV Steiermark and 22 energy-intensive industrial companies based in Styria.

All in all, it is fair to say we are in the midst of one of the greatest transformations of our time – one taking us away from a fossil and centrally planned energy system towards an energy system that is essentially based on renewable and decentralised sources of energy. Yet these fundamental changes also necessitate further developments in the electricity market model. It needs input from the regulators in places where the market reaches its limits. It must be made more resilient, more crisis-proof, and the general framework conditions must ensure an investment-friendly climate for expanding the use of renewable energies and grids as well as incentives for system integration, flexibility and energy efficiency.

As always, a special thanks goes to the members of the Sustainability Advisory Board for their support and expertise. For us, maintaining a dialogue with experts is an important part of our journey to climate neutrality. And this is precisely the journey we are embarking on together with our employees. They are the ones who shape the sustainable process with enormous commitment and expertise, filling it with life and energy. Thank you for your idealism and commitment!



Dipl.-Ing. Christian Purrer
Management Board Spokesman



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

ABOUT THIS REPORT

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

REPORTING STANDARDS

The content, data and figures have been selected and presented in a way that conforms to the standards of the Global Reporting Initiative (GRI universal standards). The contents and key figures presented relate primarily to the years 2022 and 2023. Actions and projects pertaining to the first quarter of 2024 are also described for the sake of ensuring the report is up to date.

REPORT LIMITATIONS

The primary subject of the report is Energie Steiermark AG, including all domestic subsidiaries. Changes in the boundaries for data or key figures, for example when foreign subsidiaries are considered, are marked at the appropriate point. In addition to this Sustainability Report, Energie Steiermark AG also publishes information on its corporate responsibility in annual Group reports and on the website www.e-steiermark.com. Energie Steiermark AG publishes a sustainability report every two years. The Sustainability Report 22/23 will be published at the end of June 2024.

Energie Steiermark

01



ROADMAP 2040

1. ENERGIE STEIERMARK

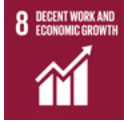
As one of the largest service providers in Austria Energie Steiermark focuses on energy efficiency and innovative services in the fields of electricity, natural gas, heat and mobility. 2,074 employees bring their experience and skills into a fair partnership with around 500,000 customers in Austria and abroad. In terms of electricity generation, Energie Steiermark AG focuses exclusively on renewable energy from water, wind, sun and biomass. In 2023, the Province of Styria acquired the 25 percent share of the Luxembourg company SEU Holdings Sarl and is therefore once again the 100 percent owner of Energie Steiermark. Energie Steiermark achieved sales of EUR 2.79 billion in 2023.

SELECTED SUSTAINABILITY GOALS IN THE AREA OF BUSINESS & MANAGEMENT

- **Green Finance Framework**
for Energie Steiermark under development
- Share of orders in Austria
over 90 percent (measured by employment
volume)
- Develop **green procurement roadmap**
- **Further development** of the Group-wide
compliance management system



1.1 COMPANY PORTRAIT



Energie Steiermark is an Austrian energy and service provider based in Graz. In addition to 29 main operating sites in Styria and a sales company in Vienna, Energie Steiermark holds shareholdings in various domestic and foreign companies in Austria, Slovakia (STEFE SK Group), the Czech Republic (Jihlavske Kotelny s.r.o.), Slovenia (Adriaplin d.o.o.), Germany (E1 Energiemanagement GmbH) and France (la bellenergie SAS).

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

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

**Germany –
E1 Energiemanagement
GmbH**

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

**Germany –
homee GmbH**

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

**France –
la bellenergie**

(until 1 April 2022 Electricité de
Provence – EDP)

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

**Austria –
Energie Steiermark AG**

- Established: 1996
(holding company)
- Shareholding: 100% Province
of Styria
- Core business: Energy services,
renewable generation, energy
networks and infrastructure,
district heating, sales and
trading
- No.1 on the local Styrian market

**No. 1 with a 70 percent market share
in Styria**

**Major provider on the Slovakian
heating market**

Regional focus – with Styrian roots

**Virtually no carbon footprint
in generation**

**Around a quarter of income from
regulated business**

**Czech Republic –
Jihlavske Kotelny s.r.o.**

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

**Slovakia –
STEFE SK, a.s.**

- Established: 1995
- Shareholding: 100%
- Core business: District heating,
electricity, energy-related services
- Customer structure: 90% residential
and public buildings
- Heat production already
39% CO₂-neutral
- District heating supply in
17 Slovakian cities

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

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

Energie Steiermark corporate structure

Major Group companies and primary players in the main business areas

Shareholdings in Austria, inc.

relevant subsidiaries and shareholdings abroad

Energie Steiermark Kunden GmbH
Energie Steiermark Wärme GmbH
Energie Steiermark Service GmbH
Energienetze Steiermark GmbH
Energie Steiermark Green Power GmbH
Energie Steiermark Breitband GmbH
go green energy GmbH & Co KG
Energie Steiermark Business GmbH
E1 Wärme und Energie GmbH
Elektrizitätswerke Bad Radkersburg
IBIOLA Mobility Solutions GmbH

Energie Graz GmbH & Co KG
Feistritzwerke STEWEAG GmbH
VERBUND Hydro Power GmbH
Stadtwerke Bruck an der Mur GmbH

STEFE SK, a.s. with nine regional subsidiaries (Slovakia)
Jihlavske Kotelny s.r.o. (Czech Republic)
Adriaplin d.o.o. and Aquasystems d.o.o. (Slovenia)
E1 Energiemanagement GmbH (Germany)
la bellenergie SAS

ENERGY GENERATION



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

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

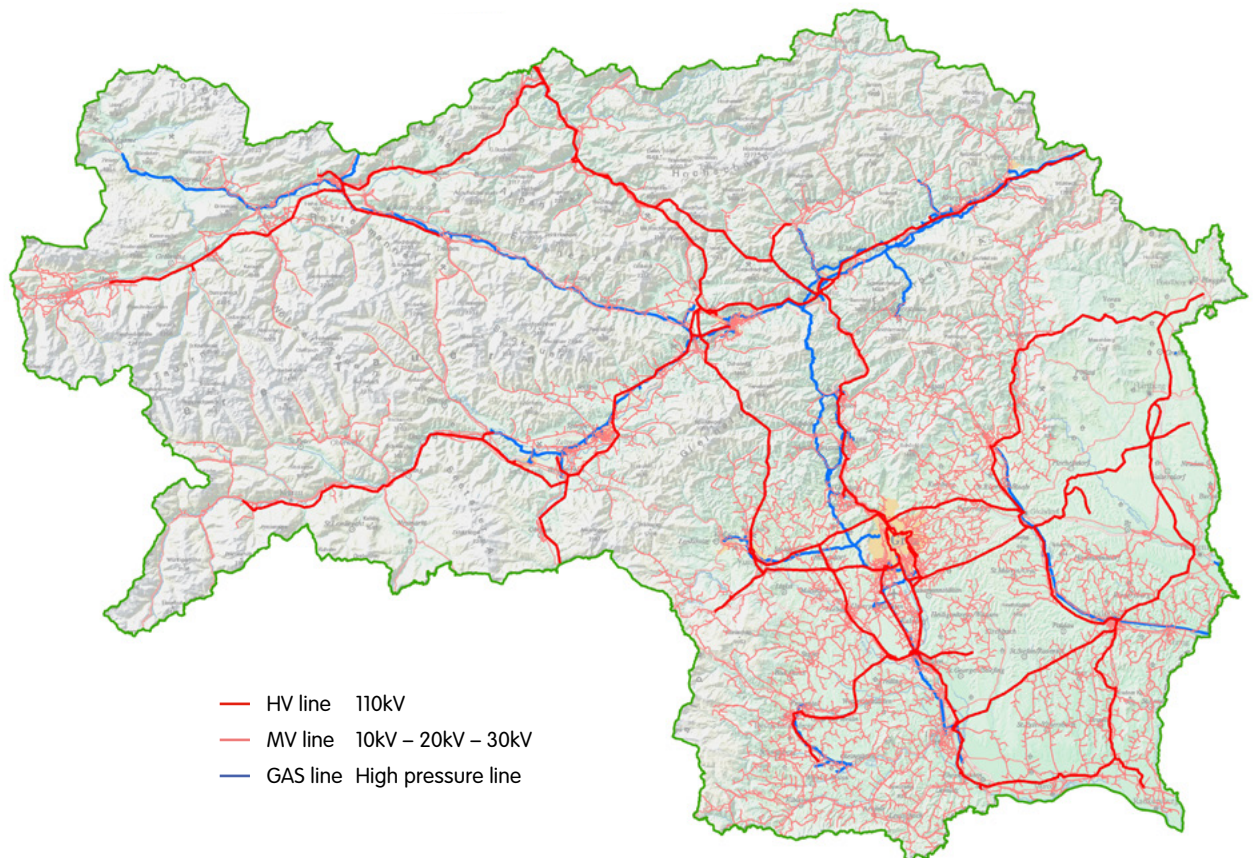
GRID OPERATIONS



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

Energienetze Steiermark GmbH is an important infrastructure provider and investor in Styria with a power grid in the high, medium and low voltage range with a length of 31,820 km and a natural gas supply network of around 4,200 km in length. Annual investments in the electricity and gas networks amount to around EUR 160 million (2023). Almost the whole of Styria's industrial sector, many commercial enterprises and around 500,000 customers are connected to the main supply network of Energienetze Steiermark GmbH.

OVERVIEW OF THE GAS AND ELECTRICITY NETWORK OF ENERGIENTZE STEIERMARK



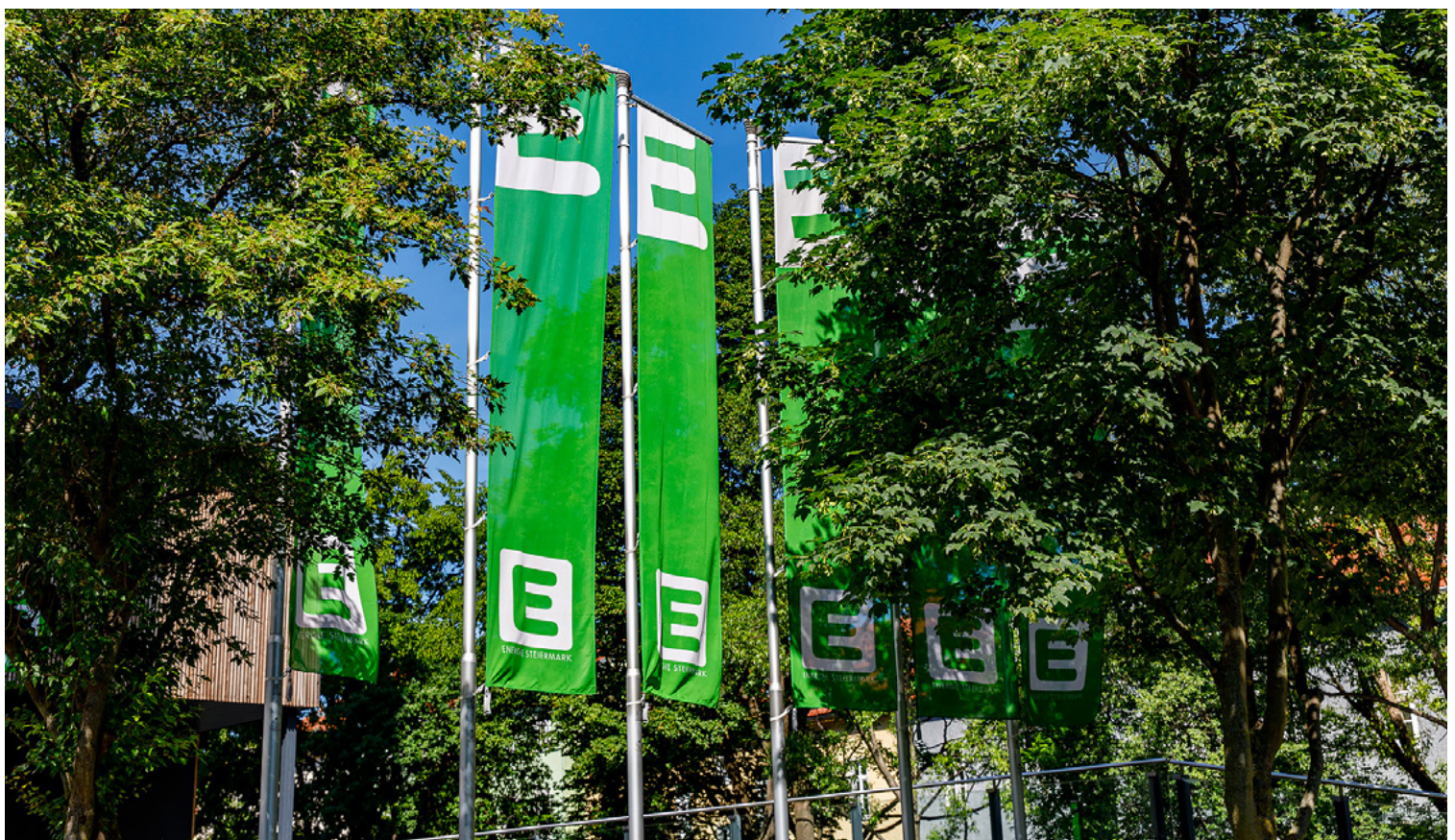
BUSINESS DEVELOPMENT

After several years of energy crisis and geopolitical uncertainty, 2023 was a year of easing tensions. The supply situation was secured by full natural gas storage facilities, and electricity production had a downward effect on prices thanks to good water supplies and the strong expansion of renewable energies.

However, high end customer prices for energy, strong inflation and interest rate increases also led to consumers reining in their spending. Moreover, energy and market prices for electricity and natural gas are still above twice the pre-crisis level. However, further price reductions at the end of 2023 indicate a positive price trend for 2024.

Energie Steiermark is also benefiting from the improvement in the overall economic environment, with its operating result (EBIT) in the last two years rising significantly to EUR 150.4 million in 2023, up EUR 47.2 million compared with the previous year.

In 2023, investments in property, plant and equipment totalling EUR 221.3 million were made. Investments in the energy grids and in renewable energies here are essential.



KEY BUSINESS FIGURES OF
ENERGIE STEIERMARK AG

Key figures		Unit	2019	2020	2021	2022	2023
Installed capacity	Natural Gas	MW	43.00	35.70	35.70	42.66	42.66
	Electricity Water*	MW	40.20	64.53	64.53	64.53	64.53
	Wind	MW	48.60	48.60	52.20	52.20	52.20
	Photovoltaics*	MW	0.20	0.46	1.26	1.26	17.36
	Natural Gas	MW	956.00	967.46	937.46	1,056.08	1,150.73
	Heat Biomass	MW	50.00	57.00	69.00	95.76	95.76
	Oil	MW	39.00	42.70	42.70	38.73	38.73
Network energy output	NE 3	GWh	3,032.19	2,793.84	2,919.40	2,949.32	2,896.31
	NE 4	GWh	1,462.60	1,415.78	1,478.06	1,350.68	1,215.50
	Electricity grid NE 5	GWh	1,407.65	1,341.32	1,403.02	1,411.62	1,314.53
	NE 6	GWh	418.76	391.78	407.97	420.91	412.89
	NE 7	GWh	1,957.00	2,014.06	2,039.35	1,907.01	1,799.98
	Gas NE 2	GWh	10,529.63	9,696.12	11,602.54	10,718.91	8,237.49
	Network NE 3	GWh	2,981.85	3,036.53	3,167.95	2,735.51	2,499.19
Network length	HV	km	1,882.00	1,881.00	1,880.00	1,880.00	1,884.00
	Electricity MV	km	7,843.00	7,868.00	7,897.00	7,960.00	8,006.00
	LV	km	20,049.00	20,130.00	21,566.06	21,716.00	21,930.00
	Gas	km	4,132.64	4,161.42	4,194.87	4,200.69	4,200.11
Allocation of CO ₂ certificates**		1000 t	39.37	31.10	38.32	53.36	55.51
Investments (plants, infrastructure)		EUR million	177.00	152.00	174.00	217.39	221.31
R&D expenditure		EUR million	1.12	1.007	1.89	0.83	0.90

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

** including transfer Magna

**TOP POSITION IN
SUSTAINABILITY RATING
CONFIRMED**

Energie Steiermark has already been taking part in the annual GRESB rating since 2019. The rating forms the basis for systematic reporting, objective evaluation and peer benchmarking of ESG management and the performance of infrastructure assets worldwide. In the 2023 rating for the 2022 reporting period, Energie Steiermark continues its success of recent years, achieving the top rating of four stars and scoring 92 out of 100 points.

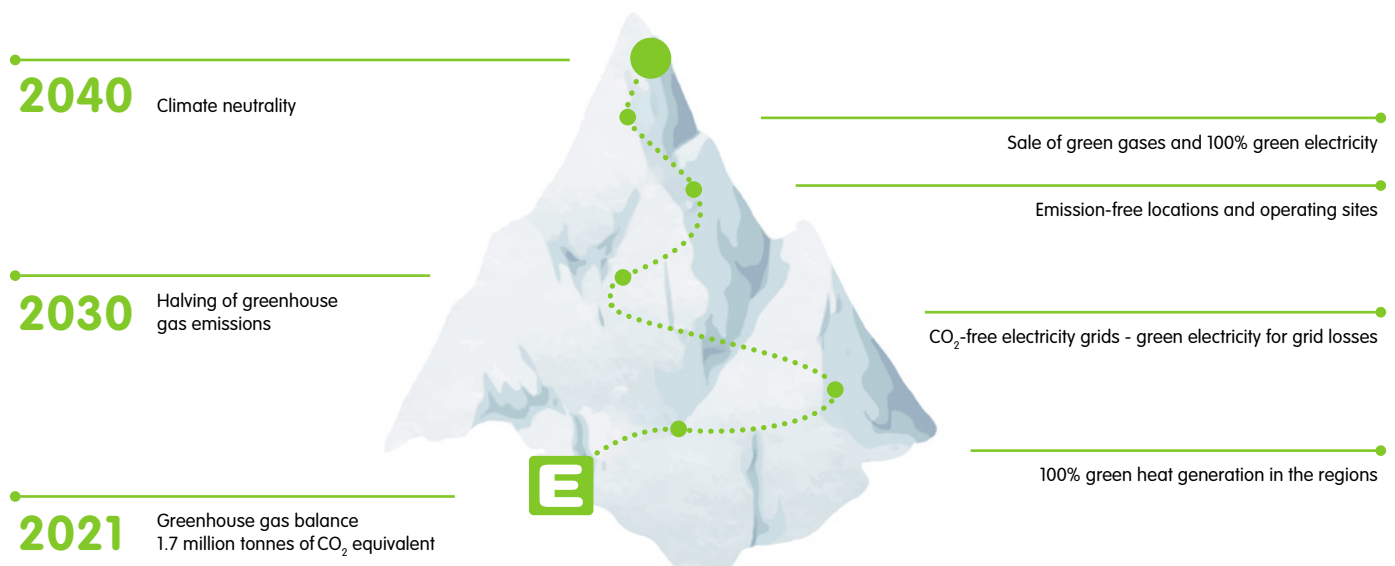
1.2 SUSTAINABILITY AS PART OF THE CORPORATE STRATEGY

The topic of sustainability is one that is fused with Energie Steiermark's core values, a fact reflected, among other things, in the company's regular sustainability reports and also in the work of the Sustainability Advisory Board, a key group composed of well-known stakeholders.

Energie Steiermark's key strategic goal is to achieve climate neutrality by 2040 at the latest (earlier in some areas). Both the company's sustainability strategy and the climate neutrality roadmap are intended to ensure that the target is achieved on time.

A holistic programme of measures comprising around 100 strategic/operational action initiatives was drawn up on the basis of the sustainability strategy. Detailed descriptions of measures and activities with specific milestones and deadlines for implementation were drawn up for 55 high-priority sustainability measures. The sustainability strategy covers all domestic, fully consolidated Group companies, relates to the period under review up to 2030 and was drawn up in coordination with the Group strategy.

OUR VISION



**KEY SUSTAINABILITY
TARGETS OF
ENERGIE STEIERMARK, 2023**

	Generation and heating GP/FW	Grids EN	Distribution and trading KD/BT/ES	Group
E	660 GWh wind 330 GWh PV 50 GWh water Highly efficient Heat generation Greater Graz : 50% / 2027* Regions: 80% / 2025** *RE, waste heat **RE, waste heat, CHP	until 2030 Cabling density: 75% (MV¹) & 90% (LV²) ASIDI (excl. REE ³) 20.0 -20% Gas consumption for preheating Connection capacity RE + 2,800 MW	until 2030 200,000 managed charges (2025) approx. 25,000 kWp Sun Complete & Sun Complete Business 78,000 kWp PV – end customer market & partner models (EI)	until 2025 ≥ 380 job tickets (Styria) 90% procurement volume from AUT 100% alternatively powered fleet (2030) 1,506 teleworking arrangements (2023)
S		25 Technical apprentices p.a. 2020–2030 0 Incidents involving personal injury caused by EN equipment (every year)	Customer satisfaction: 45 Touchpoint net promoter score 35 Product net promoter score 1.5 Customer satisfaction score 1.5 Customer effort score	until 2025 ≤ 5.0 LTIFR ⁴ 25% Women in management positions 25.0 Relationship NPS ⁵ ≤ 1.92 Employee satisfaction Top 3 in employer rankings p.a. (AUT-wide industry & Styria)
G		0 Administrative offences within the meaning of section 159 GWG or section 99 EIWOG per year		0 Corruption cases 0 Antitrust proceedings 0 Privacy violations* 100% Training courses completed positively per year *notifiable

¹ Medium voltage

² Low voltage

³ Regional exceptional events

⁴ Lost Time Injury Frequency Rate

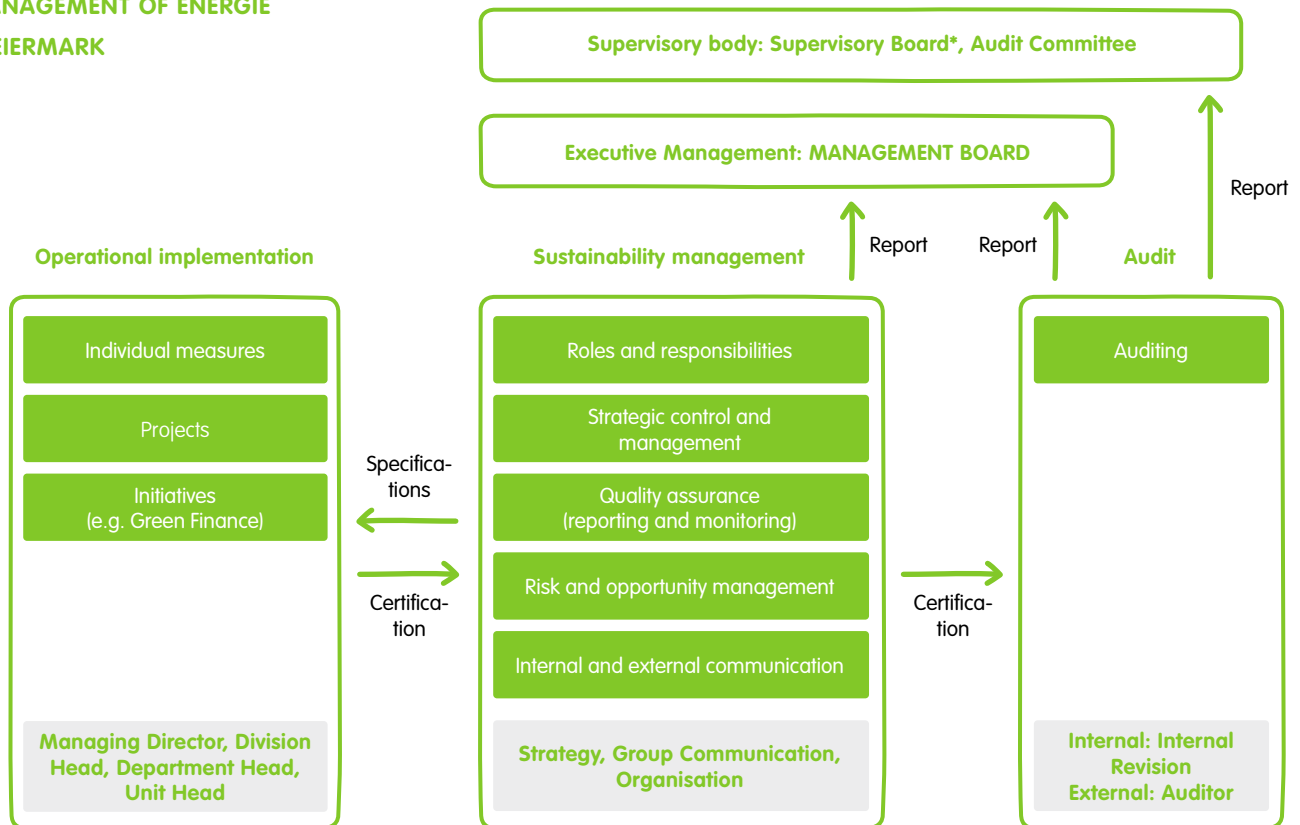
⁵ Relationship Net Promoter Score

A detailed overview of the objectives and measures of the sustainability strategy can be found in the sustainability programme chapter (page 123).

**SUSTAINABILITY
ORGANISATION**

The Group's sustainability strategy is put into operational practice by responsible individuals in the individual divisions and companies. The Strategy & Business Development division coordinates the implementation of measures, regularly reviews progress and informs the management team in the form of a progress report. Sustainability will also be an integral part of every internal audit report in the future. Data will be collected and managed using a sustainability database introduced in the Group in 2020. The Communications division is responsible for the internal and external communication of sustainability issues, supporting the Sustainability Advisory Board, and preparing the Sustainability Report. The Supervisory Board also deals with the issue of sustainability in a structured manner. As part of an annual self-evaluation, in which the members deal with the efficiency of their activities as well as the organisation and working methods of the Supervisory Board, sustainability is also an important part of this survey and discussion at a Supervisory Board meeting.

OPERATIONAL IMPLEMENTATION AND SUSTAINABILITY MANAGEMENT OF ENERGIE STEIERMARK



* The members of the Supervisory Board are elected by the Annual General Meeting on the basis of a nomination by the shareholder, the Province of Styria. Each member must submit a declaration regarding his/her professional qualifications, professional functions and reasons for any bias. The committee members are elected by the Supervisory Board on the recommendation of the Chairman of the Supervisory Board. The election considers the provisions of section 87(2a) of the Stock Corporation Act (AktG) and rule 43 of the Corporate Governance Code (CGK). Before the election, each member of the Supervisory Board must submit a declaration in accordance with section 87(2) of the Stock Corporation Act (AktG) regarding their relevant qualifications, professional functions and reasons for any conflicts of interest.

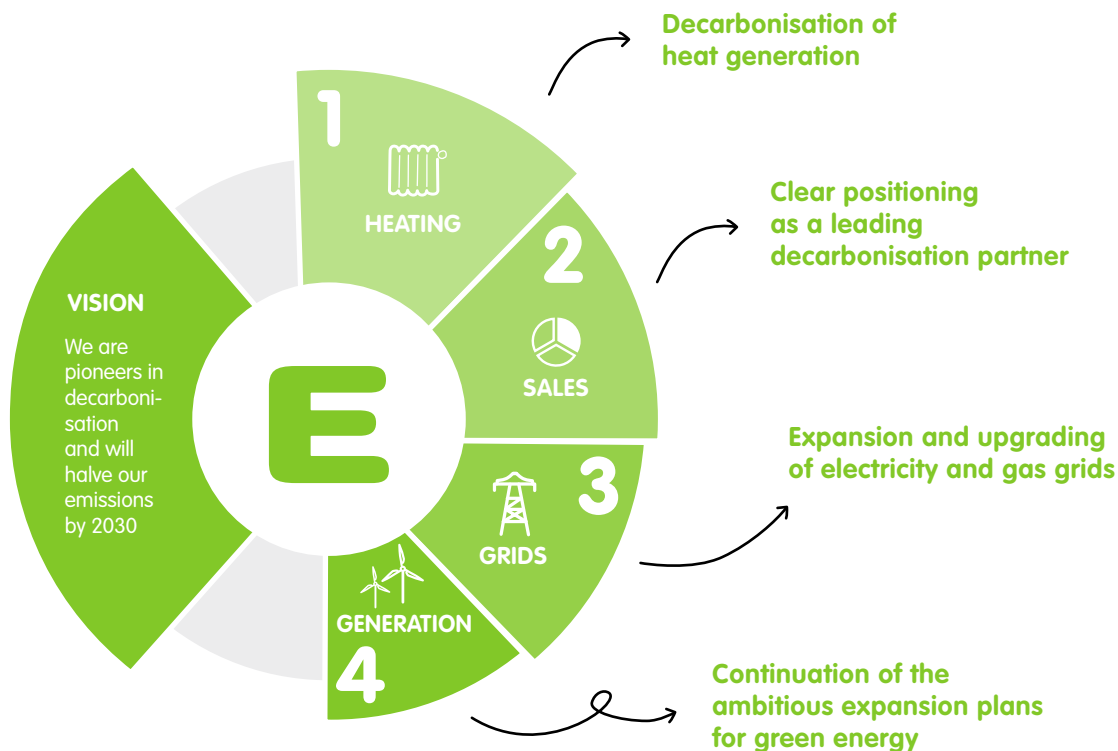
CLIMATE NEUTRALITY ROADMAP 2040

In order to achieve the strategic goal of climate neutrality by 2040 for Energie Steiermark and its fully consolidated domestic subsidiaries, a well-founded and robust roadmap was drawn up in 2022. The Climate Neutrality Roadmap is committed to the national, EU and Paris climate protection targets and is based on the aims targeted by the recognised Science Based Targets Initiative.

The basis for the decarbonisation journey to 2040 is the greenhouse gas balance of Energie Steiermark for 2021.

As an interim target, direct and indirect CO₂ emissions (Scope 1-3) are to be reduced by at least 50 percent by 2030. The overall emissions reduction of 90 to 95 percent is planned by 2040 as part of the net zero target. The 5 to 10 percent of emissions that cannot be reduced are offset by natural and technical carbon sinks.

**CLIMATE NEUTRALITY
ROADMAP: INTERIM TARGET
2030**



The climate neutrality roadmap sets out a well-founded, fact-based and scientifically robust path with over 30 Group-wide measures that will lead to indirect and measurable savings in Energie Steiermark's CO₂ emissions (Scope 1-3).

Set against the backdrop of the current volatile market environment, criteria such as technological feasibility, affordability, security of supply, customer friendliness and cost-effectiveness were at the centre of the development of corresponding scenarios and concrete, practical implementation measures. Key objectives and measures for decarbonisation focus on green heat generation, decarbonisation of own energy consumption and reduction of fossil energy sales.

As regards its own emissions (Scope 1), Energie Steiermark is focusing in particular on expanding the use of green heat for Graz and the regions.

The share of renewable heat in the regions is to be increased to over 90 percent by 2030 and to 100 percent by 2035. In addition, the Group's own car fleet will be fully electrified by 2030 at the latest.

Indirect CO₂ emissions (Scope 2) relate, among other things, to the compensation of physically induced grid losses in the electricity grid, which will be offset by green electricity certificates in future. Furthermore, the use of energy at Energie Steiermark's locations is to be made climate-neutral by completely reducing emissions from electricity procurement activities by 2030 at the latest and gas procurement activities by 2040 at the latest.

The reduction of emissions from the energy supplied to customers (Scope 3) is achieved through the continuous phase-out of sales of CO₂-relevant electricity and natural gas. The focus here is on accelerated energy efficiency measures, progressive electrification and a gradual ramp-up of the supply of green gases, particularly for industrial consumers.

From 2040, the plan is to supply all customers exclusively with green electricity, green heat, green gas and hydrogen.

PREPARATION FOR NEW REPORTING OBLIGATIONS

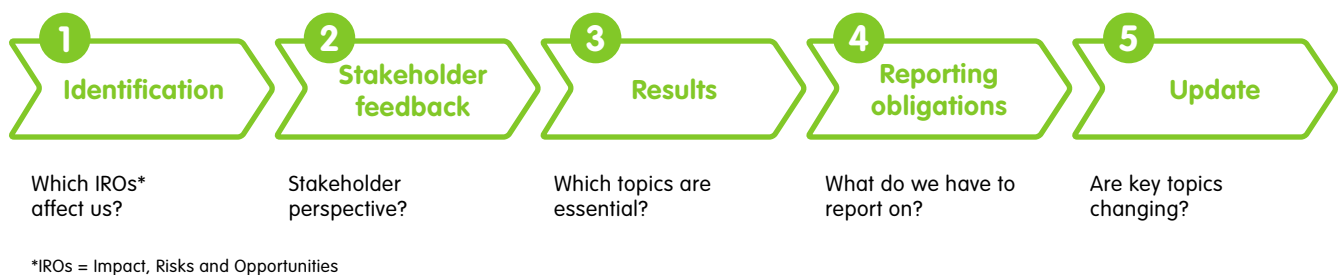
From the 2025 financial year, the provisions of the Corporate Sustainability Reporting Directive (CSRD), the European Sustainability Reporting Standards (ESRS) and the EU Taxonomy Regulation will be mandatory in the Energie Steiermark Group. For this reason, the cross-divisional preparatory work for the legally compliant implementation of the aforementioned regulations was continued with high priority at Group level in recent years. In addition to the implementation of the double materiality analysis described below, further economic activities were identified in the area of the EU Taxonomy Regulation following the classification of electricity generation activities and a project was launched for the automated, system-based collection of the key figures to be reported. It is planned to roll out the classification to other business activities in the 2024 financial year. Energie Steiermark will then report on its environmental, social and governance-related sustainability performance at a consolidated level in the integrated Group Management Report 2025.

DOUBLE MATERIALITY ANALYSIS

The present sustainability report has been prepared in accordance with the GRI standard (Global Reporting Initiative), but is already based on the results of the “double materiality”. “Double materiality” is the foundation of future mandatory sustainability reporting in accordance with the Corporate Sustainability Reporting Directive (CSRD), as the results justify the ESG topics reported on in the sustainability report. The “double materiality analysis” approach required for this was implemented in accordance with the European Sustainability Reporting Standards (ESRS). Double materiality means that the material topics are identified and evaluated in two dimensions: according to the materiality of the impact on the one hand and according to the financial risks and opportunities for the company on the other.

The process for the double materiality analysis was broken down into five steps:

DOUBLE MATERIALITY PROCESS



Step 1: Identification

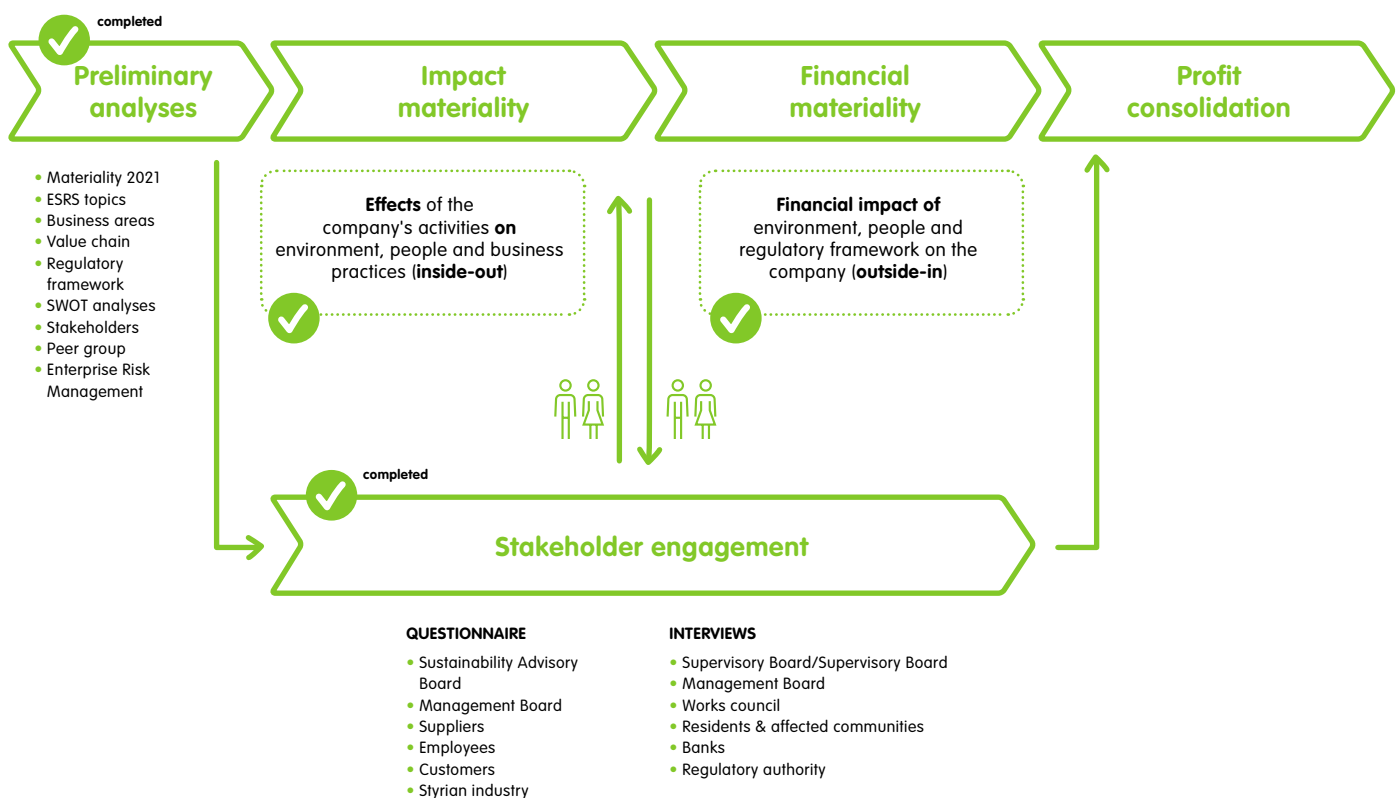
The first step was to create an understanding of how between business activities and their effects, risks and opportunities, are connected, primarily through preliminary analyses. The preliminary analyses included the previous materiality analysis, the Group’s business areas and business activities, the value chain, the stakeholder groups, the regulatory framework, the SWOT analyses from the strategy processes, a peer group review and an analysis of the (ESG) risks from enterprise risk management.

Internal experts and relevant scientific studies were involved in the identification and initial assessment of the impacts, risks and opportunities. The impacts, risks and opportunities identified in this way were assessed over short, medium and long-term time horizons. The short-term time horizon comprises the observation period of one year, the medium-term time horizon the observation period of two to five years, and the long-term time horizon an observation period of more than five to thirty years. For the identification of material topics, the ESRS requirements for measurement and calculation were taken into account and suitable quantitative measurement scales and threshold values were defined and documented.

Step 2: Stakeholder feedback

As part of the stakeholder feedback process, stakeholder groups were identified, assessed in terms of how they are affected by business activities and their interest in sustainability aspects and included in the double materiality analysis process in the form of interviews and questionnaires.

STAKEHOLDER INVOLVEMENT



Step 3: Results

Based on the findings of the feedback process, the impacts, risks and opportunities were revised with regard to the addition of newly identified impacts, risks and opportunities and any reassessment of impacts, risks and opportunities and their comprehensible documentation.

Step 4: Reporting obligations

Based on the results of the double materiality analysis, the quantitative and qualitative reporting obligations were derived in a final step in accordance with ESRS disclosure requirements.

Step 5: Update

In future, an update of the double materiality is planned in the event of substantial changes, for example in business activities, in the value chain, in the markets, in the organisational structure or through M&A transactions. The review will take place in an annually recurring process.

KEY REPORTING TOPICS

For this sustainability report, those topics from the materiality analysis described above that were classified as material according to their impact were adopted.

KEY TOPICS 2023

Sustainable energy production
Adjustment to climate change
Energy efficiency
Smart grids and decentralised energy production
Security of supply
Air emissions
Water
Conservation & diversity
Resource efficiency and waste
Employee satisfaction and development opportunities
Occupational health and safety
Equal treatment and equal opportunities
Responsibility in the supply chain
Regional responsibility
Sponsorship and social commitment
Information and data security
Combating energy poverty
Responsible corporate governance
Compliance and preventing corruption

1.2 REGIONAL AND SUSTAINABLE PROCUREMENT



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

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

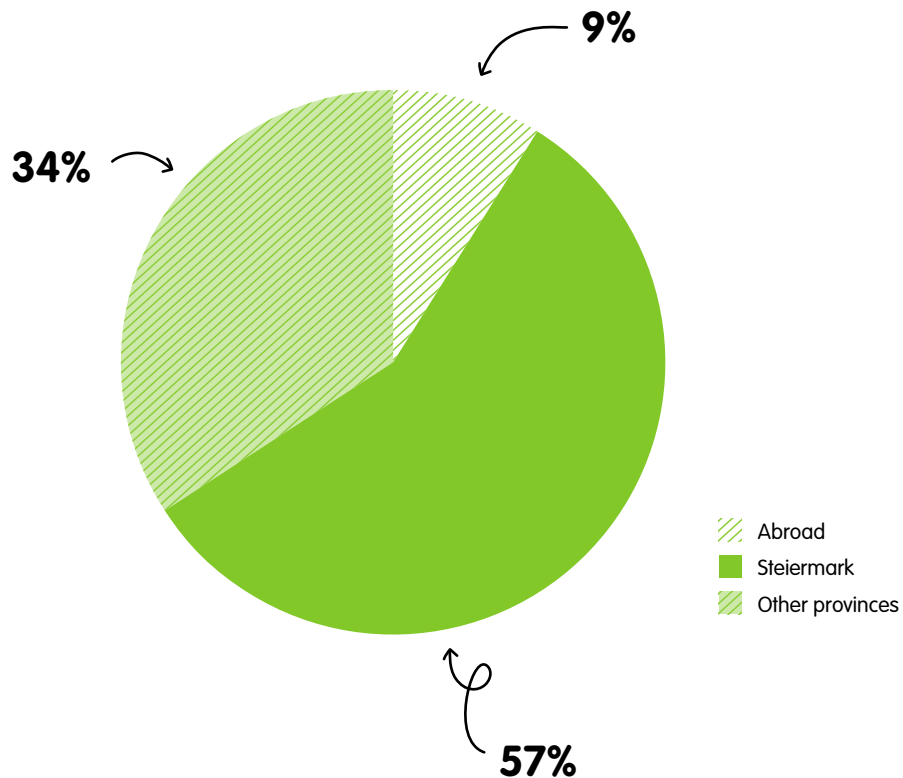
Energie Steiermark's "Catalogue of Criteria for Awarding Tenders" is valid for all tenders of the Group, with the best bidder principle being applied. In addition to economic criteria, the selected requirements also include social principles and environmental criteria. These include high standards for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

In order to further deepen their knowledge of sustainable procurement and public procurement law in purchasing, employees in the purchasing department receive ongoing training, for example as part of numerous training courses, workshops and seminars. Procurement will make preparations as part of the EU Supply Chain Directive, which is still to be implemented nationally, as part of the Group-wide sustainability project, with tenders being trimmed even more in line with ESG measures. Collaboration with sustainable start-ups or rating agencies should help to pick up on new developments. In this context, procurement is also coordinated with our Innovation department (IN).

Aside from purchasing energy (electricity, gas, biomass and heat), other major procurement activities relate to construction services and technical equipment, such as for the mains supply network of Energienetze Steiermark GmbH. Particular importance is attached to ensuring that suppliers and subcontractors are primarily regional ones. 91 percent of Energie Steiermark's procurement volume in 2023 came from Austria or at least from a domestic subsidiary. In 2022, the figure was 89 percent. In 2023, 57 percent of suppliers came from Styria, 34 percent from other federal provinces and 9 percent from abroad.

* Region = Styria, domestic = Austria

ORIGIN SUPPLIERS 2023



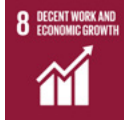
E-ECONOMY SAFEGUARDS JOBS

<https://oesterreichsenergie.at>

A reliable energy supply forms the essential basis of any modern economy. However, the e-economy also makes a direct contribution to value creation, makes extensive investments and creates or secures jobs. On behalf of the Austrian Electricity Companies – Österreichs Energie, the Economica Institute for Economic Research has examined the economic significance of the sector.

Further results of the study can be found online at <https://oesterreichsenergie.at/wirtschaftsfaktor>.

1.4 RESPONSIBLE CORPORATE GOVERNANCE



Shared values and clear principles are essential to a sustainable energy future and a fair society. Energie Steiermark's vision, mission and corporate values – fair, reliable, attentive, cooperative and regional – form the basis for conducting business with integrity and making sustainable decisions.

The vision

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

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

The mission

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

Corporate values

Attentive. Fair. Cooperative. Regional. Reliable.

Responsible corporate management means positioning itself as a reliable partner when interacting with its customers, business partners and other stakeholders. The Corporate Governance Code of Energie Steiermark AG and the Code of Conduct and Ethics form an orientation framework for the rule-compliant behaviour of Energie Steiermark and each and every individual.

CORPORATE GOVERNANCE

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

COMPLIANCE AND ANTI-CORRUPTION

The Code of Conduct and Ethics of Energie Steiermark combines our values-orientated corporate culture with the need for compliance with legislative regulations, as well as social and environmental standards. The primary objectives of the Code of Conduct and Ethics are Energie Steiermark's commitment to compliant and ethical behaviour, the promotion of transparency and trust among internal and external stakeholders, and raising awareness of sustainable thinking and action. It also stipulates the respect and promotion of human rights and the preservation of freedom of association and assembly as well as the rejection of forced or child labour. The principles it sets out provide an overall framework that is implemented in practical terms through internal guidelines and directives.

The Code of Conduct and Ethics was adopted by the Management Board, and thus at the highest level, and is published on the Energie Steiermark website for external stakeholders and on the intranet. As the Code of Conduct and Ethics applies to all employees of Energie Steiermark, all members of the Management Board, managing directors, managers and employees of Energie Steiermark are expected to behave in accordance with the rules laid down therein. Managers are expected to act as role models, to support employees in implementing the Code of Conduct and Ethics and to introduce appropriate arrangements in their areas of responsibility to ensure that behaviour conforms with the rules. The e-learning programme "Code of Conduct and Ethics" was completed in 2023 by 178 (2022: 151) newly appointed managers and employees of Energie Steiermark AG and its domestic subsidiaries. Awareness of value-oriented behaviour is also promoted through a cultural development process with corresponding strategic personnel development measures (leadership development programme, mentoring programme, cultural ambassadors, etc.).

Code of Conduct and Ethics and Group
Anti-Corruption Policy:
[https://www.e-steiermark.com/ueber-uns/
unternehmen/compliance](https://www.e-steiermark.com/ueber-uns/unternehmen/compliance)

The compliance management system at Energie Steiermark and the objectives, principles and measures defined by the responsible bodies are intended to ensure compliant conduct in the core areas of anti-corruption and antitrust law. Compliance defines the responsibilities, tasks and powers of managers, employees, compliance managers, compliance officers and the compliance committee. The Supervisory Board, Management Board, General Managers and Compliance Committee are informed in regular reports. In particular, the compliance management system defines responsibilities, risk analyses with regard to negative effects, monitoring and communication measures.

In 2023, corruption risks for eleven areas at Energie Steiermark AG and six domestic subsidiaries underwent their regular risk assessment. The risk scenarios assessed by the risk owners in terms of risk impact and probability of occurrence do not show any significant corruption risks.

Energie Steiermark's compliance training courses and e-learning programmes aim to increase awareness of integrity and knowledge of the relevant regulations and guidelines. The e-learning programmes on the topics of anti-corruption and antitrust law are assigned to managers and employees for completion in accordance with the training plan and target group and are integrated into Energie Steiermark's learning management software.

In 2023, the anti-corruption e-learning programmes were completed by 179 new managers and employees (100 percent of the target group), in 2022 by 1,861 managers and employees (97.9 percent of the target group) of Energie Steiermark AG and its domestic subsidiaries. The antitrust law e-learning programmes were completed in 2023 by 520 managers and employees (97.2 percent of the target group), in 2022 by 393 managers and employees (97.8 percent of the target group) of Energie Steiermark AG and its domestic subsidiaries.

In the reporting period, target group-specific training courses, workshops and short impulses on the topics of anti-corruption and antitrust law were also carried out. Managers and employees of Energie Steiermark can also contact the Compliance Officers to obtain information or to ask questions. The Group Anti-Corruption Policy is published on the Energie Steiermark website for external stakeholders and on the intranet.

To encourage a willingness to act with integrity, a whistleblower system was set up in 2023 in accordance with the Whistleblower Protection Act for certain reporting topics (including corruption) with an anonymous, digital reporting channel and a transparent reporting process. Processing of reports takes place in consideration of the legal protection regulations for notifiers and affected persons. In accordance with the provisions of the Whistleblower Protection Act, the structural and procedural organisational requirements for the receipt and processing of information were created in a Group guideline. Information on the whistleblower system is made available to employees on the intranet.

There were no confirmed cases of corruption in the reporting period and there were no legal proceedings due to anti-competitive behaviour or the formation of cartels and monopolies.

1.5 SUSTAINABLE DEVELOPMENT GOALS FROM REGIONAL TO GLOBAL



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

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



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



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



The shortage of skilled workers is currently a major challenge. Energie Steiermark's training and competence centre, E-Campus, both ensures that the demand for skilled workers is met by recruiting 40 percent more apprentices, compared to 2017, and skilled workers, and provides a comprehensive range of training opportunities to meet the specific needs of each and every employee.



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



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



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



In order to guarantee a crisis-proof supply of electricity, gas, heat and Internet services in the Alpine region, Energie Steiermark invests around EUR 160 million every year in both maintaining and expanding the network infrastructure.



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



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



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



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



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

To improve clarity, passages relevant to the respective SDGs have been marked in the Sustainability Report and the sustainability programme on page 123 with a corresponding SDG symbol in the margin.

Green company

02



CLIMATE
NEUTRALITY

2. GREEN COMPANY

The generation of renewable energy is the key to a sustainable future and is part of Energie Steiermark's strategic orientation. In particular, the regional generation of clean electricity contributes to strengthening security of supply, creates new, highly qualified jobs and is necessary to achieve energy and climate policy goals.

In the last financial year alone, Energie Steiermark once again increased its investments in sustainability projects: In total, EUR 221.3 million was spent on green projects in 2023 (2022: EUR 217 million). This included the start of construction on the Freiländeralm II wind farm, the complete takeover of the Stubalm wind farm project and the construction of a new biomass heating plant in Feldbach.

A particular focus of investment was the expansion of the network infrastructure (over EUR 160 million): In 2023, more than 15,000 new PV systems were connected to the grid and a total of more than 340 megawatts of additional solar electricity was fed into the grid – equivalent to the output of 18 medium-sized Mur power plants. With over 40,000 systems, Styria is one of the top three solar energy provinces in Austria.



In addition to generation, storage and thus the holistic, sustainable use of green electricity is a key challenge. Hydrogen will play a central role here, along with other technical solutions, which is why Energie Steiermark focuses on all generation and application possibilities in this area and wants to position targeted pilot projects and innovation partnerships in all regions of Styria. In view of the current situation of rising energy prices and political turmoil, the greening of heat applications in both urban and rural areas is one of the key issues. The existing gas infrastructure will continue to be an indispensable basis for safeguarding the supply of energy in the future. On its journey to decarbonise, Energie Steiermark will gradually replace natural gas with green gas from hydrogen and renewable methane.

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

SELECTED SUSTAINABILITY
TARGETS IN THE AREA OF GREEN
COMPANY

- **Greening of district heating:** Increasing the share of renewables, waste heat and CHP in heat generation in the regions to 90 percent by 2030
- **Increasing sustainable electricity generation:** 660 GWh from wind power, 330 GWh from photovoltaics, 230 GWh from hydropower by 2030
- **Conversion of the entire Group vehicle fleet to climate-friendly drive systems** by 2030
- **Increase energy efficiency at the operating sites with savings of at least 20 percent** by 2025

RENEWABLE ELECTRICITY FOR STYRIA



The expansion of renewable energy generation is a key factor in achieving the climate targets and Energie Steiermark is therefore making use of every opportunity to increase its own production of green electricity. Over EUR 2.5 billion have been budgeted for this in the coming years. This applies to wind power as well as hydropower, photovoltaics and biomass. More than EUR 1.5 billion is to flow into the expansion of the grids.

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

Energy source	Unit	2020	2021	2022	2023
Hydropower	MWh	161,408	124,036	107,582	146,880
Wind	MWh	90,395	97,169	97,655	108,775
Photovoltaics	MWh	102	798	1,347	27,070
Biomass	MWh	1,407	1,655	1,255	695
Total	MWh	253,294	223,658	207,839	283,420

NEW GRATKORN MUR POWER PLANT

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

THE POWER OF THE WIND

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

17 NEW WIND TURBINES ON THE FREILÄNDERALM

Construction of 17 new wind turbines on the Freiländeralm began in November 2023. Energie Steiermark is investing more than EUR 150 million in this project. The first turbines will go into operation as early as 2025 and the overall project will be completed in 2026.

The 17 wind turbines with a height of around 230 metres and an installed capacity of 102 megawatts will supply more than 200 gigawatt hours of CO₂-free electricity per year – this corresponds to the average generation volume of three Mur power plants and ensures the supply of 55,000 households with green electricity. Energie Steiermark commissioned four wind turbines on the Freiländeralm back in 2014; this was the first wind farm operated by the province's energy company.



NEW MEGA WIND TURBINE ON THE SOMMERALM

After a one-year construction period, one of the most powerful mountain wind turbines in Europe was officially put into operation on the Sommeralm in summer 2022, meaning that over 3,000 households in the Almenland region can now be supplied with green electricity. The investment volume for the plant at 1,440 metres above sea level with an output of 3.6 megawatts was EUR 5.6 million.



SOLAR ELECTRICITY OFFENSIVE

Energie Steiermark has set itself the goal of generating solar electricity for 15 percent of Styrian households in the coming years. To this end, around EUR 250 million are being invested in PV systems as part of the solar electricity offensive with a target output of 300 megawatts, enough to allow a total of more than 100,000 households to be supplied exclusively by the sun.

In addition to erecting photovoltaic systems on open spaces (as in the project in Neudau, p. 39), Energie Steiermark is also doing everything it can to fully harness the potential of existing roof surfaces – both on private houses and on areas of industrial and commercial enterprises, as well as in agriculture – as recently in a partner project with the Planai-Hochwurzten cable cars in Schladming.

In 2022 alone, E1 Wärme und Energie GmbH was able to install 7,500 kWp of photovoltaic capacity and around 8,500 kWp in 2023, equivalent to a module area of 3.4 hectares in 2022 and 3.8 hectares in 2023.

The majority of photovoltaic projects in the B2C sector are installed in combination with a storage system, with storage sizes constantly increasing. In 2022, E1 installed storage capacity of 2,200 kWh for its customers and around 4,300 kWh in 2023.

In the heating division, E1 is mainly active in the renovation sector. A heat pump capacity of around 2,000 kW was installed in 2022 and a capacity of around 2,300 kW in 2023, equivalent to heat generation of 3.6 GWh in 2022 and 4.1 GWh in 2023. E1 Wärme und Energie GmbH acts as a full-service provider in all divisions – handling everything from applying for subsidies and planning the systems to installing and maintaining these.

NEUDAU PHOTOVOLTAIC PARK GOES INTO OPERATION

One of Austria's largest photovoltaic parks was built in Neudau in eastern Styria in 2022. A plant with an output of 11 MWp (megawatt peak), which generates over 13 million kilowatt hours of solar electricity per year, was built on an area of around 12 hectares in just six months. This will supply over 3,500 households with renewable energy while saving 3,600 tonnes of CO₂ annually. Energie Steiermark invested around EUR 7.5 million in the project together with the company Supernova.



PHOTOVOLTAICS AS A GREEN BOOST FOR DOMESTIC INDUSTRY

In autumn 2012, Energie Steiermark and the Austrian green electricity producer Enery launched a new cooperation project with a sustainable signal effect: A 50,000-square-metre ground-mounted photovoltaic plant was built in Frauental an der Lassnitz (district of Deutschlandsberg) with an investment of around EUR 4.4 million. Construction started in 2022, and the plant was commissioned in April 2023.

The international industrial company Lenzing AG has already been won as the first major customer for the green “solar electricity” generated there. Lenzing has secured the electricity procurement rights from the plant for the next 20 years.

GROUND-MOUNTED PV IN ST. MAREIN-FEISTRITZ

Energie Steiermark is planning the construction of a ground-mounted photovoltaic system on around 4.15 ha in the cadastral municipality of Prank with a module output of around 4.28 MWp. The high level of solar radiation prevailing there enables the generation of around 5.12 GWh of electrical energy per year, which can cover the electricity needs of around 1,200 households.

The plots are located on low- to medium-value grassland and have already been zoned for special use in open land for energy generation and supply facilities for many years. The guidelines for site planning and site assessment for ground-mounted PV systems specified by the Province of Styria, which cover comprehensive requirements in terms of energy management, spatial planning and nature conservation, were used for planning. In addition, local requirements for optimal and careful integration into the townscape and landscape are taken into account.



THE PLANAI UNDER (SOLAR) ELECTRICITY

Energie Steiermark has equipped the roof area of the main cable car valley station with photovoltaic systems for Planai-Hochwurzen-Bahnen and will provide technical support for the system for 15 years. With an investment sum of almost EUR 200,000, a total output of almost 160 kWp was installed on the roof area in the centre of Schladming.

The main focus of this joint project was to make the best possible use of the existing roof area in order to be able to sustainably generate a large proportion of the energy required for the valley station building of the Planai main cable car. 422 photovoltaic modules with 375 watts each were installed on a roof area of 800 m². On peak days, the system achieves up to 1,000 kilowatt hours, which is equivalent to almost the entire electricity requirement of the office building during the warm season. Over the entire year, around a quarter of the valley station's consumption can now be produced using solar energy.



2.1 ENVIRONMENTALLY FRIENDLY DISTRICT HEATING



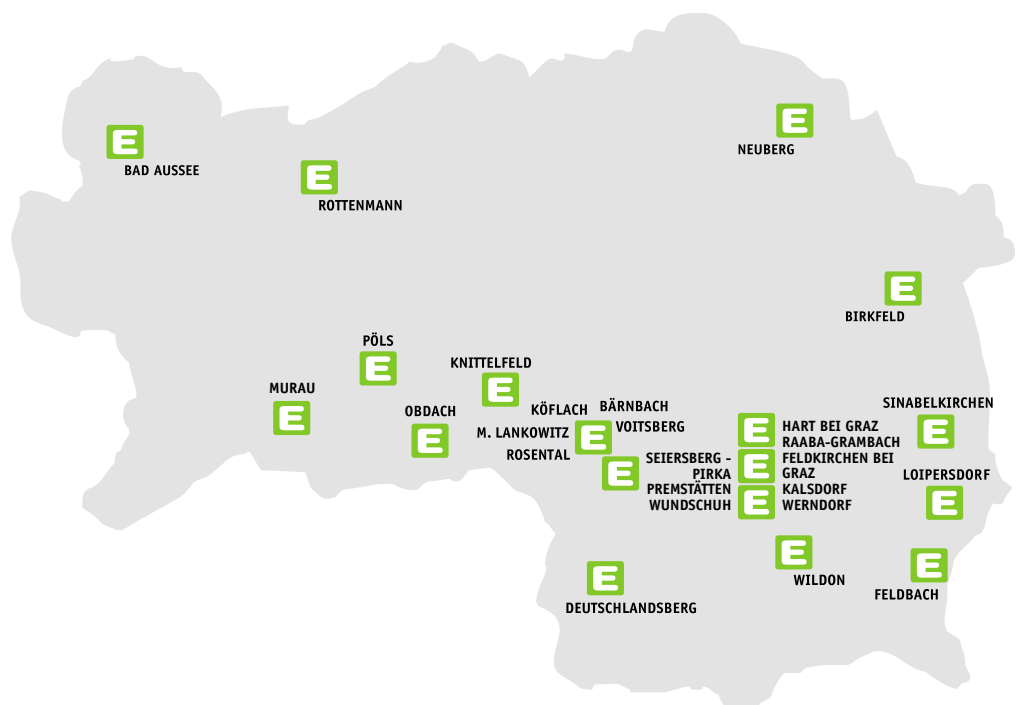
District heating has a key role to play when it comes to decarbonising the supply of heating. Energie Steiermark is the leading provider of environmentally friendly heating in Styria, supplying 26 Styrian cities and municipalities as well as 18 Slovakian and Czech cities via foreign shareholdings. The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

an example of which is the construction of an additional biomass plant in Feldbach, enabling over 80 percent of the town's heating needs to be provided with renewable energy in the future. The conversion of the Rottenmann heating plant to biomass and the planning of the Deutschlandsberg II biomass heating plant are also part of the Styria-wide decarbonisation offensive.

DISTRICT HEATING GRAZ

The ambitious plan to achieve a target of 80 percent “green heat” in district heating generation through the Renewable Expansion Act and the Renewable Heat Act represents a significant challenge. In the city of Graz, a binding decarbonisation plan for district heating is essential in order to secure access to subsidies and to be able to supply additional buildings with sustainable heat. Energie Graz GmbH & Co KG has therefore developed an innovative decarbonisation path that provides for a progressive increase in “green heat” – over 60 percent by 2030 and a ratio of 80 percent from 2035. This plan was approved by the Supervisory Board of Energie Graz GmbH & Co KG and Energie Steiermark, as the 49 percent owner of Energie Graz GmbH & Co KG. Energie Steiermark is not only at Energie Graz’s side as the owner, but also as a supporter. Together, they are spearheading the implementation of eco-projects such as the Graz energy plant, energy recovery from sewage sludge and the future-oriented concept for generating district heating from geothermal energy. These efforts reflect the common pursuit of sustainability, innovation and environmental protection.

COMMUNITIES WITH DISTRICT HEATING FROM ENERGIE STEIERMARK



MORE GREEN HEAT
IN FELDBACH

With an investment volume of EUR 9 million, another biomass heating plant has been under construction in Feldbach since autumn 2023, which will significantly increase the green heat supply in Feldbach.

With a nominal output of 1,000 and 2,000 kWth respectively, the Feldbach-Ost biomass heating plant will include two boiler systems and is expected to burn around 21,000 cubic metres of regional wood chips per year, equivalent to around 250 truckloads per year. In addition, a powerful emergency generator will enable the system to be operated even during blackouts. The Feldbach-Ost biomass heating plant is scheduled to go into operation in September 2024.

2.2 SECURITY OF
SUPPLY



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

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

FEED-IN METERING POINTS

Year	Application for feed-in metering points	Feed-in metering points put into operation	PV feed-in metering points put into operation
2020	4,463	1,953	1,946
2021	6,388	3,632	3,616
2022	20,423	6,678	6,671
2023	15,926	14,624	14,619

The entire electricity grid in Styria currently transports several hundred megawatts of electricity from photovoltaic systems, wind turbines and hydropower plants. Photovoltaic output is set to quadruple by 2030 and there will also be major investments in wind and hydropower. In order to keep pace with this increase in photovoltaic systems, the electricity grid is being continuously reinforced and expanded. In addition, the "two-way traffic" in the lines requires a rapid increase in capacity. Energie Steiermark has budgeted an investment sum of more than EUR 1.5 billion for all these measures (expansion of the grid-based electricity, gas and hydrogen infrastructure) and for the integration of around 2,000 megawatts of renewable energy in the coming years. By 2028, around 3,000 grid expansion projects are planned in the regions of Leoben and Mürzzuschlag, Mur and Enns valleys, eastern and south-eastern Styria as well as western and south-western Styria.

Substations are part of this expansion so that resources are primarily used where they are needed. An example of this is the Modriach substation was rebuilt as part of the grid expansion strategy. Due to its integration into the 110 kV grid, the new substation will also transmit the energy from the Freiländeralm II wind farm to all parts of Styria. ASFINAG is also planning new e-charging stations for cars and trucks at the nearest rest stops from 2025, which will also be supplied by Modriach. What this all means is that the Modriach substation stands for efficient energy management and greater security of supply.



“Green” hydrogen will also play a key role in the energy transition in the future. With the experience gained from the Gabersdorf pilot project, Energie Steiermark is planning the systematic expansion of hydrogen production in cooperation with industrial companies – up to 60 MW of capacity by 2030 and the gradual harnessing of further potential by 2040. At the same time, the energy networks are working intensively on strategic planning to decarbonise the gas grid. Existing high-pressure sections of supply lines are to be converted and used just for hydrogen by 2035. New high-pressure lines are already H₂-ready.

FIRST PUBLIC PRODUCTION FOR “GREEN” HYDROGEN

In the southern Styrian municipality of Gabersdorf, the first off-site production plant for “green” hydrogen in Austria was opened in May 2023. Energie Steiermark’s model project with an investment volume of EUR 10.5 million was built over an area of 10,000 m². The plant consists of a large-scale photovoltaic system with a collector area of 6,000 m², an electrolyser for the production of green hydrogen, a trailer filling system and a methanation unit. Once fully expanded, it will be capable of producing up to 300 tonnes of “green” hydrogen annually. To put this into perspective: An average hydrogen car could thus cover a distance of more than 40 million (!) kilometres. This will save up to 5,200 tonnes of CO₂ annually.

The first major customer for the first plant of this type in the country is the industrial company Wolfram Bergbau und Hütten AG, a subsidiary of the globally active Sandvik Group. The company based in St. Martin is the world market leader for tungsten powders and uses green hydrogen for its energy processes.



MASTER PLAN FOR GREEN TRANSFORMATION

In April 2024, the Federation of Austrian Industries and Energie Steiermark presented the "Green Energy Master Plan 2040" in cooperation with Styrian industrial companies. The master plan identifies the necessary framework conditions, fields of action and packages of measures for the future-oriented design and implementation of the green transformation of Styrian industry.

The project partners conducted extensive data surveys and five workshops over a period of six months, with the aim being to determine future energy requirements and their energy sources. This bottom-up process helps establish a realistic picture of industrial planning and requirements. The companies involved in the development of the master plan account for around 85 percent of gas consumption and around 44 percent of electricity consumption in Styrian industry. Their macroeconomic relevance and energy expertise in a regional and global context enable clear conclusions to be drawn that are of great importance for the Austrian economy and Styria as a whole. The international consulting firm Compass-Lexecon provided technical support while the master plan was being developed. Three research partners were also involved in a structured manner: HyCentA (Graz University of Technology), University of Leoben (EVT) and AIT as part of the NEFI showcase region.

The Green Energy Masterplan 2040 focuses squarely on the issue of decarbonising the industrial energy supply. The following priorities were set in this context:

- Energy demand estimate of the participating companies up to 2040
- Analysis of the necessary energy sources up to 2040
- Identification of corresponding expansion requirements for green energy sources and infrastructures
- Fields of action, packages of measures and implementation steps for the future-oriented design and implementation of the green transformation of industry in Styria

See here for more information on the
Green Energy Masterplan 2040: [https://
steiermark.iv.at/Publikationen-IV-Steiermark/
Masterplan-Gruene-Energie-2040.pdf](https://steiermark.iv.at/Publikationen-IV-Steiermark/Masterplan-Gruene-Energie-2040.pdf)

INCIDENT AND
EMERGENCY
MANAGEMENT

“Technical Safety Management”
certification

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

Regular drills and external audits ensure that the crisis management system functions properly and that the energy supply is reliable.

For example, the electricity and gas division of Energienetze Steiermark GmbH undergoes a monitoring audit at regular intervals for “Technical Safety Management” certification purposes. The aim of the certification is to ensure the high quality of electricity supply in Austria on a sustainable basis.

KEY FIGURES FOR FAILURE AND INTERRUPTION STATISTICS
(IN MINUTES)

	2018	2019	2020	2021	2022	2023
ASIDI*	20.00	22.29	26.98	21.02	19.96	36.34
SAIDI*	26.72	30.28	30.97	25.84	20.51	37.13
SAIFI*	1.25	1.29	1.36	1.37	0.96	1.44

* Only interruptions; without regionally exceptional events

ASIDI: Average System Interruption Duration Index

SAIDI: System Average Interruption Duration Index

SAIFI: System Average Interruption Frequency Index

New depiction: SAIFI presented as the sum of planned and unplanned shutdowns compared to the previous report

INTERNAL ENVIRONMENTAL MANAGEMENT



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

ENVIRONMENTAL INDICATORS OF ENERGIE STEIERMARK IN AUSTRIA

			Unit	2020	2021	2022	2023
Material	Copy paper	kg		16,624.00	14,912.00	14,137.32	11,620.27
	thereof recycled paper	kg		13,466.00	12,078.00	11,451.23	9,412.42
Emissions	NO _x	Tonnes		28.47	48.15	41.20	49.47
	CO	Tonnes		1.00	1.00	0.62	2.20
Water withdrawal	Ground water	m ³		185,342.19	116,970.00	171,199.00	241,581.00
	Public water supply	m ³		12,655.19	9,750.10	18,178.89	13,071.79
	Returned water	m ³		45,530.00	22,938.00	31,584.00	43,928.00
Waste	Total	Tonnes		1,842.70	2,725.20	3,118.80	3,289.60
	Overview	Hazardous	Tonnes	121.00	323.70	883.5	740.5
		Not hazardous	Tonnes	1,626.10	2,115.80	1,896.10	2,200.60
	Factions	Electricity	Tonnes	95.60	285.70	339.2	348.5
		Residential waste	Tonnes	108.50	115.40	121.9	148.7
		Waste paper	Tonnes	39.70	43.60	43.2	42.5
		Packaging material	Tonnes	78.20	100.60	93.5	115.1
		Scrap metals and waste electrical equipment	Tonnes	796.70	1,277.40	1197.7	1,205.90
		Wood ash	Tonnes	531.30	696.70	609.2	782.2
		Other	Tonnes	288.20	491.50	1053.3	995.2
	Waste recycling	Dumping	Tonnes	547.10	721.80	637.3	804.5
		Composting	Tonnes	6.10	4.20	17.0	14.5
		Recycling	Tonnes	947.00	1,455.00	1,362.20	1,533.80
		Incineration	Tonnes	342.50	544.10	1,102.30	936.8
SF6	Quantity in use	kg		27,094.00	27,557.00	28,194.00	29,637.39

GREENHOUSE GAS BALANCE

In particular, a company's greenhouse gas emissions are an important indicator of environmentally and climate-friendly activity. The current carbon footprint of Energie Steiermark was determined for the 2022-2023 reporting period and structured in line with GRI Scopes 1 to 3. In our own area of impact (Scope 1), emissions from the production of district heating dominate. Emissions from purchased energy in our own area (Scope 2) relate to losses from the power grid. Emissions from purchased energy (Scope 3) passed on to customers result from the volume of electricity and natural gas sold. The calculations follow the international guidelines of the Greenhouse Gas Protocol.

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

		Unit	2022	2023
Scope 1	Own heating produced	t CO ₂ eq	227,584	223,451
	Own electricity produced	t CO ₂ eq	2,270	4,752
	Gas network losses (leakage)	t CO ₂ eq	38.59	27.2
	Gas network losses (preheating)	t CO ₂ eq	1,932	1,824
	Vehicle fleet	t CO ₂ eq	2,283	2,357
	Emergency power unit	t CO ₂ eq	182	228
	SF6 leakages	t CO ₂ eq	0	207
Scope 1 total		t CO ₂ eq	234,291	232,846
Scope 2	Energy use, market-based	t CO ₂ eq	5,251	4,458
	Electricity network losses*	t CO ₂ eq	34,574	32,974
Scope 2 total		t CO ₂ eq	39,825	37,432
Scope 3	Own heating produced	t CO ₂ eq	69,760	76,021
	Own electricity produced	t CO ₂ eq	2,109	4,222
	Additional heat purchased	t CO ₂ eq	40,143	36,723
	Additional electricity purchased on the market	t CO ₂ eq	593,719	604,637
	Electricity network losses*	t CO ₂ eq	9,032	8,614
	Gas network losses (leakage)	t CO ₂ eq	1	1
	Gas network losses (own needs)	t CO ₂ eq	652	617
	Gas sales	t CO ₂ eq	669,314	741,125
	Energy use	t CO ₂ eq	534	1,172
	Fleet (incl. emergency power generators)	t CO ₂ eq	1,994	2,646
	Business operations	t CO ₂ eq	1,117	1,253
	Waste	t CO ₂ eq	3,414	2,952
	(Waste) water	t CO ₂ eq	12	17
	Coolant + gases	t CO ₂ eq	81	188
	Paper	t CO ₂ eq	28	23
	Hardware devices	t CO ₂ eq	2,156	2,438
Scope 3 total		t CO ₂ eq	1,394,066	1,482,649
Total	Scope 1–3 total	t CO ₂ eq	1,668,182	1,752,926

*location-based, as details not known

ENERGY INDICATORS OF ENERGIE STEIERMARK
(AS INPUT FOR THE GHG BALANCE)

	Unit	2022	2023
Own heating produced	MWh	976,487	1,069,335
Own electricity produced	MWh	215,287	298,502
Gas network losses (leakage)	MWh	24	17
Gas network losses (preheating)	MWh	10,707	10,109
Energy use	MWh	26,891	32,314
Electricity network losses	MWh	199,389	190,160
Additional heat purchased	MWh	354,289	323,489
Additional electricity purchased on the market	MWh	5,484,205	5,407,858
Gas sales	MWh	2,777,473	3,074,920

WASTE MANAGEMENT

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

The total amount of waste produced mostly at Energie Steiermark's sites increased slightly from 2022 to 2023 (increase of approx. 5.5 percent), a fact mainly due to the increase in the amount of wood ash, which rose by around 28% from 2022 to 2023 to over 782 tonnes. The additional production of wood ash is mainly due to the recommissioning of the heating plant in Wildon in 2023. One of the consequences of this is that the quantities of waste sent to landfill increased accordingly in 2023 (increase of approx. 26 percent from 2022 to 2023).

Some 14 percent fewer wooden poles impregnated with tar oil were disposed of in 2023 compared to the previous year, equivalent to a weight of approximately 650 tonnes. The quantities of hazardous waste and waste sent for incineration therefore decreased in 2023.

The recycling rate of total waste has increased slightly compared with 2022, amounting to just over 46 percent for 2023.

NEW MANAGEMENT

The Feldbach plant management, which was built in 1958, was extensively modernised to the tune of EUR 3.25 million, implementing the most innovative construction, energy and workplace solutions. The new photovoltaic system, charging infrastructure for 14 electric cars, innovative heating and cooling systems and modern co-working spaces make the building a model example of energy-efficient construction and modern, team-oriented working. The heating and cooling solution is based on 30 deep boreholes of 60 m each, including a heat pump with a cooling capacity of 70 kW. A PV system with 118 kWp was also installed. Rooms that are rarely used, such as storage areas, are only heated with infrared panels when necessary. Electricity consumption in 2022 was just 266 MWh, in contrast to 2018 when electricity consumption reached 377 MWh. The energy efficiency measures and the refurbishment of the building were implemented almost exclusively by Styrian companies.

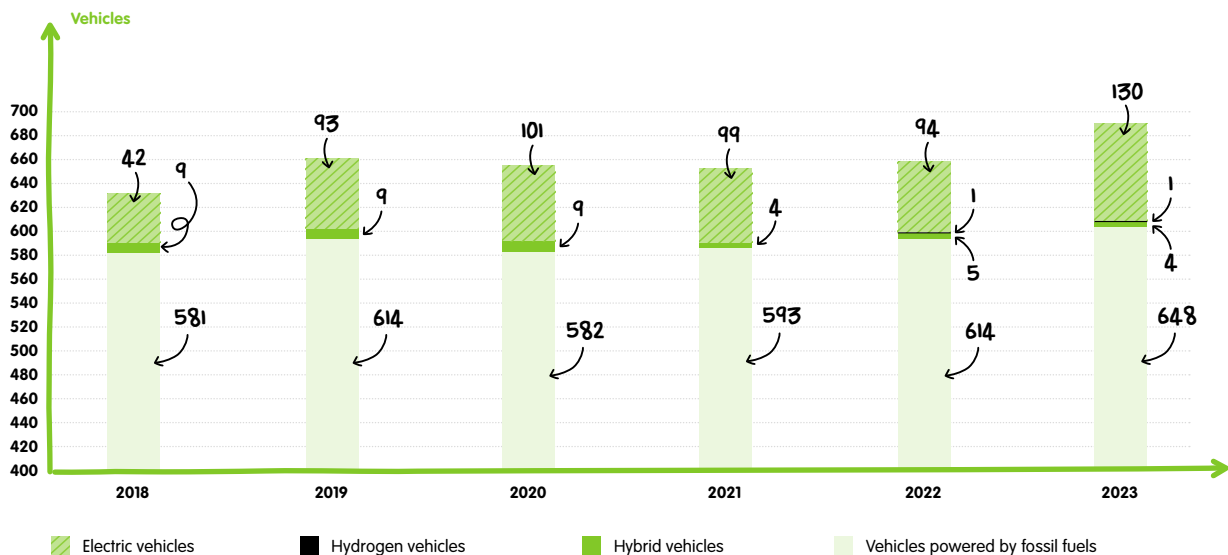


CLIMATE-FRIENDLY MOBILITY

With regard to the decarbonisation of the entire vehicle fleet, e-mobility is a key technology for Energie Steiermark. Energie Steiermark plans to convert its entire vehicle fleet to climate-friendly drive systems by 2030. The stock of all-electric vehicles in 2023 amounted to 130 vehicles (2022: 94 vehicles), which represents a share of 16.6 percent (2022: 13.2 percent) of the total vehicle fleet.

To reduce greenhouse gas emissions along the way and achieve a positive environmental effect, Energie Steiermark plans to use HVO diesel as a sustainable alternative to conventional diesel. A pilot project will be launched to this end in 2024 to evaluate how the regenerative fuel affects the performance of the vehicles in daily operations without modifying the engines. Energie Steiermark is pursuing the goal of using renewable fuel across the entire vehicle fleet for vehicles that are suitable for this purpose by the end of the 2024 financial year in order to sustainably increase environmental performance.

DEVELOPMENT OF ENERGIE STEIERMARK'S FLEET OF VEHICLES BETWEEN 2018 AND 2023



2.3 NATURE AND SPECIES CONSERVATION



When implementing projects, it is our utmost priority for Energie Steiermark to ensure that the way in which they intervene in particular areas of nature is sensitively minded. The actions taken to compensate for larger construction projects often go beyond the legal requirements such as nature conservation permits or environmental impact assessments. Great importance is also attached to communication, e.g. at public information events, in project information centres or dialogue offices.

One focus is on recording protected assets and developing management plans for ecological compensation areas, such as for the Mur power plant in Graz or the section of the river Mur south of the urban area of Graz.

KINGFISHER ALONG THE MUR

The kingfisher is a species in need of special protection, whose habitat requirements mean that it only lives in selected areas, which must have waters rich in fish and steep banks.

Even after the Gössendorf and Kalsdorf power plants had been built, the colourful birds can still be seen regularly catching prey.

During the planning and construction of the power plant, care was taken to preserve and enable structural elements such as viewing platforms near the banks and steep clay and sand embankments. Small ponds and side waters serving as a refuge for juvenile fish have created food sources for the kingfisher. To promote the strips of native riparian woodland, particular attention is paid to the removal of neophytes during ecological green space maintenance to allow the kingfisher to fly unhindered into its breeding tunnel. Ongoing evaluations and the creation of maintenance concepts are also essential components for preserving the habitat of the kingfisher.



NESTING BOXES FOR THE URAL OWL

The Ural owl is an owl that regularly returns to Austria (it is the largest forest owl in Central Europe) and breeds in March and April. It uses hollow parts of old trees. Now that these habitats are becoming increasingly rare, 150 suitable trees have been removed from forestry use. In view of the fact that the female bird protects and defends the chicks and the breeding site, the nesting boxes were installed at a height of up to ten metres and away from directly adjacent paths in the Soboth-Eibiswald wind farm project area.

25 of these nesting boxes were made in cooperation with the Mountain and Nature Watch. The boxes were installed in the presence of the environmental construction supervising authority, undertaken before the start of construction, in order to select suitable trees in the potential areas used for the nesting boxes. The nesting boxes are inspected and maintained annually during checks to ascertain their success.

NATURAL HABITATS CREATE DIVERSITY

Piles of branches or stones are extremely valuable for animals in heavily frequented areas, such as along cycle paths and footpaths, but also in your own garden, as they provide hiding and resting places as well as protection from the cold.

These areas often appear untidy to the human eye, yet it is precisely these structures that play an important ecological role. Among other things, they serve as sunbathing areas for dice snakes and lizards, as hiding and resting places for small mammals and as a food source for wood-dwelling beetles and other insects.

Birds, such as the wren and the robin, also use these piles as they build their nests in the spaces between them. Common toads, lizards, hedgehogs and many more also find a new home here.

These habitats, which were created during the construction of the power plant, can be found along the Mur. Hiding and hibernation facilities in the form of these structures are also built on the PV systems and at the wind farms.

WILDLIFE SANCTUARY
ROCK PTARMIGAN AND
BLACK GROUSE

A central aspect of the wind power project on the Handalm is the protection and promotion of native wildlife, in particular the black grouse and the rock ptarmigan. Targeted habitat improvement measures have been implemented to preserve the habitats of these special bird species. A key component of this initiative was the establishment of a large-scale wildlife rest area, offering the birds a safe and ideal retreat. Certain rules must be observed within this zone, including using designated paths and no picking berries and mushrooms, which is indicated by information and guidance signs. In addition, existing rock openings were fenced in and planted with green alder to provide the ptarmigan with additional sheltered retreats and hiding places. The area also offers ideal food sources due to the heathland and grasses, which are available in both the summer and winter months. In addition, the pasture fences are taken down every year after the cattle have left the pastures in order to reduce the risk of collision for the birds.



BIOTOPE TREES ALONG THE MUR IN GRAZ

In order to preserve and promote biodiversity in the water and on land, some trees in the water near the Mur power plant in Graz have been kept to serve as biotope trees. These trees provide important structures and can be used as hiding places for young fish to protect them from predators. Adult fish also benefit from the suitable retreat offered by the biotope trees. They also provide a valuable habitat for birdlife as a breeding, hiding or resting place. A variety of waterfowl, including little grebes, common mergansers and various species of ducks, can regularly be seen near the trees. Green and great spotted woodpeckers create breeding cavities for numerous songbirds such as various species of tits, redstarts and starlings. Beavers and bats also find valuable habitats in the biotope trees.

Maintenance measures are required once a year to keep the trees in the water for as long as possible. Before work begins, the cuts required are determined by a forest ecology site supervisor. The environmental building inspector uses a camera system to check the caves and ensure that no animals are harmed. These maintenance measures, which take place outside the breeding season, involve removing dry branches. The branch material is piled into heaps in the embankment area and serves as a hiding place for small animals.

A WALL FOR THE SMOOTH SNAKE

The smooth snake is protected in Austria and classified as endangered due to its rarity. In particular, it uses the right bank embankments and fallow land of the industrial areas downstream of the Bertha-von-Suttner Bridge. To protect the smooth snake, a dry stone wall was built at the Mur power plant in Graz in August 2022 together with the Natur.Werk.Stadt association and the company Wonderful Gardens. Partners of the Natur.Werk.Stadt association are the Styrian Public Employment Service, the Province of Styria (social affairs and nature conservation), the European Union, the City of Graz and the City of Voitsberg. The wall, built in the shape of a fish, serves as a hiding place for snakes and lizards and forms a natural barrier to shield the ecological quiet zone.



RIPARIAN FOREST IN GRAZ

On the left bank of the river downstream of the Mur power plant in Graz, an ecological area was created in a similar vein to a riparian forest. The area was planned in such a way that it is regularly flooded, bringing in fresh nutrients. The numerous different substrates and materials such as deadwood, open areas of sand and gravel together with alternating wet areas form a mosaic of different habitats along the channel and the areas of still water. The area provides a habitat for a wide variety of animals thanks to typical woody plants such as willows and alders. In addition to amphibians (frogs, toads and amphibians), the sunny areas are also valuable for reptiles (snakes, lizards) and insects such as ground beetles. To ensure that the habitat can develop without disturbance, visitors are informed that these areas must not be entered.

FLOODPLAIN BIOTOPE RUDERSDORF

During the work to implement the Mur power plant in Graz, a high-quality habitat with a variety of structures was created over an area of more than two hectares with the floodplain biotope in Rudersdorf. In line with the dynamics of a natural floodplain, the area is regularly flooded, bringing in fresh nutrients. Particular focus was placed on developing a variety of habitats, such as wetlands, gravel banks and shaded and sunny areas during the planning stage. Snakes, frogs and fish are not the only ones to benefit from the new channel, the ponds and the hiding places created (piles of branches, stones and deadwood). Ducks (e.g. mallards, goosanders), common moorhens and water rails can also be found and use the area for breeding and rearing their young. The fact that several common snipes have been sighted is particularly pleasing. This bird, which is tied to wetland habitats, forages for worms and insects in the soil in the shelter of the typical riparian woodland on the wet banks. In total, over 5,000 trees and shrubs from 30 native species were planted. The surrounding embankment area is only mowed once a year and thus provides a habitat for microorganisms such as butterflies and grasshoppers. This wholly valuable habitat benefits from the absence of disturbance, which is why it is not intended to be entered or used by visitors.

BATS AND PHOTOVOLTAICS

In cooperation with the Neudau elementary school, 40 wooden bird nesting boxes and bat boxes were assembled at the ground-mounted photovoltaic system in Neudau. The classes were told about the local garden birds, and nesting boxes were installed on the school grounds. 27 boxes were installed on the fence of the ground-mounted system, and their use was confirmed during the spring inspection. Nesting boxes were installed for cavity-nesting birds such as great tits, blue tits and redstarts, as well as for semi-cavity-nesting birds such as robins. The bat boxes are also already being used as daytime hiding places.

Services provider for tomorrow's energy world



03



ENERGY TRANSITION

3. SERVICES PROVIDER
FOR TOMORROW'S
ENERGY WORLD

The current challenges in the energy industry highlight the importance of ambitious and specific measures to boost the resilience of the energy system and achieve climate neutrality status. In addition to the Group's ambitious internal targets and measures, Energie Steiermark has therefore been focusing on joint projects and activities with customers and partners for some time. The plan is to supply all customers with nothing but green electricity, green heat, green gases and hydrogen by 2040.

To remain true to its objective of achieving climate neutrality, Energie Steiermark is developing innovative and solution-oriented products and services for the energy world of tomorrow. With a wide range of products and services, the company creates real added value – especially when it comes to energy efficiency, energy services and e-mobility.

CUSTOMERS, SYSTEMS AND METER POINTS
OF ENERGIE STEIERMARK

	Electricity	Natural Gas
Customers	418,899	87,538
Systems	497,856	92,660
Meter points	566,821	92,675

Status as at 31/12/2023

SELECTED SUSTAINABILITY
GOALS IN THE AREA OF
CUSTOMERS

- **Energy provider with the best customer experience Austria-wide:** Improve the Customer Satisfaction Score (CSAT) to a score of 1.5
- **More premium green electricity:** Increase in the supply of regional green electricity "UZ 46" to 100 GWh by 2025
- **Expand demand side management for electric vehicles:** 500 charging points by 2025

3.1 TOGETHER WITH CUSTOMERS



E-CUSTOMER CENTRE FOR PERSONAL CONSULTATION

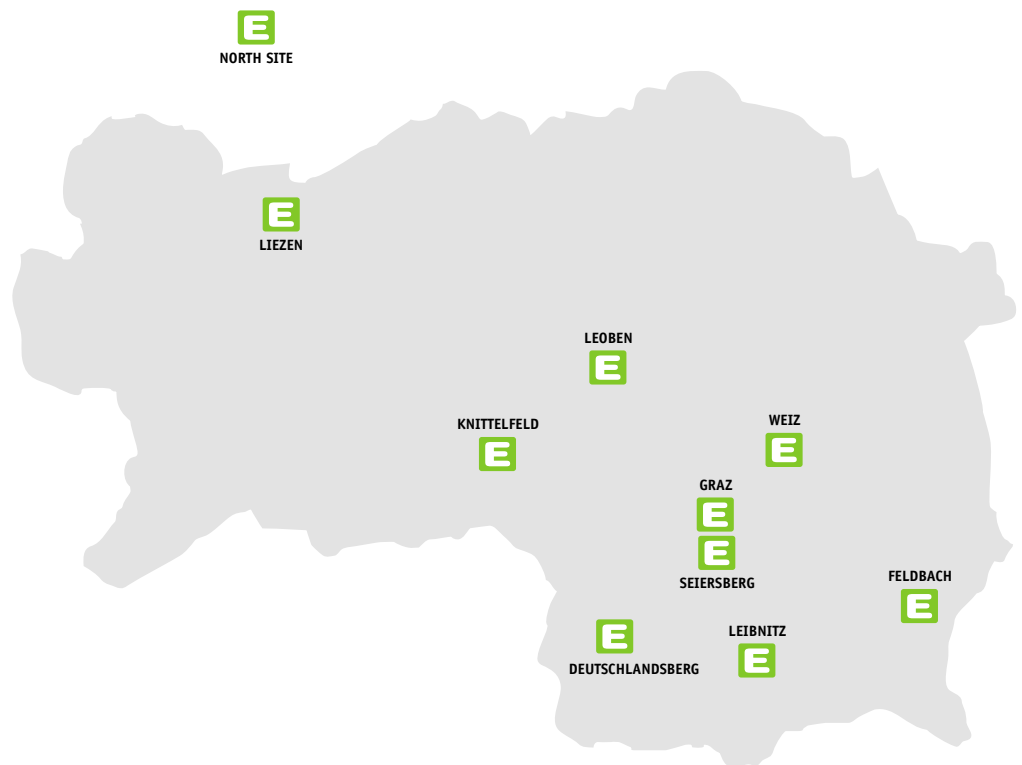
Energie Steiermark attaches particular importance to customer contact, accessibility and having a local presence. The dialogue takes place via a wide variety of channels. The extent to which customers are satisfied with this offer is regularly surveyed and adapted based on this feedback. This helps Energie Steiermark ensure the dovetailing of efficient advice, rapid availability and personal contact.

Individual advice is increasingly in demand, not just due to a wide range of online products, but also in view of the growing demand for innovative products such as smart homes, photovoltaics and e-mobility. Not only do Energie Steiermark's customer centres enable the company to bring its broad product portfolio closer to its customers, they also serve as an important link and bring the service directly to the region.

Three of the nine e-customer centres were renovated or newly built during the reporting period in order to meet the requirements of a modern, local energy service provider.



E-CUSTOMER CENTRE SITES



CUSTOMER INTERFACE AT THE HIGHEST LEVEL

Standard ISO 18295-1

Energie Steiermark was once again awarded the ISO 18295-1 certificate, a globally uniform standard for "Customer Contact Centres", as part of the recertification of the customer contact centres in 2022. The ISO standard defines requirements for customer contact centres and focuses on the quality of service between the customer contact centre and the customer.

ENERGIESAMMLER – ENERGIE STEIERMARK'S CUSTOMER CLUB



Private customers of Energie Steiermark can collect points as members of the "Energiesammler" customer club and then use them for a variety of leisure activities, ranging from skiing vacations and museum visits to thermal spa visits. Customers receive points for their loyalty as well as for their economical and efficient use of energy. More than 30,000 customers have already registered for the customer portal, which was launched in 2017 (as at 31/12/2023), proving that this offer represents real added value and further strengthens loyalty to Energie Steiermark.

CUSTOMER SURVEYS AS IMPORTANT FEEDBACK

To find out more about the needs and expectations of its customers, Energie Steiermark relies heavily on the VoC (Voice of Customer) programme. With the help of these regular customer surveys, which are conducted via e-mail, key figures such as customer satisfaction and willingness to recommend the company to others are surveyed in order to obtain a picture of current customer sentiment.

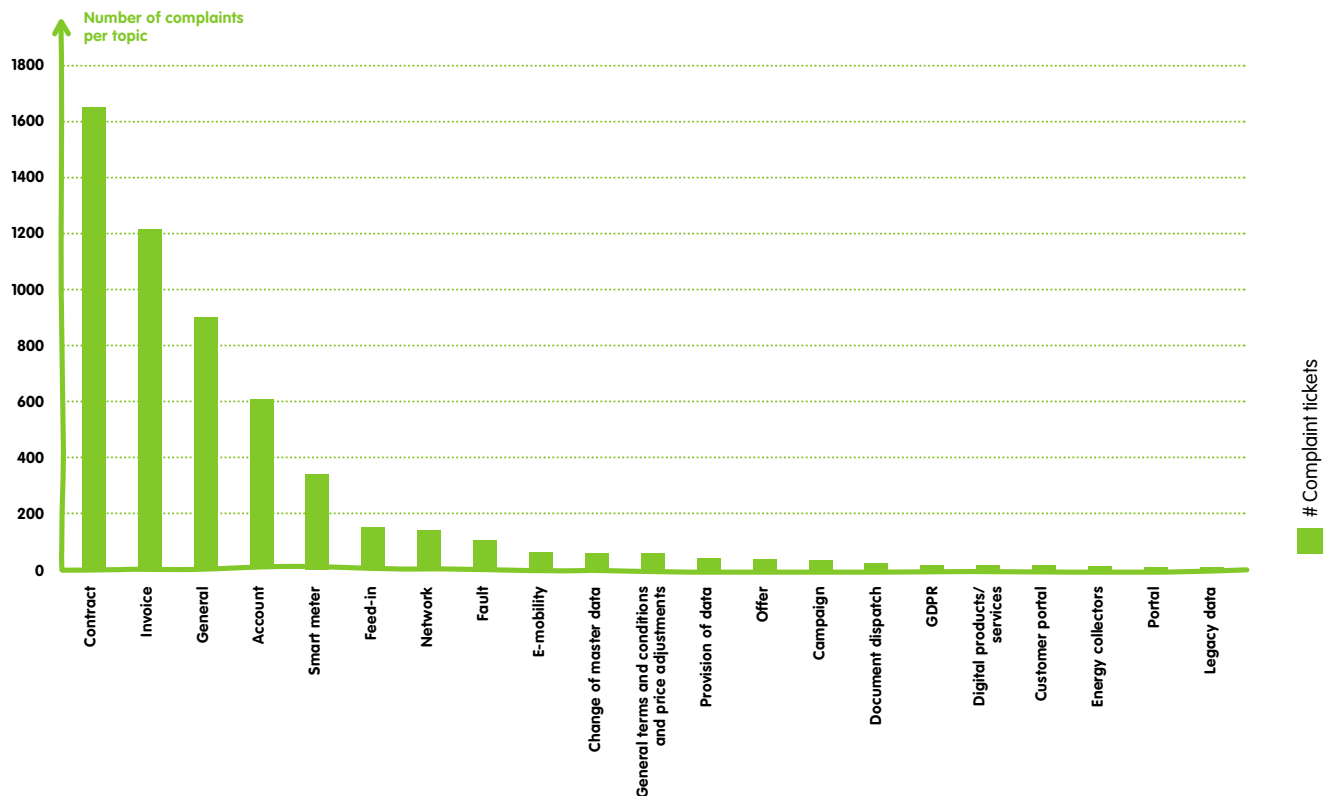
In 2023, a Customer Satisfaction Score (CSAT) of 2.32 was determined on the basis of a total of 16,974 surveys (target value: 1.50), the Net Promoter Score (NPS) was 12.75 (target value: 45.00) and the user-friendliness of a product or service, which is measured with the Customer Effort Score (CES), was rated at 2.16 (target value: 1.50).

Energie Steiermark's primary objective is to be the energy provider with the best customer experience in Austria. To achieve this goal, the company actively responds to customer feedback and is constantly working on suggestions for improvement and training measures. This also makes it possible to develop new products and services that meet the needs of our target groups.

A centralised complaints management system ensures a fast response time to incoming complaints. In recent years, the average processing time for a complaint has been just under eleven days due to a steady increase in their complexity. Over 91 percent of customers were contacted again or definitively to resolve a problem, and only just under nine percent of complainants were not satisfied. The most frequent complaints concern bills and contracts. In addition to the option of submitting complaints via customer contact centre and the free service lines, customers can also initiate a dispute settlement procedure with E-Control or consult the Association for Consumer Information.

BREAKDOWN OF COMPLAINTS BY TOPIC IN 2023

NETWORK AND SALES



AWARDS CONFIRM COMMITMENT



Having well-prepared, transparent information is important to Energie Steiermark, a fact confirmed by the company receiving the ÖGVS Service Award 2022 in the “Internet” category. The award was presented by the ÖGVS, Society for Consumer Studies, together with Trend magazine. A total of 26 comprehensive consumer studies from the previous year were included in the meta-analysis, in which ÖGVS experts and assessors closely examined 224 companies on the basis of 222 website evaluations, 497 on-site mystery checks and 955 customer service checks.

The award for the best gas supplier was also presented by the ÖGVS association and Trend. In a tight Austrian gas market, 19 suppliers offering new customer tariffs as of the beginning of September 2023 were evaluated.

Energie Steiermark emerged as the test winner in the evaluation of good prices and conditions, service quality and transparent Internet presence, among other things.

**REGIONAL
ENERGY GLOBE STYRIA
AWARD 2023**

The Energy Globe STYRIA AWARD, which honours Styrian lighthouse projects in the fields of energy, the environment and climate, was presented for the 20th time in 2023.

The winners of the focal topic "Energy efficiency" were the project participants of a comprehensive residential building renovation using smart technologies to reduce energy consumption and CO₂ emissions: ÖWGES Gemeinnützige WohnbaugesmbH together with Energie Steiermark Business GmbH, the engineering firm Amplatz, iDM and Austria E-Mail.

In addition to renovating the entire building envelope, the existing inefficient heating system was replaced with a highly efficient hybrid solution, a combination of a heat pump heating system and a photovoltaic system. Integrated demand side management, coordinated by Energie Steiermark Business GmbH, also ensures that the heat pumps and smart hot water boilers are primarily in operation when PV production is forecast and electricity prices are favourable. The refurbishment of residential buildings using smart technologies has successfully achieved a sustainable reduction in energy consumption and CO₂ emissions.



3.2 PRODUCTS AND SERVICES WITH ADDED VALUE



STEIRERSTROM – 100% GREEN ELECTRICITY FROM STYRIA

The energy transition is a decisive step towards a sustainable and climate-friendly energy supply. Energie Steiermark can support customers in this transformation process with innovative products and services. Energie Steiermark is well-positioned to contribute its expertise, particularly in the areas of energy efficiency, energy services, photovoltaics and e-mobility, and support the transition to sustainable energy sources.

The SteirerStrom seal is awarded by Energie Steiermark to electricity products that are guaranteed to be generated 100 percent from sustainable energy sources in Styria. The SteirerStrom products, which have been available since 2019, are available for purchase by private customers, small and medium-sized enterprises and farmers.

This 100 percent green electricity offer from the region is a clear demonstration of Energie Steiermark's commitment to sustainability. As a supplier of renewable energy, we are proud to support the local value chain, utilise nature's resources responsibly and safeguard them for future generations. Independent control bodies regularly verify that only hydropower plants, wind turbines and photovoltaic systems located in Styria are used to obtain electricity.

In order to present the advantages and framework conditions of SteirerStrom to all interested parties, a broadly based image and awareness campaign was launched, with a special SteirerStrom documentary at its centre. It explained everything about the production of green electricity, the processing and trading of electricity, customer service and the energy transition.



MISSION FOR CLIMATE-FRIENDLY FORESTS

A SteirerStrom initiative entitled “Mission klimafitter Wald” (mission for climate-friendly forests), which was launched in 2021, also ensured visibility and awareness-raising. Together with the Styrian Forest Association, not only will clearcut and windthrow areas be reforested here with resistant mixed forest seedlings in the future, but farmers and foresters will also be subsidised for the purchase of climate-friendly tree seedlings. A total of 100,000 climate-friendly young trees will be planted by 2024.

CLIMATE FARMER TRAINING FOR BETTER SOILS

A climate-friendly forest also needs the right soil management – healthy humus soils are key when it comes to climate protection efforts. With its climate farmer training programme, Energie Steiermark promotes knowledge of regenerative soil management and also makes a proactive contribution to binding harmful CO₂ emissions – an average of five tonnes per hectare and year. Energie Steiermark is enabling a total of 60 Styrian farmers to start training as humus specialists free of charge.

REDUCTION IN ENERGY COSTS

Purchase prices for electricity and natural gas have been extremely high throughout Europe in recent years, forcing all Austrian energy companies to react and change prices accordingly. However, Energie Steiermark was able to at least partially cushion the dramatic developments for end customers with a long-term procurement strategy and a package of support measures. The Caritas hardship fund set up by Energie Steiermark, Energie Graz and the City of Graz was endowed with a total of EUR 1.1 million (see p. 121/Society). Energie Steiermark also offers people affected by energy poverty 18-month, interest-free instalment plans and develops goodwill solutions.

For example, Energie Steiermark was the first regional energy company in Austria to react to the falling natural gas prices on the international exchanges in March 2023 and reduced the natural gas bill for existing customers with effect from 1 May 2023. This corresponded to a reduction of 34 percent for around 4,000 customers and a reduction of 21 percent for all other household customers.

This was followed shortly afterwards by two electricity price adjustments, in which Energie Steiermark proactively passed on the benefits of a more favourable market environment. Following this reduction of around 27 percent in total, the gross electricity price from 1 July was 22.72 cents per kilowatt hour, making Energie Steiermark one of the cheapest providers nationwide.

On 1 October 2023, the energy price (working price) for district heating for customers was adjusted by 10.34 percent. For an average single-family home (consumption: 22,500 kilowatt hours), this translates into an annual saving of EUR 405 on the district heating bill, for apartments (average consumption: 7,500 kilowatt hours), the savings amount to around EUR 135 per year. Energie Steiermark's goal is to accelerate the greening of energy production in the heating sector in order to substantially reduce dependence on natural gas.

WELL INFORMED ABOUT ENERGY COST REIMBURSEMENT

Information on the electricity price brake for households, the energy cost subsidy for companies, the EUR 150 reimbursement for energy costs and the electricity cost subsidy for farmers – there are naturally many questions associated with all these subsidies. Energie Steiermark has set up a dedicated page on its website to provide customers with the best possible and most direct information.

OIL-FIRED BOILER OUT, ENVIRONMENTALLY FRIENDLY HEAT PUMP IN



Rising energy prices certainly makes installing a heat pump seem a sensible decision for a household's budget. Yet at the same time, switching systems – away from oil and gas to heat pumps – makes a significant contribution to reducing CO₂ emissions and thus protecting the climate.

Heat pump systems have seen steady development in recent years and are now a very good option not only for new buildings but also when renovating older ones.

Energie Steiermark supports its customers with advice (on subsidies) as well as with the work required to install and commission the new heat pump. Switching to a sustainable heating system reduces heating costs and can also increase the value of the property, as energy-efficient buildings are becoming increasingly attractive.

PHOTOVOLTAICS: INVESTMENT IN THE FUTURE

“Generate, store and use your own solar electricity in a smart way” – this is the motto under which Energie Steiermark launched its photovoltaic campaign in 2023, another piece in the company’s sustainability strategy. Purchasing a photovoltaic system can both reduce CO₂ emissions and lower energy costs. Such a system can reliably supply electricity for decades to come, having a long service life, very low maintenance requirements, and able to generate electricity decentrally and with zero emissions.

WINDOW SEAL REPLACEMENT FUNDING CAMPAIGN

Small steps with a big effect: Replacing old window seals can save heating costs immediately as hardened, shrunken or porous window seals not only cause draughts, but are also responsible for unnecessary energy costs. Precisely fitting silicone rubber seals often mean there is no need to replace windows at great expense, and these can be replaced quickly and at reasonable cost. Energie Steiermark provides support here for existing customers. Since the campaign was launched in January 2023, 291 funding applications were processed up to March 2024.

STAFF UNIT FOR ENERGY EFFICIENCY

The Energy Efficiency unit (BTE) is responsible for energy efficiency, energy savings and energy management. The department comprises certified energy auditors who steer and maintain the energy management of Energie Steiermark’s entire sales organisation in consultation with the management.

In addition, energy consultations are carried out for SMEs and energy audits for large companies. The Energy Efficiency unit also helps companies looking to implement energy management systems.

While various cross-sector energy efficiency networks for industry and SMEs were established during the first period of the Energy Efficiency Act (2015-2020), enabling sustainable energy savings to be achieved, the amendment to the Energy Efficiency Act in June 2023 shifted the focus back to audits and the need for these to be carried out. Since the amendment, the BTE has carried out several audits for well-known Styrian companies in the production sector as well as in the service industry.

2023 saw BTE and Holzcluster Steiermark succeed in establishing an SME advisory network for the wood industry. Comprehensive on-site consultations were held with seven leading sawmills and customised consultation reports were prepared.

Together with a Styrian chimney sweep company, BTE was able to communicate awareness-raising measures for the correct storage of firewood and the correct operation of log boilers. Activities to raise awareness for energy efficiency matters are also carried out at educational institutions.

TIPS FOR SAVING ENERGY

The careful use of energy is of particular importance to Energie Steiermark. Everyone can help save valuable resources and money within their own four walls. Energie Steiermark wants to support customers with practical information, which is why the company uses various media to provide tips on saving energy and using it efficiently. For example, the easy-to-use energy-saving manual, the energy-saving newsletter especially for local authorities or the energy-saving guide and a comprehensive handbook with energy-saving tips for private households can help. The energy-saving tips info sheets summarise the most important recommendations and also provide a quick overview of ways to be more energy-efficient at home.

WEBINARS FOR CUSTOMERS

As part of the ongoing "Energy Markets Update" series of events, Kunden GmbH organises a quarterly webinar together with the analysts from Business GmbH for industrial and business customers as well as redistributors.

For example, over 100 key accounts took the opportunity to find out about the latest developments at the "Energy Markets Update" in February 2022. The webinar "Fit for the future with Energie Steiermark's smart mobility solutions" was specially designed for B2B customers, around 40 of whom took part. In March 2022, a residential construction webinar was held on the topic of "Challenges and implementation options for a climate-neutral and energy-

efficient future in residential construction”, followed by an invitation for industrial and business customers to an “Energy markets update - focus on the gas market”, which was attended by around 90 participants. The webinar “Cut energy costs now! Efficiency check and e-charging station”, which took place at the end of 2022, was specially tailored to tourism businesses.

EXPANSION OF THE FIBRE OPTIC NETWORK

Energie Steiermark will invest EUR 170 million expanding the fibre optic network across the province by 2030. Around 15,000 units are currently under construction. Not only does the company build fibre optic networks itself, but also acts as a network operator for sbidi (Steirische Breitband- und Digitalinfrastrukturgesellschaft M.b.H.).

Energie Steiermark is setting store by FTTH (Fibre to the Home) to expand the fibre optic network. What this means is that fibre optic cables are laid to every building in the village without any other materials or technologies in between. In contrast to 5G or VDSL, FTTH means that the data reaches the customer’s end device directly via fibre optic cable. This method is one which guarantees 100 percent viability in the future, as the bandwidths that can be achieved here are virtually unlimited.



HIGH-SPEED INTERNET IN THE REGIONS

With an investment of EUR 2.1 million, Energie Steiermark started the expansion of the fibre optic network in the market town of Übelbach at the beginning of 2024. The project will see the company provide around 831 usage units and build a network with a length of approximately 32.7 km. This investment underlines the company's commitment to digital transformation and infrastructure development in the regions and is the latest example of many other fibre optic network expansion projects in Styria during the reporting period.

In May 2022, Energie Steiermark began work on building an FTTH fibre optic network for over 3,300 potential customers in the market town of Premstätten, for which around EUR 6.8 million will be invested.

The close cooperation between Energie Steiermark, the municipality and G31 meant that the first property in Strallegg was connected to the fibre optic network in September 2022, just one year after the contract was signed. EUR 211,000 were invested here.

2023 saw Energie Steiermark begin its work on expanding the fibre optic network in the municipality of Dobl-Zwaring. Around EUR 5.7 million were invested in the 35 km of pipelines in the municipality. In the municipality of Wundschuh, the large-scale expansion will tie in with electricity cabling projects from 2025. Wundschuh is getting a 35-km-long fibre optic network that will supply around 960 units in the municipality with the technology. Energie Steiermark invested EUR 2.8 million.

The regional energy companies also took charge of expanding the fibre optic network in the town centre of Wettsmannstätten and in the districts of Schönaich, Wohlsdorf and Zehndorf. Around EUR 1.5 million will be invested in 17.7 km of lines.

3.3 INFORMATION SECURITY

Standard ISO 27001

Information security is a top priority for Energie Steiermark and an integral part of the company's policy, which is why the company has implemented an information security management system (ISMS) in accordance with ISO 27001 to ensure the security of data, the monitoring and control of access to data and to be able to respond professionally in the event of an incident.

Regular external and internal audits review the relevant processes and structures of the ISMS to ensure that a continuous improvement process is guaranteed with regard to information security. By setting up the ISMS and appropriately staffing key functions in the technical areas, external threats and legal requirements are professionally managed. The company also works closely with other energy supply companies and suppliers to continuously improve cyber security, protecting critical infrastructure as well as data belonging to the company, its customers and partners.

3.4 COMPREHENSIVE E-MOBILITY FOR STYRIA



FOR E-MOBILITY: FULL SPEED AHEAD

There are now over 169,000 electrically powered cars on Austria's roads and the number is growing every day. A comprehensive charging infrastructure is essential for having emission-free mobility in the future. Energie Steiermark's clear focus on expansion means that no household in Styria is more than 15 kilometres away from the nearest e-charging station, and around 1,000 new charging points will be added in all regions of the province in the coming years.

ENERGIE STEIERMARK EQUIPS 95 HOFER SUPERMARKETS

Energie Steiermark is coordinating an important project to expand the charging infrastructure on behalf of the Hofer supermarket chain: Over 2,000 new charging stations for e-cars will be built at 485 locations across Austria by 2026. In Styria alone, over 400 new charging points have been built at 95 Hofer supermarkets since January 2024. Energie Steiermark is investing over EUR 9.4 million in this project and is also coordinating the activities of a nation-wide consortium consisting of Energie Steiermark, Energie Graz, EVN, Kelag, IKB, VKW and Linz AG. Only domestically produced green electricity is used for Hofer charging stations.

350 NEW CHARGING POINTS AT SPAR SUPERMARKETS IN STYRIA

Energie Steiermark is installing new e-charging stations at a total of 88 of the food retailer SPAR's locations in Styria. By 2025, SPAR will have built over 335 new e-charging stations across Austria together with local energy suppliers, and by 2028, over 350 more charging points will be built at SPAR sites in Styria, the aim being to make charging while shopping as simple as possible. Energie Steiermark is investing over EUR 8.8 million in the SPAR e-charging infrastructure project. Again, only green electricity generated in Austria is used here.

E-MOBILITY FUTURE DAY 2023

Energie Steiermark and Vogl + Co Autohaus hosted the E-Mobility Future Day 2023 to make the topic of e-mobility more tangible. In addition to the numerous presentations, the more than 100 visitors had the opportunity to put their skills to the test at the ÖAMTC Driving Technique Centre Lang/Lebring, test e-vehicles from various manufacturers and find out about Energie Steiermark's charging solutions.

GRAZ UNIVERSITY OF TECHNOLOGY: 200 CHARGING POINTS FOR E-CARS

The Graz University of Technology has teamed up with Energie Steiermark to gradually expand its e-car charging infrastructure for employees to up to 200 parking spaces by 2030. This contribution to a CO₂-neutral mobility chain is one of several measures with which the Graz University of Technology will become a climate-neutral university by 2030. 30 charging points were already installed in 2023.

In addition to Energie Steiermark taking charge of the installation, operation and maintenance, along with the automated billing for charging, the 4,000 employees of the Graz University of Technology are offered the opportunity to charge their private e-vehicles at their workplace as well as pool vehicles at university sites.

Following a lengthy tender process, the contract was awarded to Energie Steiermark. It represents the largest customer project for the Styrian energy and infrastructure company in the field of charging infrastructure, and will contribute significantly to job security and regional value creation.



3.5 INNOVATION, RESEARCH AND DEVELOPMENT



The innovation division is responsible for innovation / next-incubator, research and development, and idea and funding management within the company, with all topics, processes and projects aligned with the UN's 17 Sustainable Development Goals. In addition to economic and environmental values, social and societal issues are also given appropriate consideration in the selection and development process.

The Group-wide R&D portfolio for 2023 comprised around projects and collaborations (including 30 funded R&D projects) with a total cost of € 0.90 million. In addition, central R&D services such as process management and, reports as well as the management and coordination of selected R&D projects in the holding company are also handled by the Innovation department.

NEXT-INCUBATOR

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

With the next-incubator, the Group's own innovation hub and think tank for sustainability, Energie Steiermark has a proven team of ten innovation and sustainability experts with access and contacts to leading national and international innovation and sustainability networks.

They screen around 300 ideas and innovations every year – around 25 start-up and collaboration projects, workshops and ten R&D activities are implemented. The focus is on topics such as the circular economy, storage technologies, smart energy and eMobility, carbon removal, diversity in innovation, and funding. Funding projects with a guaranteed funding volume of around EUR 18.7 million are currently being managed with the extra expertise acquired for funding management.

NEXT-INCUBATOR – NETWORK AND KEY FOCUS AREAS

The next-incubator network currently comprises more than 50 national and international partners in the following core areas:

- Renewable energy & energy efficiency
- Digitalisation & smart technologies
- Environmental & climate research
- Sustainable energies & circular economy
- Sustainable food & health
- Social innovations



<https://next-incubator.com/the-european-climate-pact-pledge>

With the next-incubator, Energie Steiermark committed itself to the European Climate Pact three years ago and communicated a Pathway Pledge. In other words, targeted measures are taken that not only reaffirm the company's commitment to climate protection efforts, but also achieve specific, positive effects. The results are reported annually to the European Climate Pact.

The next-incubator is currently focusing on the following areas:

Reducing emissions: Energie Steiermark calculates its carbon footprint (Scope 1-3) every year and derives measures from this – including employee mobility behaviour, zero waste in the office and at events.

Saving energy: Reducing CO₂ emissions by 10% (benchmark: 2019). To this end, measures to raise awareness and promote energy efficiency measures are being developed and implemented in the next-incubator office.

Transferring knowledge: Experts on specific topics are invited to sessions, webinars and other events to share expertise, discuss solutions and expand the network – this also includes the company's own podcast, which has been available since 2022, and the annual "Sustainability Inside" event.

Evaluating the projects: In addition to its own internal evaluation of the projects in terms of impact, Energie Steiermark has them evaluated internationally in cooperation with a Finnish platform.

GREEN ENERGY LAB (GEL) RESEARCH INITIATIVE

www.greenenergylab.at

The Green Energy Lab is Austria's largest innovation laboratory for green energy technologies and forms an important bridge from R&D to innovation and supports the market launch of new products and services from research projects. The following projects from the GEL portfolio are taking place with the participation of Energie Steiermark AG as a consortium partner or were completed in 2023:

- Car2Flex – smart optimisation of tomorrow's e-mobility
<https://greenenergylab.at/projects/car2flex>
- Johann energy cell – newly developed H2 technology for seasonal energy storage
<https://greenenergylab.at/projects/energiezelle-johann>
- FlexModul – sorption storage for solar energy
<https://greenenergylab.at/projects/flexmodul>

- SEP2 – Spatial energy planning, part 2
<https://greenenergylab.at/projects/spatial-energy-planning-ii>
- UserGRIDs – digital energy services to reduce CO₂ emissions on a university campus
<https://greenenergylab.at/projects/nutzungszentrierte-planung-und-regelung-komplexernachhaltiger-quartiers-energiesysteme>

Responsible employer

04



RESPONSIBILITY

4. RESPONSIBLE EMPLOYER

2,074 employees make Energie Steiermark what it is every day. It is their commitment and ideas that play a key role in the sustainable operation of the company. In this way, all Energie Steiermark employees play their part in ensuring that sustainability is not just a goal, but an integral part of the company's identity.

In its HR policy, the energy supplier attaches particular importance to developing a future-oriented corporate culture in a flexible, digital and agile working environment. Rapid digital transformation and constant changes in the energy industry environment, demographic changes and labour shortages call for the strategy to be amended accordingly.

In order to position itself as an attractive employer, Energie Steiermark is stepping up its further education and training programmes, promoting diversity and equal opportunities and supporting the health and safety of all employees.

Topics such as gender sensitivity, equal opportunities, personnel development and promotion, work-life balance, health care, occupational health and safety are not just buzzwords, but an integral part of the corporate culture. Energie Steiermark is committed to an active equal opportunities policy in all Group companies, divisions, structures and processes.



KEY FIGURES FOR EMPLOYEES IN AUSTRIA

	Unit	2020	2021	2022	2023
Total employees	FTE	1,612	1,654	1678.9	1768.7
thereof female	FTE	410	416	420.2	445.7
thereof male	FTE	1,202	1,239	1258.7	1323.0
Permanent contracts	FTE	1,514	1,582	1577.4	1660.6
thereof female	FTE	352	378	370.8	393.5
thereof male	FTE	1,162	1,205	1206.6	1267.1
Fixed-term contracts	FTE	98	63	101.5	108.1
thereof female	FTE	59	37	49.4	52.2
thereof male	FTE	42	29	52.0	55.9
Part-time employees	FTE	147	144	159.6	198.3
thereof female	FTE	114	113	116.7	123.9
thereof male	FTE	37	33	42.9	74.4
Full-time employees	FTE	1,464	1,510	1519.3	1570.4
thereof female	FTE	296	303	303.6	321.8
thereof male	FTE	1,169	1,208	1215.8	1248.6

FTE: full time equivalent

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

Employees in full-time employment work the standard weekly working time of 38.5 hours as stipulated in the collective bargaining agreement. If they are employed continuously throughout the year, they are counted as 1.0 in a calendar year. Entries or exits during the year reduce this average annual figure. Part-time employees are employed for a certain percentage of the normal weekly working time of 38.5 hours. Employment at 50 percent therefore corresponds exactly to a normal weekly working time of 19.25 hours/week. The same applies as for full-time employees with regard to entries and exits during the year.

KEY FIGURES FOR EMPLOYEES ABROAD

	Unit	2020	2021	2022	2023
Total headcount	FTE	271	284	289	298
Slovakia	FTE	224	228	227	226
Germany	FTE	21	22	23	24
Czech Republic	FTE	26	26	24	25
France	FTE	0	8	15	23

FTE: full time equivalent

The figures refer to the annual average of foreign investments.



The fact that the focus on sustainability also has a positive effect on Energie Steiermark's job attractiveness is demonstrated by its nomination as "Austria's Best Employer". This award is presented by the business magazine Trend together with the statistics portal Statista and the platforms kununu and Xing, which select the 300 "best employers" in Austria. Over 200,000 reviews are incorporated into the ranking via four evaluation channels.



In 2022, Energie Steiermark ranked number one in Styria, making it the “best employer” in the country that year. In the energy sector, Energie Steiermark came in second in the Austria-wide ranking in 2022 and in 2023.

In the overall ranking of all nominated companies, Energie Steiermark took fourth place in 2022 and eighth place in 2023.

4.1 CORPORATE CULTURE



Digital transformation, demographic conditions, climate change and social and global changes such as the pandemic, war in Europe and the associated intense dynamics in the energy industry are having a fundamental impact on working and professional lives. In such turbulent times affected by massive upheaval, it is important to have an HR strategy that is both flexible and long-term oriented. The focus here is on supporting the leading green company in Styria and securing an attractive and stable employer position in the federal state.

The implementation, further development and reorientation of strategic business processes requires all organisational units to have the courage to make room for new perspectives and ways of thinking, to think outside the box and to embrace new and innovative approaches.

In the energy policy triangle of sustainability, competitiveness and security of supply, priorities in personnel management must be continuously adapted or redefined.

The professional cooperation of managers at all levels is the fundamental prerequisite for achieving the ambitious strategic goals. All employees are called upon to play an active role, to help shape change and to tread new paths together with the company. This approach enables the Group to grow steadily and healthily despite ongoing changes and new challenges.

Energie Steiermark also motivates its employees – in addition to performance-oriented, attractive remuneration – with a range of voluntary benefits. Fundamental principles, such as equal treatment and equal opportunities, work-life

balance, flexible working time models, high standards of health care, occupational health and safety, diversity and inclusion management, are actively practised.

Energie Steiermark attaches great importance to continuous transparency with regard to all current issues and changes within the company. Regular information and corresponding video messages are provided to ensure that all employees are informed promptly and comprehensively.

EMPLOYEE SATISFACTION



In order to establish employee satisfaction levels and also give them room for suggestions, criticism or change requests, a comprehensive employee survey is conducted at regular intervals throughout the Group.

The employee survey conducted in 2021 shows that employee job satisfaction is not only well above the norm, but has also increased once again compared to 2018. Job satisfaction is also reflected in work commitment, which has increased every year since 2010 and is significantly above the average standard values. On the one hand, this development manifests itself in the marked willingness of many employees to pursue a career at Energie Steiermark; on the other hand, their desire to leave Energie Steiermark for a job outside the Group decreases every year. The coronavirus pandemic has provided valuable experience for future challenges in many respects and has led to a general upheaval in the world of work. With the aim of not just reacting, but acting, and subsequently creating new working models and new organisational structures adapted to the situation, the crisis became an opportunity to create new framework conditions within the company, optimise work processes and create greater employee satisfaction and a competitive advantage over the competition in the long term. Dialogue processes, for example, also offer scope for complaints from employees or are possible via the works council, occupational psychologists, trade unions and the Chamber of Labour.

Personal responsibility and innovative, team-oriented working methods in conjunction with working from home have proven valuable here. In addition to the digitalisation of working practices, new requirements have emerged, particularly in terms of networking, communication, self-organisation and employee resilience.

TURNOVER

	Unit	2020		2021		2022		2023	
		Number	percent*	Number	percent*	Number	percent*	Number	percent*
Total number of new entries	Number	86	4.85	101	5.57	158	8.43	196	10.28
thereof female	Number	24	1.35	36	1.98	50	2.68	59	3.09
thereof male	Number	62	3.50	59	3.58	108	5.76	137	7.18
under 30 years old	Number	59	3.33	59	3.25	87	4.64	123	6.45
thereof female	Number	15	0.85	23	1.27	28	1.49	38	1.99
thereof male	Number	44	2.48	36	1.98	59	3.15	85	4.46
30-50 years	Number	25	1.41	36	1.98	67	3.58	67	3.52
thereof female	Number	9	0.51	12	0.66	21	1.12	19	1.00
thereof male	Number	16	0.90	24	1.32	46	2.46	48	2.52
more than 50 years old	Number	2	0.11	6	0.33	4	0.21	6	0.31
thereof female	Number	0	0.00	1	0.06	1	0.05	2	0.10
thereof male	Number	2	0.11	5	0.28	3	0.16	4	0.21
Total number of departures	Number	31	1.75	35	1.93	59	3.15	57	2.99
thereof female	Number	15	0.85	19	1.05	26	1.39	33	1.73
thereof male	Number	16	0.90	16	0.88	33	1.76	24	1.26
under 30 years old	Number	19	1.07	17	0.94	22	1.17	36	1.89
thereof female	Number	7	0.39	11	0.61	12	0.64	21	1.10
thereof male	Number	12	0.68	6	0.33	10	0.53	15	0.79
30-50 years	Number	9	0.51	15	0.83	29	1.55	18	0.94
thereof female	Number	7	0.39	6	0.33	12	0.64	11	0.58
thereof male	Number	2	0.11	9	0.50	17	0.91	7	0.37
more than 50 years old	Number	3	0.17	3	0.17	8	0.43	3	0.16
thereof female	Number	1	0.06	2	0.11	2	0.11	1	0.05
thereof male	Number	2	0.11	1	0.06	6	0.32	2	0.10

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

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

WORK-LIFE BALANCE

Energie Steiermark attaches great importance to having a good work-life balance and considering the individual needs of its employees in different phases of their lives. To this end, the company offers a wide range of tools and opportunities to reconcile professional and private interests.

Flexible working time models, which are offered in addition to statutory regulations in line with requirements, make it easier for young parents in particular to return to work. This encourages employees to be loyal to the company and enables them to actively shape digital and organisational changes. In addition to the option of working from home, decentralised workplaces are offered close to home. A company childcare service in the form of a crèche or kindergarten completes the offer for employees.

FAIR PAYMENT

A competitive working environment is characterised by attractive remuneration and additional benefits. Energie Steiermark compensates its employees according to their position, performance and qualifications, regardless of gender or origin.

The established ideas management system supports creative contributions with lucrative bonuses and encourages participation in suggestions for improvement, innovation and efficiency enhancement measures in all areas of the company.

The company pension scheme in the form of a pension fund is an integral part of the overall remuneration and also boost loyalty to the company.

The demographic trend with a large number of retirements and an increasing need for skilled workers for the energy transition in the company are creating a shortage of available people on the labour market. The search for potential new employees is also highly dynamic due to technological change: artificial intelligence and automation, in particular, are changing the way work is done and the skills that are required.

This makes it all the more important to show that Energie Steiermark is an attractive employer that attaches great importance to the satisfaction of its employees. In this environment, the topic of employer branding, i.e. positioning as an employer, is of great importance, as is how the company communicates with applicants and employees.

Energie Steiermark's strong employer brand is based on sustainability and social responsibility. Key factors include corporate culture, remuneration and benefits, career and training opportunities, working environment, social responsibility, company reputation, employee satisfaction and leadership. As part of a holistic strategy, these factors are taken into account and are essential for the required positioning as a top employer on the labour market, which is also reflected in the awards already mentioned. For example, Energie Steiermark has been recognised as a TOP Company 2024 on kununu. The company also has a low staff turnover rate.

Recruiting processes are more complex in the current labour market than in the past. The decision-making process is characterised by a substantial need for information and negotiation, and the length of time required for a candidate to decide is more. As part of its awareness strategy as an employer, Energie Steiermark uses media and channels, visits relevant recruiting events and development institutions, and enters into cooperation agreements.

The installation of operational recruiting directly in the companies has increased efficiency and effectiveness. Energie Steiermark's recruiting process is digitalised from the initial job application to the start of employment. Nevertheless, one thing above all must not be missing: individual communication with the applicants and authenticity. This is the only way to build trust and emphasise the attractiveness of Energie Steiermark as an employer – both for potential and existing employees. In this way, the need for qualified employees can be secured in the long term despite increased challenges on the labour market. Energie Steiermark's recruiting practices essentially focus on attracting employees who want to enter into a long-term relationship with the company. The first step involves newly hired employees receiving a fixed-term employment contract, which – depending on the reason for employment – has a term of several months to several years. Before the end of the fixed-term contract, the manager provides feedback to the HR department regarding the possibility of converting this into an open-ended employment contract. If the feedback is positive, the contract is made open-ended.

Facts about job appointments at a glance:

- 284 job appointments (cf. 2022: 213 / + 33%)
- 70 internal (24.64%) / 214 external (75.36%)
- 159 male (55.99%) / 125 female (44.01%)
- 225 full-time (79.23%) / 59 part-time (20.77%)
- Applications for advertised positions:
male 64.12% / female 35.88%
- Unsolicited applications:
male 67.44% / female 32.56%

4.2 DEVELOPMENT POSSIBILITIES



In order to strengthen the commitment and identification of employees in the long term, targeted, strategic personnel development is required that focuses on comprehensive development opportunities and individual training offers, as well as enabling positive experiences in everyday working life and the corporate culture.

Energie Steiermark offers a comprehensive range of further education and training options, covering everything from specialised training, courses and work methodology to targeted seminars aimed at boosting personal and social skills to comprehensive junior staff and management development programmes. The company also always has an eye on the Sustainable Development Goals (SDGs) such as quality education, health and well-being, gender equality and less injustice.

Dealing with complexity, flexibility, agility, goal orientation and positive leadership are essential skills for mastering these challenges and successfully breaking new ground. The willingness to be a role model, learn new things every day, to think in a networked way, to develop a digital mindset, and to anchor sustainability throughout company requires an open and self-confident approach to change.

Systematic talent and generation management is needed to secure key strategic business positions in the company. On the one hand, this involves maintaining and further developing the necessary skills within the Group and, on the other, recognising the professional and personal development potential of skills and systematically building them up. Target group-specific qualification programmes, accompanied mentoring, and individual development plans are intended here to help prepare for successful, skills-based internal succession planning.

A scientifically based potential analysis procedure, which is based on self-assessment, is used in recruitment as well as in team development. The goal is to create awareness of personal strengths, behaviours and values in professional situations, and thus to promote the strength-oriented development of employees and managers.

Energie Steiermark's internal job market is available for the professional development of existing employees. The recruitment process is designed to enable an objective and transparent selection. Measures include inclusive job advertisements, the use of standardised interview guidelines, the principle of multiple persons being involved, and transparent decision criteria in personnel selection, information documents for managers and the "Right to ask questions in recruitment interviews" guidelines.

DEVELOP LEADERSHIP SKILLS

In 2022, 193 managers completed the Reflexive Leadership Development Programme in seven Vertical Leadership Labs, the aim of this programme being to strengthen a common understanding of leadership and to reflect on one's own leadership behaviour using a "leadership mirror". This means that managers take a critical look at their own actions and their impact on others and are thus encouraged to reflect on their decisions, behaviour and leadership styles.

Accompanying short webinars, referred to as learning nuggets, were used by 118 managers.

The Summer Camp Leadership programme is used by Strategic HR Development to support new managers with the aim of professionalising leadership skills, ensuring the transfer of practical skills and enabling reflection with experienced managers in a mentoring framework. During the intensive summer camp week, the topics of leadership skills and values, leadership and groups, management and leadership, and resilience were consciously explored. The follow-up modules in the autumn saw the new managers deal with the topics of inclusion and diversity, new work, and goal- and solution-oriented communication. From 2018 to 2023, 112 participants (including 32 women) completed this programme. Managers who have taken on a management position in the Group for the first time are also mentored by experienced managers.

In 2022, 22 participants from all areas of the Group and hierarchy completed the Digital Performance programme. In the practical part of the programme – Digital Innovation Modelling – participants were given assistance in their efforts to develop their digital mindset. Five project groups developed the prototypes on the topics of mindset, cooperation, learning and services.

TRAINING

	Unit	2020	2021	2022	2023
Total employees	Hours	23	27	31	32
thereof female	Hours	23	25	26	25
thereof male	Hours	23	28	34	35
Managing Director, Head of department and staff unit	Hours	15	60	40	35
thereof female	Hours	7	34	42	44
thereof male	Hours	15	63	40	33
Head of department and staff unit	Hours	21	43	46	56
thereof female	Hours	30	75	52	54
thereof male	Hours	20	36	44	56
Team leader	Hours	16	29	48	49
thereof female	Hours	21	32	54	35
thereof male	Hours	16	28	47	51
Specialist	Hours	13	29	48	39
thereof female	Hours	24	46	31	52
thereof male	Hours	13	26	51	37
Employees	Hours	10	24	29	29
thereof female	Hours	10	21	24	23
thereof male	Hours	10	25	31	32

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

FEEDBACK CULTURE

The performance review is a key development tool for Energie Steiermark, which supports employees and managers on the basis of the values and competence model. Every development measure agreed between managers and employees is intended to contribute to the successful implementation of the corporate strategy.

Thanks to the implementation and ongoing development of an integrated software solution for recruiting, learning management, employee appraisals and development goals, the HR development processes have been fully digitalised. The associated transparency and traceability support positive impressions for applicants and employees along the entire employee lifecycle.

PERFORMANCE APPRAISALS

	Unit	2020	2021	2022	2023
Managing Director, Head of department and staff unit	percent	100	100	100	100
thereof female	percent	100	100	100	100
thereof male	percent	100	100	100	100
Head of department and staff unit	percent	97	100	100	96
thereof female	percent	100	100	100	95
thereof male	percent	95	100	100	96
Team leader	percent	97	100	100	99
thereof female	percent	100	100	100	100
thereof male	percent	97	100	100	98
Specialist	percent	90	98	100	100
thereof female	percent	100	100	83	100
thereof male	percent	90	97	100	100
Employees	percent	89	89	84	83
thereof female	percent	94	89	83	85
thereof male	percent	87	89	84	82

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

FOCUS ON YOUNG PEOPLE

The current increasing shortage of skilled workers requires long-term strategic personnel planning and safeguarding. Apprentice training in a wide range of professions is becoming increasingly important at Energie Steiermark and is constantly being developed and enhanced.

In 2023, 34 apprentices started in six professions at Energie Steiermark: as office clerks, electrical and building services technicians, plant and operating technicians, installation and building services technicians, in the dual profession of plant and operating technicians, as construction draughtsmen, and as plant logistics clerks. One of them was a person with autism who successfully started their apprenticeship in electrical engineering thanks to targeted preliminary coordination within the company and good cooperation between the departments concerned.

As at 31 December 2023, a total of 129 apprentices and young professionals were employed by the company. The company is using its targeted apprenticeship training to focus on filling the vacancies left by retirees as well as on filling new innovative positions with young specialists in the future. Training takes place in the first part of the apprenticeship in the e-campus area. Using modern infrastructure, the basics of the respective job profile are taught by competent instructors. The individual requirements of management and specialist departments are addressed decentrally in the second part of the apprenticeship, the focus being on high-quality training for the challenges of an energy supplier and support for personal development.

2023 saw two apprentices complete an Erasmus project for the first time: they supported an installation company in Seville for two weeks and were able to gain new experiences about working life as well as the culture in Spain.

In 2022, Energie Steiermark launched the Sustainability Changemaker programme developed with the next-incubator, the aim of which being to specifically address the topic of sustainability during the apprenticeship. The first step involved holding the nutrition and mobility modules. In 2025, the topic of sustainable energy management will be addressed for the first time with the third-year apprentices.

When looking for suitable young people for apprenticeships, it is important to position the company as an interesting and high-quality training company and employer among the target group and legal guardians. Targeted recruitment is adapted to the needs and expectations of the younger generations,

with direct contact with schools constantly being intensified for example.

Energie Steiermark employees regularly visit schools to present the company. On the other hand, school trips to the company should provide an insight into working life and help students decide whether an apprenticeship is the right path for them. Increased use of resources in target group-oriented recruiting should positively support the application process for apprenticeships in the future.

The opportunity to offer taster days to potential applicants is constantly being expanded to enable them to get to know the company and the tasks involved in the job. Cooperation with the training centre for vocational orientation teachers is also planned.



Any training deficits after the end of compulsory schooling are compensated for by additional measures in the course of basic training in the first year of apprenticeship. Mathematics, German and English courses are currently also offered. The digital skills of apprentices are promoted through hardware and software training in collaboration with the IT department. By using the “teleworking agreement” in apprenticeship training, Energie Steiermark offers an attractive opportunity to use digital communication from home to complete individual teaching units. Individual content in the apprenticeship training is also provided as e-learning modules.

In order to promote apprenticeships as a suitable entry into the world of work, Energie Steiermark has been a member of the “Zukunft Lehre Österreich” association since 2022. A platform for apprenticeship issues within the industry is also being set up in a subgroup of the Austrian Energy Personnel Committee.

The integration and promotion of young employees are concerns of Energie Steiermark which go beyond the training of the apprentices. Every year trainees from universities, technical colleges and secondary schools have the opportunity to familiarise themselves with a job in Energie Steiermark, enabling them to gain their first practical experience for their future everyday working life.

4.3 EQUAL OPPORTUNITIES



In the area of diversity equality and inclusion, the initiatives already established for promoting women in Energie Steiermark were continued. With the implementation of the Gender Equality Plan, the measures developed to achieve these strategic objectives were bundled, appropriate monitoring was anchored and thus another important milestone towards equal opportunities was set.

The proportion of women in the specialist and management organisation has increased from 11 percent to 16 percent since the measures to promote women’s careers were launched in 2016. This means that 49 women hold positions in the Group’s specialist and management organisation. In 2022 and 2023, 42 percent of 487 vacancies were filled by women and 28 percent by internal candidates. Of the internal appointments, 59 (44 percent) were women.



Energie Steiermark was awarded the “EqualitA” seal of quality for the advancement of women within the company in 2023 for its commitment in this area.

2023 saw Energie Steiermark launch the “wir.E.zukunft” programme for women and men as a further development of the “zukunftsinitiativ.E.frauen” programme.

The aim of this programme is to help women develop their skills and expertise to enable them to take on managerial and other key positions in the future. The focus is on women of all ages who have no or little management experience, as well as women who are currently working part-time and want to take on more responsibility in the future.

With the “wir.E.zukunft” programme, both women and men are now taking an in-depth look at their socialisation, career goals and next steps. Concepts of male hegemony and the communication of women and men, the use of gender stereotypes, own images of masculinity and femininity are discussed and reflected upon. The Transformation module was added to the programme in order to strengthen and further develop an equitable and inclusive corporate culture. Key success factors here include integrating the programme into ongoing personnel development measures, mentoring, individual development discussions, involving line managers in the programme and, in particular, securing the support of the Management Board and senior management.

Of the 86 graduates from 2017 to 2023, 42 (49 percent) have continued their professional development internally: 15 (17 percent) into a management position, 26 (30 percent) within their own Group company and 16 (19 percent) through a move within the Group.

THE E-WOMEN NETWORK

Founded in 2019, the E-Women network serves as a professional network with the aim of making women and their potential visible within the Group, supporting their personal and professional development and thus contributing to increasing the proportion of women in the specialist and management organization. The more than 100 members are graduates of the programmes or the key workshops for interested women and supporters from the circle of the specialist and management organization as well as graduates of “wir.E.zukunft” who are actively committed to equal opportunities in the company.

The activities and formats initiated in 2022 ranged from a podcast with the Management Board to mark International Women’s Day, the online breakfast “Careers at Energie Steiermark” and the panel discussion on the topic of “Women in technology”, including a video with short interviews with female employees in technical professions at Energie Steiermark, to networking meetings and an exchange of experiences with other women’s networks.



Highlights in 2023 included the panel discussion “How is artificial intelligence changing the world of work? – Focus on equal opportunities”, a cabaret evening with an integrated book launch on International Women’s Day, e-dating formats to get to know supporters of the network, a guided tour of the district heating plant, and online business breakfasts with internal and external leaders.

GENDER EQUALITY PLAN

A working group formed by Strategic HR Development with representatives from the E-Women network and the relevant stakeholder groups has developed the Gender Equality Plan for Energie Steiermark, which has been anchored in the Group since March 2023. This is based on five fields of action, which are addressed by specific measures and objectives. With this published equality plan, Energie Steiermark is actively and sustainably committed to a non-discriminatory and equality-oriented working environment as well as a culture of recognition and mutual appreciation for all employees. Equal opportunities for people of all gender identities, all generations, all types of disabilities, religions, world views, ethnic affiliations, and sexual orientations.

COMPATIBILITY OF
FAMILY AND CAREER

“Reboarding after parental leave” – the aim of this guide is to provide support and enable better planning for time off and substitutions, making a return to work successful. The focus is on ensuring a high degree of flexibility, family friendliness and the compatibility of family and career. Comprehensive information, checklists and discussion templates are intended to support managers, HR managers and employees in all aspects of parental leave, all aimed at boosting loyalty to the company even during the period of absence.

The “Reboarding after parental leave” guide provides a structured overview of questions that arise in all phases of parental leave, from preparation for parental leave, through the leave period itself, to returning to work. Since being implemented in spring 2023, eight interviews have been held before the start of parental leave or upon return.

PARENTAL LEAVE

	Unit	2020	2021	2022	2023
Total	Number	77	73	76	80
female	Number	55	55	57	61
male	Number	22	18	19	19

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

DIVERSITY IN RECRUITMENT

The design of the recruitment process is an important part of successfully counteracting discrimination and unconscious thought patterns or prejudices and enabling objective and transparent selection. Training and information documents for managers, such as awareness training on unconscious bias and the “Right to ask questions in recruitment interviews” guide, are integral parts of the recruitment process. The recruitment process ensures that all candidates are treated fairly and ethically and that there is no discrimination based on gender, age, religion, disability, etc. The categories male, female and diverse are reflected in the recruiting tool, although no people identifying as ‘diverse’ applied to Energie Steiermark in 2023.

The transparency in job advertisements and target group-specific development programs means we have succeeded in filling 25 percent of vacancies with internal recruits and 44 percent share with women, despite the increased dynamics on the labour market. 284 of the 383 vacancies in 2023 have already been filled from a pool of some 2,100 applications.

DIVERSITY IN CONTROL BODIES
AND AMONG EMPLOYEES

	Unit	2020	2021	2022 Number (persons)	2022 in %	2023 Number (persons)	2023 in %
Management Board							
thereof female	percent	0	0	0	0	0	0
thereof male	percent	100	100	2	100	2	100
under 30 years old	percent	0	0	0	0	0	0
30-50 years	percent	50	50	1	50	1	50
more than 50 years old	percent	50	50	1	50	1	50
Supervisory Board members							
thereof female	percent	20	20	3	25	4	25
thereof male	percent	80	80	9	75	8	75
under 30 years old	percent	0	0		0	0	0
30-50 years	percent	17	17	3	25	4	25
more than 50 years old	percent	83	83	9	75	8	75
Works council members							
thereof female	percent	10	10	2	18	2	22
thereof male	percent	90	90	9	82	7	78
under 30 years old	percent	0	0		0	0	0
30-50 years	percent	10	10	2	18	2	22
more than 50 years old	percent	90	90	9	82	7	78
Capital market representatives							
thereof female	percent	25	25	6	30	7	39
thereof male	percent	75	75	14	70	11	61
under 30 years old	percent	0	0		0	0	0
30-50 years	percent	20	20	5	25	5	28
more than 50 years old	percent	80	80	15	75	13	72
Managing Director, Head of department and staff unit							
				28		28	
thereof female	percent	4	11	3	11	3	11
thereof male	percent	96	89	25	89	25	89
under 30 years old	percent	0	0		0	0	0
30-50 years	percent	42	43	10	36	11	39
more than 50 years old	percent	58	57	18	64	17	61
Head of department and staff unit							
				89		93	
thereof female	percent	16	17	19	21	20	22
thereof male	percent	84	83	70	79	73	78
under 30 years old	percent	0	0		0	0	0
30-50 years	percent	49	45	44	49	44	47
more than 50 years old	percent	51	55	45	51	49	53

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

DIVERSITY IN CONTROL BODIES
AND AMONG EMPLOYEES

	Unit	2020	2021	2022 Number (persons)	2022 in %	2023 Number (persons)	2023 in %
Team leader				124		138	
thereof female	percent	17	16	19	15	19	14
thereof male	percent	83	84	105	85	119	86
under 30 years old	percent	6	4	7	6	10	7
30-50 years	percent	51	50	59	48	69	50
more than 50 years old	percent	43	46	58	47	59	43
Specialist				46		47	
thereof female	percent	7	14	6	13	7	15
thereof male	percent	93	86	40	87	40	85
under 30 years old	percent	2	2	0	0	0	0
30-50 years	percent	50	50	25	54	27	57
more than 50 years old	percent	48	48	21	46	20	43
Employees				1593		1687	
thereof female	percent	31	31	495	31	514	30
thereof male	percent	69	69	1098	69	1173	70
under 30 years old	percent	29	28	461	29	505	30
30-50 years	percent	43	44	680	43	725	43
more than 50 years old	percent	28	28	452	28	457	27

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

FOCUS ON RAISING AWARENESS

It is important to the company to consider all people when they apply for jobs and then to support and promote them in the best possible way – irrespective of gender, origin, religion, disability and other diversity characteristics.

Disability awareness training on the topic of “Diversity as added value” and a special ‘learning nugget’ on the topic of “Inclusive leadership” are carried out to raise awareness. Since 2020, around 500 employees, including over 100 managers, have taken part in workshops as part of this training, gaining expertise on barrier-free communication and inclusive cooperation. The inclusion strategy also aims to raise employee awareness, establish strategic partnerships and internal networks, and create an accessible workplace. For example, we have succeeded in employing people with disabilities in payroll accounting, in the energy networks, in IT, in customer service and in the mail-room. Diversity and awareness training is an integral part of onboarding as well as junior and management programmes. The company’s Welcome Days see new employees receive basic information about the corporate culture and organisation as well as knowledge about compliance issues and various business areas, production and services. The mentoring programme assigns mentors to new employees during their early days. This programme was evaluated, new sponsors were trained and the guidelines were revised. The cultural ambassadors took part in a workshop that dealt intensively with the topic of Energie Steiermark’s core values and how these can be put into practice.

SPECIAL INCLUSION PRIZE 2023 OF AUSTRIA'S LEADING COMPANIES

Energie Steiermark 2023 was awarded the "Special Inclusion Prize" by "Austria's Leading Companies", a renowned business competition for sustainable success, for its outstanding achievements in the integration of people with disabilities into working life.



4.4 HEALTH AND SAFETY OF EMPLOYEES



Energie Steiermark considers it a top priority to ensure the health and safety of its employees. This responsibility includes the promotion and protection of physical and mental health, occupational safety and accident prevention, prevention and the promotion of personal responsibility in all areas of the company.

The digital health and safety management system introduced in the Group in 2022 was successfully continued, enabling Energie Steiermark to provide safe and healthy workplaces, to prevent work-related injuries and illnesses, and to continuously and sustainably improve the safety performance and the mental and physical health performance of its employees. The system includes regulations for the entire Energie Steiermark Group based on legal requirements. In particular, activities with potential hazards and employee protection measures are recorded, taking into account standards and internal company regulations.

The protective measures recommended by the prevention service and their implementation are monitored on an ongoing basis. The prevention service is largely involved in the implementation.

The digital implementation of clearly defined processes and standardised internal procedures enables the rapid implementation of legal and internal requirements. Internal audits, regular inspections and evaluation by top management serve as a control system and performance evaluation with regard to the up-to-dateness, effectiveness, appropriateness and further development of this tool.

IN-HOUSE HEALTH CARE

In-house preventative health care goes far beyond the measures required by law and thus sensitises employees to greater health awareness through targeted preventative measures. Supported by occupational physicians, occupational psychologists and safety specialists, there are numerous points of contact regularly available for employees.

In order to prevent and reduce the number of accidents at work, compliance with all legal and internal requirements is constantly monitored and, if necessary, adjusted accordingly. Any occupational accidents are recorded centrally, documented fully using accident reports and accident debriefs, analysed and subsequently evaluated. This has resulted in measures to prevent hazards and accidents, such as additional instructions, training or courses in person, but also virtually via e-learning modules, throughout the entire Group.

WORK-RELATED INJURIES AND ILLNESSES

	2020		2021		2022		2023	
	Number	Rate*	Number	Rate*	Number	Rate (1,000,000 hours)	Number	Rate (1,000,000 hours)
Fatalities as a result of work-related injuries or illnesses	0		0		0		0	
thereof employees	0		0		0		0	
thereof freelancers	0		0		0		0	
Work-related injuries with serious consequences	36		28				22	
thereof employees	16	1	12	1	20	6.77	18	5.81
thereof freelancers	20	3	16	4	8	9.51	4	5.38
Documentable work-related injuries	10		54				15	
thereof employees	2	0	4	0	5	1.69	7	2.26
thereof freelancers	8	1	50	11	16	19.03	8	10.76
Number of hours worked	4,278,404		3,772,532		3,792,963		3,844,473	
thereof employees	3,125,040		2,876,266		2,952,046		3,100,680	
thereof freelancers	1,153,364		896,266		840,917		743,793	

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

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

ACCIDENT FREQUENCY

	2020	2021	2022	2023
	Rate*	Rate*	Rate*	Rate*
Lost Time Injury Rate (LTIR 200,000 hours)				
thereof employees	1	1	1.35	1.16
thereof freelancers	3	4	1.9	1.08
Total Recordable Injury Rate (TRIR 200,000 hours)				
thereof employees	1	1	1.69	1.61
thereof freelancers	5	15	5.71	3.23
Lost Time Injury Rate (LTIR 1,000,000 hours)				
thereof employees	5	4	6.77	5.81
thereof freelancers	17	18	9.51	5.38
Total Recordable Injury Rate (TRIR 1,000,000 hours)				
thereof employees	6	6	8.47	8.06
thereof freelancers	24	74	28.54	16.13

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

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

Dialogue and social commitment



05

COMMITMENT

5. TOGETHER WITH SOCIETY

As one of the leading companies in Styria, Energie Steiermark focuses on responsibility towards a large number of stakeholders – including employees, customers, business partners, representatives of authorities, NGOs and the capital market – and maintain dialogue with all of these stakeholder groups.

The energy company sees itself as a regional supporter of sustainable, social and community projects. After all, education, social integration and cultural commitment form the very basis for the sustainability of a society, in addition to having a sound economic and environmentally minded base.

SELECTED SUSTAINABILITY GOALS IN THE AREA OF SOCIETY

- **Continuation of the work to train advisors** to combat energy poverty
- **increased commitment** with social institutions
- **Promotion** of green events



Energie Steiermark maintains a close and continuous dialogue with various interest groups. It is committed to transparency in its communications and focuses on social commitment, particularly in the fight against energy poverty, where the company can make a significant contribution. It is for this reason that Energie Steiermark has defined clear and measurable goals as part of its sustainability strategy.

5.1 ACTIVELY INVOLVING OUR STAKEHOLDERS

Sustainability is an ongoing process that responds to new challenges within the company as well as to changing economic and social conditions, which is why it is essential for Energie Steiermark to continuously improve its communication and to regularly exchange information with all relevant stakeholder groups (as named in the Code of Conduct and Ethics, among others). The focus is on providing information, promoting the exchange of opinions, receiving suggestions and maintaining contact.

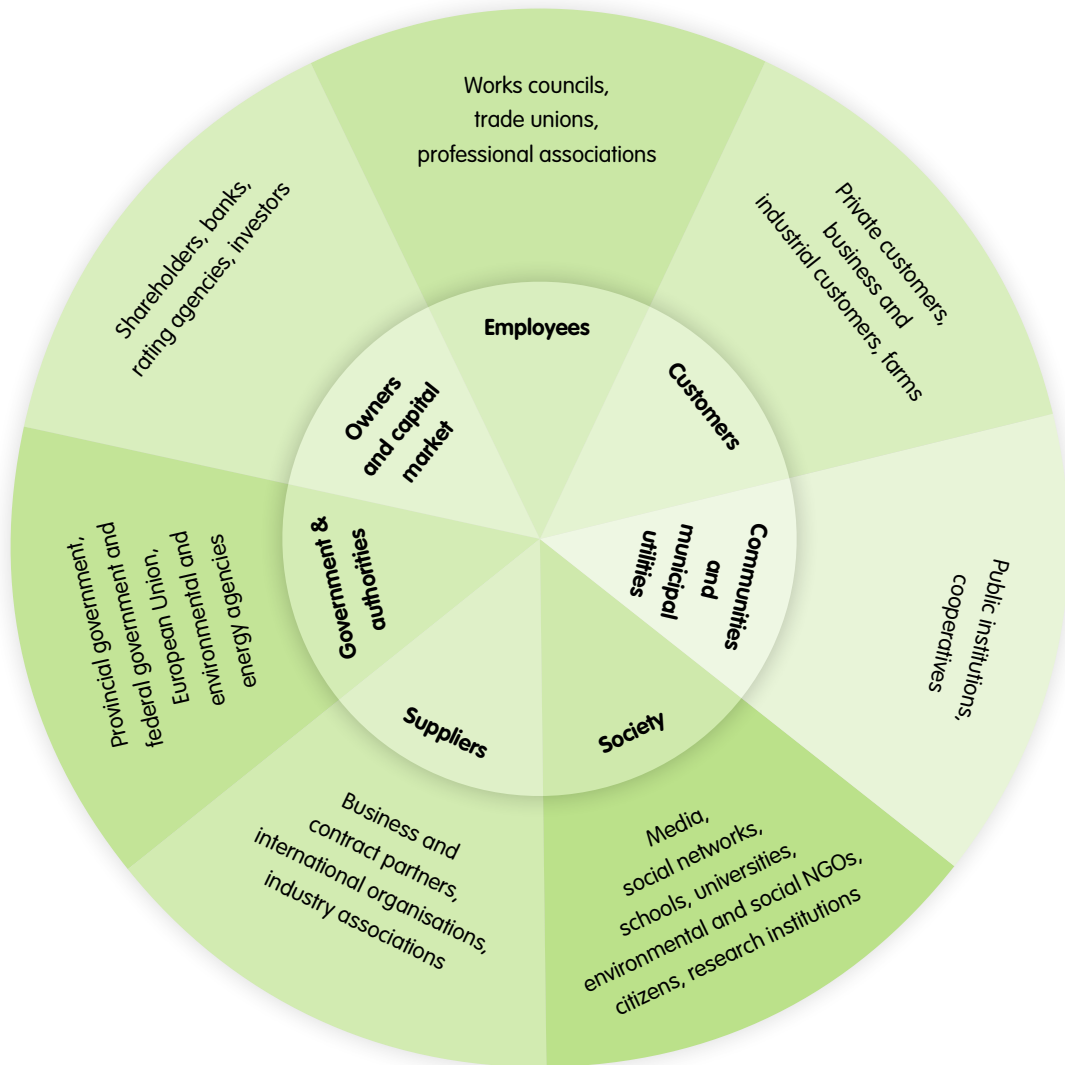
To live up to this claim, Energie Steiermark employs a variety of dialogue formats, including the Sustainability Advisory Board, the Energie Steiermark Customer Dialogue and business talks. The company also uses public media and social media platforms.

Employees have a key role to play in the active implementation of sustainability in the company, which is why particular emphasis is placed on providing information about sustainability as part of an internal communication strategy, educating people and promoting awareness of sustainability throughout the company.

There is also a focus on partnerships with schools, universities and other educational institutions to raise awareness of the environment, climate and natural resources at an early age and to stimulate interest in technical and scientific topics.

It is also important to Energie Steiermark to ensure transparent communication in construction projects. When hydropower plants, wind farms and photovoltaic systems are built, it is essential to first enter into dialogue with NGOs, local residents and the general public. This enables open questions to be clarified, and any potential concerns and complaints can be dispelled in good time.

STAKEHOLDERS OF ENERGIE STEIERMARK



ENERGIE STEIERMARK SUSTAINABILITY ADVISORY BOARD

The Sustainability Advisory Board, which was founded in 2015, is now a permanent institution at Energie Steiermark. External experts and knowledge carriers meet twice a year to compare and evaluate the energy company's sustainability targets and support their implementation.

The top-class advisory board includes politicians from all political parties represented in the provincial parliament, representatives of Austrian environmental and social NGOs, and independent experts.

MEMBERS OF THE SUSTAINABILITY ADVISORY BOARD

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

ENERGIE STEIERMARK PARTICIPANTS

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



Date	Topic
Sustainability Advisory Board on 24 May 2022	Topic: Sustainability report 20/21
Sustainability Advisory Board on 03 May 2023	Energy transition needs a high-calibre grid
Sustainability Advisory Board on 09 November 2023	Topic Presentation of the double materiality matrix and the challenges of the ESRS reporting structure
Sustainability Advisory Board on 04 June 2024	Topic: Sustainability report 22/23



INTERNAL COMMUNICATION WITH EMPLOYEES

Sustainability can only be established in a company if the employees are also informed about the sustainability strategy and share the company's interest in implementing the required measures. This is why Energie Steiermark provides all the necessary information on this topic as part of an internal communication strategy.

For example, various sustainability terms and topics are explained on the intranet – including the Sustainable Development Goals (SDGs), the fight against energy poverty and green financing options. This information serves to deepen the understanding of sustainability and raise awareness among employees for the importance of these issues.

Events and seminars on the topic of sustainability and innovation are also offered and new employees given an insight into the topic of sustainability at Energie Steiermark on Welcome Day. Energie Steiermark also introduces employees who implement sustainable agendas at the company, such as waste management, the Code of Conduct or complaints management. This gives you an insight into specific initiatives and can inspire you to become active yourself.

On the initiative of the e-women's network, there were panel discussions for interested employees in 2022 on the topic of "F.I.T - Women in Technology" which addressed the following questions: "What framework conditions are needed to ensure that women in technology have adequate opportunities and development potential?" and 2023 on the topic of "AI and equal opportunities" - how is artificial intelligence changing the world of work? Spotlight on equal opportunities.

There was a return to the "Thinking outside the box" series of events, in which personalities from various industries give employees an insight into motivation, innovation, crises and commitment. Colleagues including Christian Ilzer, Reinhard Gussmagg and Anna Kiesenhofer talked about their experiences. The E-Dialog forum – a virtual information event on corporate strategy and important innovations, followed by an anonymous Q&A session with the Management Board – also takes place twice a year. The "Talk in Green" podcast series has been launched to further promote the transfer of knowledge within the Group. Sustainable topics such as grid expansion, health diagnostics, photovoltaics, IT security, etc. are addressed and discussed with internal and external experts. The podcast is published on the intranet.



Overall, Energie Steiermark's internal communication strategy plays a central role in firmly anchoring sustainability in the corporate culture and making employees active shapers of a sustainable future.



SHOW RESPONSIBILITY

Energie Steiermark has been a partner of the "Show responsibility" network since 2013. This network connects companies, institutions and organisations that are committed to sustainability within their sphere of influence and help to ensure that the link between businesses and communities remains intact. During the summer, teams of employees carry out small projects in the course of engagement days, which enrich the everyday life of non-profit organisations.

This saw Energie Steiermark support the SOS Children's Village in Stübing in 2023, where the green outdoor area was spruced up and bark mulch was replaced in the playgrounds. At the Mosaik day care centre, the team trimmed hedges and bushes and planted new shrubs. At the St. Peter refugee centre, Energie Steiermark employees worked together with refugees to paint the corridor of the residential quarters and the staircase. During the Advent season, employees can register and help out with one of three selected charitable projects as part of the "Show responsibility Advent calendar". Our employees baked cookies with the clients of the Odilien Institute, dressed up as Santa Clauses and presented Santa Claus bags to the children and the St. Christoph family home of Caritas at an Advent party, and accompanied the people with

disabilities from LebensGroß to the costume shop in Graz, where they were able to try on costumes and slip into other roles. 50 percent of the time spent volunteering counts as working time, another way in which Energie Steiermark supports the social commitment of its employees.



LONG DAY OF ENERGY

The first “Long Day of Energy” was held in June 2023 by the Province of Styria. Interested parties were able to visit selected energy-related settings throughout Styria, the aim being to make the complex topic of energy tangible and visible. Energie Steiermark was represented with six projects on this day. The wind farm on the Sommeralm could be visited, and there were tours of the Mur power plant in Graz, the Gabersdorf hydrogen production plant and the Bärnbach and Neudau photovoltaic parks. Around 200 visitors took advantage of the offers from Energie Steiermark.



Energie Steiermark promotes a regular exchange of ideas and experiences through its membership in various initiatives.

ELECTRICITY AND GAS
LOBBYISTS

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

SUSTAINABILITY-RELATED
MEMBERSHIPS

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

SUSTAINABILITY-RELATED MEMBERSHIPS

Photovoltaic Austria Federal Association
Association of Alternative Telecom Network Operators (VAT)
HTL Plus Building Technology Association
Styrian Service Cluster Association
Austrian Association of Energy Service Providers (DECA)

NEW MEMBERSHIPS SINCE THE LAST SUSTAINABILITY REPORT 2021

DIO Data Intelligence Offensive
VIET Association for Industrial Energy Technology Leoben
Vienna Strategy Forum
zlö Future Apprenticeship Austria

5.2 SPONSORSHIP AND SOCIAL COMMITMENT



The e-business is an important economic factor – but the industry also assumes social responsibility.

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

SOCIAL PROJECTS

Disability Confidence Day
A spark of warmth
Hospice Association Styria
Inner Wheel
Youth at work
Cancer Aid Styria
Odilien Institut
Austrian Water Rescue
Rainbows
Ronald McDonald Children's Aid House Graz
SOS Children's Village
Styrians help Styrians
Team Butterfly (Caritas)
Ukrainian Christmas sounds
Show responsibility
Association of Social Projects in Styria
Star Children Association
Volkshilfe Styria

REGIONAL AND SOCIAL PROJECTS

Der Weinberg rockt (The vineyard rocks)
Energy Globe Award
Energy Globe Award for sustainability
Forum for environmental protection and sustainability
Graz Winter World
Wood construction prize
Hop and grape harvest festival in Leutschach
Long Day of Energy
Market festival in Turnau
Central European Biomass Conference
Daffodil Festival/Sustainability Partner
Natural Worlds Styria
Stars of Styria
Styrian Reading Day
Young Epcon Award
Civil Defense Association

ART AND CULTURAL SPONSORSHIP

Aussee Kammerhof Museum
St. Gallen Festival
Finecrime Festival Graz
Guitar Art Seckau
Joanneum Universal Museum – CoSa
Chamber Music Festival
Children's and Youth Stage Graz
Styrian Music Society
Neuberger Cultural Days
Opera Carousel
Philharmonic sounds
Playing Fields Cultural Days
Spring Festival
Steiermarkschau – Province Exhibition
Styrian Abbey and Castle Concerts
Styriarte

Double Ultra Triathlon
DSV Leoben
E-business marathon
EC Graz Huskies
Erzberg Adventure Days
FIS Snowboard Big Air Kreischberg
Footvolleyball
GAK Football Ladies and Men
Graz99ers Ice Hockey
Grazer Bewegungsverein – Healthy through exercise
Graz Inclusion Run
Half Marathon Graz
JSV Mariatrost
Junior Cycling Team Graz
Koralpen Run
Regional Swimming Association
NAZ Eisenerz
Nordic Combined in Ramsau
Panther Parahockey Blub
Racketlon World Championship
Wheelchair Basketball Flinkstones Graz
Schöckl Hero
SK Sturm Football Women and Men
Ski Flying Kulm
Styrian Handball Association
Styrian National Judo Association
Styrian Cycling Federation
Styrian Ski Association
Styrian Tennis Association
Styrian Bears
TSV Hartberg
Union Graz gymnastics

"GREEN HEART": INFORMATION CAMPAIGN ON PREVENTING VIOLENCE

The launch of the project to prevent violence in collaboration with the Province of Styria was made possible by an internal ideas contest held by Energie Steiermark. It was during this contest that an employee submitted the "Green Heart" project, which aims to provide discreet, low-threshold and direct information on violence prevention – so that those affected can get the right help and protection quickly and anonymously.

Energie Steiermark and the Social Department of the Province of Styria worked together to produce an information sheet containing an overview of the most important support and advice centres. The regional energy company utilises all available communication channels to disseminate information. The folder is also available in all Energie Steiermark customer centres and is also distributed within the province's institutions.

Contributing to the prevention of violence is a major concern for both project partners, because "protecting against violence concerns us all".

AID FOR UKRAINE

The war in the Ukraine is a cause for concern – which makes it all the more important for Energie Steiermark to help. An initiative for the reconstruction of the Ukrainian electricity infrastructure was launched as part of a cooperation with the Ministry of Climate Action, the Association of Austrian Electricity Companies and companies from the Austrian energy industry. Energie Steiermark provided eight used transformers for this purpose in June 2022. This donation, valued at over EUR 17,000, will enable the electricity supply to be secured for approximately 2,000 Ukrainian households.

At the same time, as a company with social responsibility, it is important to Energie Steiermark to also help the refugees from Ukraine,

which is why a subsidiary of Energie Steiermark in Slovakia supported the construction and operation of emergency refugee shelters with infrastructure and financial resources. Where necessary, Energie Steiermark provides the heat required for heating free of charge. The company also offered to provide support for bus transportation from the Ukrainian-Slovakian border to the interior of the country.

What Energie Steiermark also does is that it supports the numerous private initiatives of all employees in Styria, Slovakia and Germany. For refugees with IT skills and their families, the energy company in Graz offers jobs, accommodation, German courses and appropriate psychological support. Accommodation is provided for refugees where needed.

5.3 COMBATING ENERGY POVERTY



A reliable energy supply is an essential foundation of any modern economy. This made the winters of recent years, which were characterised by energy shortages and price rises, all the more difficult.

In December 2022, the Association of Austrian Electricity Companies announced a voluntary package of measures by the electricity industry to curb the sharp rise in electricity prices for socially disadvantaged consumers, which Energie Steiermark supported. The company agreed to a voluntary scheme to refrain from cutting off the electricity to persons experiencing social hardship from December 2021 to March 2022. The amount spent on combating energy poverty was also increased by 20 percent.

In the periods from December 2022 to January 2023 and from December 2023 to March 2024, the members of the Association of Austrian Electricity Companies also agreed to suspend cutting off electricity to household customers experiencing payment difficulties. The industry also announced further measures to help Austrians get through the winter well - e.g. with further concrete financial support offers with instalment payment agreements, energy advice to reduce their own consumption and tips for replacing appliances. Energie Steiermark was able to help here in particular with its advisory services.

Not only does Energie Steiermark provide support as part of its joint activities with the Association of Austrian Electricity Companies, but it also has its own projects to combat energy poverty. In cooperation with Caritas Styria, Energie Steiermark has set up an annual fund of EUR 100,000, called the Energy and Sustainability fund, to provide for direct assistance and advisory services. A supplementary agreement was also concluded in 2022, according to which Energie Steiermark supported Caritas with EUR 56,000 in worker subsidies.

The fear of being without electricity or heating is great for many people. This makes consultations and the possible solutions and perspectives developed together with those affected all the more important. Caritas has needed significantly more time for this since 2022 – an indication of how urgently this support is needed. Whereas previously around 40 percent of consultations could be completed after two to three appointments, the Caritas advice centre now has to offer significantly more appointments in order to find a viable solution.

In 2022, Caritas was able to support a total of 268 households with 629 people and 210 underage children through the Energy and Sustainability fund. The amount paid out is EUR 85,100. The EUR 100,000 pot has been invested in full.

Moreover, Energie Steiermark offers a social bonus to customers facing social hardship. This is granted in the form of 90 free energy days as a credit on the annual bill, but will only be granted in small quantities as a separate social tariff was set up in 2022, which is specifically intended for customers with social needs. This has now been granted over 1,330 times.

Objective and essential measures	Actual value 2023	Target value	Target year
			
Security of supply			
Increase security of supply, reduce network losses			
ASIDI value (excl. REE)	36.34 min	20.0 min	2030
Increase medium-voltage coverage	57.80%	75.0%	2030
Increase low-voltage coverage	81.40%	90.0%	2030
Ensure qualified succession of skilled workers			
Accepted technical apprentices (total)	31 p.a.	25 p.a.	2020-2030
Increase connection capacities for RE feed-in	989.2 MW	+ 2,800 MW	2030
Security of supply on the part of the generation: see sustainable energy generation			
			
Regional responsibility as an investor, employer and customer			
Anchor green financing instruments			
Develop a green finance framework for Energie Steiermark	in preparation	Implementation	2022
Implement ESG rating as basis for ESG-linked financing	Annual implementation GRESB 2022/23		2025
Regional procurement			
Proportion of orders in Austria acc. to procurement volume	90.55%	> 90%	2025
Number of events certified as green events	10%	40%	2025
Health-related incidents at technical facilities			
Deaths of citizens in connection with EN plants	0	0 p.a.	2025
Incidents involving personal injury to citizens in connection with EN plants (including fatalities)	0	0 p.a.	2025
As employer: see employer			
			
Smart grids and decentralised energy production			
Increase decentralised feed-in and local consumption			
Smart meter roll out	76%	100%	2025
Continue the Feldblatt, Clue, FlyGrid, BlockChainGrid projects	n.a.		ongoing
Heat pumps and photovoltaics as a sustainable energy supply solution			
Number of contracts signed for heat pump systems (E1 / KD)	182 / 29	250 / 50	2025
kWp PV – end customer market (E1)	8,500 kWp	50,000 kWp	2030
kWp PV – partner model (E1)	terminated	28,000 kWp	2030
kWh end customer market storage (E1)	4,300 kWh	10,000 kWh	2030
kWp Sun Complete (KD)	1,996 kWp	5,500 kWp	2030
kWp Sun Complete Business (KD)	4,850 kWp	19,800 kWp	2030

Objective and essential measures	Actual value 2023	Target value	Target year
 Research and innovation			
Realise projects renewable gasfield and move2zero - produce green hydrogen	150 t/a	302 t/a	2023
Replace problematic operating resources and materials			
Continue existing projects (use of ester oil, alternative mast coating, Blue Air)	in implementation, successful use of SF6-free systems at several locations and ester-filled transformers at several locations		ongoing
Establish sustainability in innovation management / Next Incubator			
Develop IN.NX as an innovationHUB for sustainability	completed		2021
Climate neutrality IN.NX as part of pilot project KLIMA METRIX	completed		2022
 Responsibility in the supply chain			
Occupational health and safety of the supply chain			
Anchoring H&S KPIs in supplier evaluation			
LTIFR for A-suppliers in the construction and service industries (from >EUR 1 million p.a.)	5.38	5.0	2030
TRIFR for A-suppliers in the construction and service industries (from >EUR 1 million p.a.)	16.13	6.0	2030
Focus on sustainably produced materials/services			
Article number of sustainable e-give-away products	28.5%	35%	2025
Green procurement roadmap	in preparation	completed	2025
 Compliance and anti-corruption			
Further development of the Group-wide compliance management system			
Percentage of persons having successfully completed the anti-corruption e-learning programme*	100%	100 % p.a.	2020-2030
Number of confirmed incidents of corruption (GRI 205-3)	0	0 p.a.	2020-2030
Percentage of persons having successfully completed the antitrust law e-learning programme**	97.2%	100 % p.a.	2020-2030
Legal proceedings due to anti-competitive behaviour and violations of antitrust and monopoly laws (GRI 206-1)	0	0 p.a.	2020-2030
* Newly appointed managers and employees of Energie Steiermark AG and its domestic subsidiaries ** Managers and nominated employees of Energie Steiermark AG and its domestic subsidiaries			
Number of administrative offences within the meaning of section 159 GWG or section 99 ElWOG	0	0 p.a.	ongoing

CUSTOMERS

Objective and essential measures	Actual value 2023	Target value	Target year
 Customer orientation			
Energy provider with the best customer experience across Austria			
Touchpoint Net Promoter Score (TNPS)	12.75	45	2025
Product NPS (PNPS)	Goal to evaluate	35	2025
Customer Satisfaction Score (CSAT)	2.32	1.5	2025
Customer Effort Score (CES)	2.16	1.5	2025
Relationship NPS (RNPS) at Group level	28.69	25	2025

Information and data security

Continuous information security improvement			
ISO 27001 recertification	Recertification undertaken		2022
NIS test	positively carried out		2022
Share of employees who have successfully completed the e-learning module	96%	> 90%	annual
Percentage of persons having successfully completed the anti-corruption e-learning programme*	99.2%	100 % p.a.	2020-2030
Privacy violation needing to be reported to the DPA	0	0 p.a.	2020-2030

* Managers and employees of Energie Steiermark AG and its domestic subsidiaries

ENVIRONMENT AND CLIMATE PROTECTION

Objective and essential measures	Actual value 2023	Target value	Target year
 Sustainable energy production			
High efficiency heat			
Share of RE and waste heat in heat generation in the Greater Graz area	28%	50%	2027
Share of RE, waste heat and CHP in heat generation in the regions	80%	90%	2030
Increase in electricity generation from renewables			
Generation from wind power	108 GWh	660 GWh	2030
Generation from PV	27 GWh	330 GWh	2030
Generation from water	146 GWh	230 GWh	2030
Replace existing oil plants			
Contract concluded for contracting plants (as of 2021)	7	25	2025
Green hydrogen: see Research and innovation			

Objective and essential measures	Actual value 2023	Target value	Target year
 Energy efficiency			
Cumulative energy savings (2015-2020)*	achieved and completed	295 GWh	2020
Implement energy efficiency networks	66,080 kWh		2021
Reliance on new energy efficiency law (EEffG): Expand energy audits at customer sites and continue or expand internal Group audits, expand SME consulting services	57,111 kWh		2021
* Update for 2020-2025 period will occur as soon as EEffG is redefined			
Cumulative CO ₂ savings (2015-2020)*	achieved and completed	30,000 to	2020
Supply regional green electricity "UZ 46" through E-Stmk Natur GmbH	183.95 GWh	100 GWh	2025
Consultations on measures to reduce the use of resources (on behalf of KD)	7	10	2020-2030
Increase the efficiency of the preheating systems GDRA (gas pressure regulator)			
Reduce gas consumption for preheating	10.13 GWh	-20%	2030
Increase energy efficiency at operating sites			
Number of sites for which an energy concept is defined and implemented	2 implemented, 2 in implementation, 1 in development	5	2025
Energy savings per site in MWh (with concept above)	Ø19%	-20%	2025
 Environmentally friendly mobility			
Modular mobility platforms for sustainable and efficient solutions			
Total new fleet customers from 2021	n.a.	64	2025
Total vehicles saved from 2021	n.a.	160	2025
Number of car-sharing vehicles	950	150	2023
Number of residential projects with IMS solution	10	15	2023
Greening employee mobility			
Cycle friendly employer certification	Gold	Gold	2021
Employee bicycles HVW (actual/potential)	55%	> 50%	2021
E-JobRad model for employees	65	100	2021
Bike checks for employees HVW (+GRS)	165	150	2021
GRS employee mobility pilot project – vehicle km saved	48,600 km	100,000 km	2021
Flexible workplaces (Tele/Dec. WS) – individual agreements concluded	1,506	1,650	2025
Flexible workstations (tele/decentr. WS) – Proportion of teleworking (applies to employees with agreement)	38%	40%	2025
Continue Jobticket – employees with Jobticket (Styria)	239	≥ 380	2025
Greening Group fleet**			
Number of electric vehicles (without hybrid)	130	100	2025
Number of hydrogen vehicles	1	5	2025
Reduce annual fuel consumption (gasoline + diesel) compared to 2019	1,022,391.89	-82,500 l	2025
100% electrification of car fleet	16%	implemented	2030
**Without vehicles for customer loyalty measures (formerly Next)			
Controlled charging of electric vehicles (demand side management)			
Launch DMS product		done	2023
Connected charging points (product ramp-up)	100	500	2025
Number of controlled charging processes p.a.	30,000	200,000	2025

Objective and essential measures	Actual value 2023	Target value	Target year
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Air emissions

Reduce methane emissions during operation and maintenance of gas pipelines	In future, the monitoring of methane emissions will be regulated by the EU Methane Emissions Regulation.		
Energie Steiermark climate neutral by 2040			2040
Prepare roadmap / E-Stmk climate strategy	Climate Roadmap 2040 2022 published	continuously evaluated and expanded if necessary	2022



Conservation & diversity

Create flowering strips with higher biodiversity at PV plants	54.46 ha	10 ha	2030
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EMPLOYEES

Objective and essential measures	Actual value 2023	Target value	Target year
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Job satisfaction and development opportunities

Increase employer attractiveness			
Placement trend	1st place	Top 3 Styria	annual
Kununu recommendation	1st place 95%	Top 3 AUT / industry ≥ 90%	annual annual
Increase the proportion of women in management positions	16%	25%	2025
Satisfaction according to employee survey	1.77	≤ 1.92	2025
Maintain the age structure	40.3	≤ 43 years	2025



Work safety & health protection

Increase work safety			
Improve LTIFR value	5.81	≤ 5.0	2025
Improve TRIFR value	8.06	≤ 6.0	2025
Maintain / improve employee health – mental resilience index	1.76	≤ 1.73	2025

SPONSORSHIP AND SOCIAL COMMITMENT

Objective and essential measures	Actual value 2023	Target value	Target year
 Combating energy poverty			
Combating energy poverty			
Caritas cooperation	162,500.-	EUR 100,000 p.a.	2023
Train advisors to combat energy poverty	2 employees were trained	continue	2025
Energy advice from the ombudsman and the advisors in the customer centres	250 consultations	continue	2025

 Sponsorship and social commitment			
Improve sustainability communication			
Sustainability Advisory Board meetings	2 p.a.	2	annual
Communication concept for large construction projects (checked by independent institute)	n.a.	done	2030
Carry out and managed collaborations and sponsorships in a targeted way			
Image controlling	1	1 p.a.	2023
Code for sponsorships	completed	completed	2023
Sponsorship guideline (part of the communications policy)	completed	completed	2022
Set up a sponsorship tool	completed, will be updated due to RTR amendment	completed	2022

ESG GOVERNANCE

Objective and essential measures	Actual value 2023	Target value	Target year
ESG training for employees	implemented	implemented	2022
Reporting and monitoring			
Implement database – collect data for fully consolidated companies	annual survey	implemented	2022
Mode for ESG reporting in the Supervisory Board	annual reporting to the Sustainability Advisory Board	implemented	2022
Include ESG risks as non-financial long-term risks	implemented	implemented	2021

GRI 2

GENERAL DISCLOSURES

2021

Indicator	Contents	Reference/comments/reasons for omission
The organisation and its reporting practices		
2-1	Organisational details	p. 9-11
2-2	Entities included in the organisation's sustainability reporting	p. 6, the subject of the report is Energie Steiermark AG, including all fully consolidated domestic subsidiaries. Minority interests are not included. There were no mergers, acquisitions or disposals in the reporting period. No distinction between the group and its subsidiaries in terms of material topics.
2-3	Reporting period, frequency and contact point	p. 6, Imprint, Contact person: Kerstin Huber, MA
2-4	Restatements of information	p. 6, there were no changes to the last sustainability report
2-5	External assurance	p. 139
Activities and workers		
2-6	Activities, value chain and other business relationships	p. 9-14, 24-25
2-7	Salaried employees	p. 83 No employees with non-guaranteed working hours (only guaranteed working time models)
2-8	Workers who are not employees	No temporary staff (temps, freelancers, etc.)
Governance		
2-9	Governance structure and composition	Corporate Governance Report 2023 Omission: Information on underrepresented groups on the supervisory board not available/incomplete. Data collection in the course of the upcoming CSRD reporting
2-10	Nomination and selection of the highest governance body	Corporate Governance Report 2023
2-11	Chair of the highest governance body	Corporate Governance Report 2023
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Governance Report 2023
2-13	Delegation of responsibility for managing impacts	p. 16-17, Corporate Governance Report 2023
2-14	Role of the highest governance body in sustainability reporting	p. 16-17, Corporate Governance Report 2023
2-15	Conflicts of interest	p. 27, Corporate Governance Report 2023
2-16	Communication of critical concerns	Zero disclosures, see Corporate Governance Report 2023, p. 7
2-17	Collective knowledge of the highest governance body	see Corporate Governance Report 2023, p. 8
2-18	Evaluation of the performance of the highest governance body	p. 27, Corporate Governance Code, Rule 29, p. 8
2-19	Remuneration policies	p. 27, Governance Report 2023
2-20	Process to determine remuneration	p. 27, Governance Report 2023

GRI 2

GENERAL DISCLOSURES

2021

Indicator	Contents	Reference/comments/reasons for omission
2-21	Annual total compensation ratio	Ratio of the total annual remuneration of the highest-paid person and the middle level (median) of the total annual remuneration of all employees: 4:1 Ratio of the percentage increase in total annual remuneration for the highest-paid employee to the mean percentage increase in total annual remuneration for all employees: 0.56:1 Figures exclude severance pay, anniversary payments and vacation compensation.
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Foreword, p. 3-5
2-23	Policy commitments	p. 27-29
2-24	Embedding political commitments	p. 27-29
2-25	Processes to remediate negative effects	p. 27-29
2-26	Mechanisms for seeking advice and raising concerns	p. 27-29
2-27	Compliance with laws and regulations	no significant violations and fines in the reporting period
2-28	Membership associations	p. 115-116
Stakeholder engagement		
2-29	Approach to stakeholder engagement	p. 108-113
2-30	Collective bargaining agreements	100% of employees with collective bargaining agreements

GRI 3

MATERIAL TOPICS

2022/23

Indicator	Contents	Reference/comments/reasons for omission
3-1	Process to determine material topics	p. 20-22
3-2	List of material topics	p. 23

MANAGEMENT APPROACHES AND PERFORMANCE INDICATORS PER MATERIAL TOPIC

Indicator	Contents	Reference/comments/reasons for omission
REGIONAL RESPONSIBILITY		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 9-10, 24-25 There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 202: Market Presence 2016		
202-2	Proportion of senior management hired from the local community	100% of level 1 and 2 managers come from Austria. Level 1: Management Board Energie Steiermark AG. Level 2: (Staff) divisional management of Energie Steiermark AG and management of the fully consolidated domestic subsidiaries
GRI 203 Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	p. 14, Group Management Report 2022, 2023
RESPONSIBLE CORPORATE GOVERNANCE		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 26 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 206 Anti-Competitive Behaviour 2016		
206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	No incidents during the reporting period
COMPLIANCE AND PREVENTING CORRUPTION		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 26 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 205: Anti-Corruption 2016		
205-1	Operations assessed for risks related to corruption	p. 27-29, 36.8% were audited
205-2	Communication and training about anti-corruption policies and procedures	p. 27-29
205-3	Confirmed corruption incidents and implemented measures	No incidents during the reporting period

Indicator	Contents	Reference/comments/reasons for omission
SMART GRIDS AND DECENTRALISED ENERGY PRODUCTION		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 36 et seqq., 44 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
Industry-specific indicator: Demand-side management (DSM)		
EU7	Demand-side - management programme (DSM) for private individuals, trade/industry, institutions	p. 44 et seqq., 61, 75 et seqq.
Industry-specific indicator: System efficiency		
EU12	Transmission and distribution losses as a percentage	p. 14
SECURITY OF SUPPLY		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 34 et seqq., p. 44 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
Industry-specific indicator: Availability and reliability		
EU6	Management approach to ensure short and long-term electricity availability and reliability	p. 44 et seq., 48
RESOURCE EFFICIENCY AND WASTE		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 49, 51 There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 301: Materials 2016		
301-1	Materials used by weight or volume	p. 44 et seqq. Omission: Information not available/incomplete. Data collection in the course of the upcoming CSRD reporting
GRI 306: Waste 2020		
306-3	Waste generated	p. 49 Data is requested and evaluated annually (including code number) by the respective disposal companies commissioned for each location.
306-4	Waste diverted for disposal	p. 49 Data is requested and evaluated annually (including code number) by the respective disposal companies commissioned for each location.
306-5	Waste directed to disposal	p. 49 Data is requested and evaluated annually (including code number) by the respective disposal companies commissioned for each location.

Indicator	Contents	Reference/comments/reasons for omission
SUSTAINABLE ENERGY PRODUCTION		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 36 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 302: Energy 2016		
EU1	Generation capacity / installed output by primary energy source and regulatory area	p. 14
EU2	Final energy supplied by primary energy source and regulatory area	p. 14
EU4	Length of transmission and distribution networks (overhead lines, underground cables) by regulatory area	p. 14
ENERGY EFFICIENCY		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 36 et seqq., p. 49, p. 61 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 302: Energy 2016		
302-1	Energy consumption within the organisation	p. 51, Group Management Report 2022, 2023
302-2	Energy consumption outside of the organisation	p. 51, Group Management Report 2022, 2023
302-3	Energy intensity	Omission: Information not available/incomplete. No specific energy intensity quotient is calculated
302-4	Reduction of energy consumption	p. 63, p. 69 et seqq.
ADJUSTMENT TO CLIMATE CHANGE		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 34 et seqq., p. 44 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
Industry-specific indicator: Availability and reliability		
EU6	Management approach to ensure short and long-term electricity availability and reliability	p. 44 et seq, 48
GRI 201: Economic Performance 2016		
201-2	Financial implications and other risks and opportunities due to climate change	Omission: Information not available/incomplete. Data collection in the course of the upcoming CSRD reporting

Indicator	Contents	Reference/comments/reasons for omission
WATER		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 34 et seq., p. 49 There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area. Omission: Information not available/incomplete: No targets or programmes of measures for water use. Stakeholder involvement takes place as part of the official approval process.
GRI 303: Water and Effluents 2018		p. 24 et seqq.
303-3	Water withdrawal	p. 49 Omission: not applicable: No water is taken from water-stressed areas.
303-4	Water discharge	p. 49 Omission: not applicable: There are no substances of concern in the wastewater Omission: not applicable: No water is diverted into water-stressed areas.
303-5	Water consumption	p. 49 Omission: Information not available/incomplete. Data collection in the course of the upcoming CSRD reporting
CONSERVATION & DIVERSITY		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 34 et seq., p. 53 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area. Stakeholder involvement takes place as part of the official approval process.
GRI 304: Biodiversity 2016		
304-2	Significant impacts of activities, products and services on biodiversity	p. 53 et seqq.
AIR EMISSIONS		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 34 et seq., p. 49 et seq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.

Indicator	Contents	Reference/comments/reasons for omission
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	p. 50 All relevant greenhouse gases are taken into account. No base year was used. Source of the emission factors: the emission factors are stored in the ESG Cockpit of Energie Steiermark and originate from a cooperation between the Federal Environment Agency and Akaryon. The calculation was made for fully consolidated companies in Austria. Standards and methodology remain the same, separate reporting of market and location-based. Ad. biogenic CO ₂ emissions (Scope 1+3): In-house production of electricity, in-house production of heat and purchased heat contain CO ₂ emissions from biomass.
305-2	Energy indirect (Scope 2) GHG emissions	
305-3	Other indirect (Scope 3) GHG emissions	
305-4	GHG emissions intensity	Omission: Information not available/incomplete. Publication planned as part of the upcoming CSRD reporting
305-5	Reduction of GHG emissions	Omission: Information not available/incomplete. Data collection in the course of the upcoming CSRD reporting
305-6	Emissions of ozone-depleting substances (ODS)	p. 50, 155
305-7	Nitrogen oxides (NOX), sulphur oxides (SOX), and other significant air emissions	p. 49 Omission for PM10 (particulate matter): Information not available/incomplete No emission, only immission measurements
RESPONSIBILITY IN THE SUPPLY CHAIN		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 24-25 There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 204 Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	p. 25
GRI 308: Supplier Environmental Assessment 2016		
308-1	308-1 New suppliers that were screened using environmental criteria	Omission: Information not available/incomplete. Data collection in the course of the upcoming CSRD reporting
308-2	308-2 Negative environmental impacts in the supply chain and actions taken	Omission: Information not available/incomplete. Data collection in the course of the upcoming CSRD reporting
GRI 414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	Omission: Information not available/incomplete. Data collection in the course of the upcoming CSRD reporting
414-2	Negative social impacts in the supply chain and actions taken	Omission: Information not available/incomplete. Data collection in the course of the upcoming CSRD reporting

Indicator	Contents	Reference/comments/reasons for omission
EMPLOYEE SATISFACTION AND DEVELOPMENT OPPORTUNITIES		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 82 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	p. 86
GRI 404: Training and Education 2016		
404-1	Average number of training hours for training and further training per year and employee	p. 92
404-3	Percentage of employees receiving regular performance and career development reviews	p. 93
OCCUPATIONAL HEALTH AND SAFETY		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 82 et seqq., p. 104 There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	p. 104-105 The system was not introduced due to legal requirements or at the request of the labour inspectorate.
403-9	Work-related injuries	p. 105-106 Information about accidents can be found in the respective quarterly reports of the Energie Steiermark Group. The most common causes of work-related accidents are falls and slips (source: supervisory board report – accident report). In the ESG cockpit, those accidents are shown under "independent contractors" that fall under suppliers with an order volume of more than EUR 1 million. These are collected annually by the purchasing department as part of the supplier survey.
403-10	Work-related ill health	p. 105-106 There are no cases of work-related ill health
EQUAL TREATMENT & EQUAL OPPORTUNITIES		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 82 et seqq., 96 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	p. 101
405-2	Ratio of basic salary and remuneration of women to men	Basic salary: Share of women 97.91% Remuneration: Share of women 92.98%

Indicator	Contents	Reference/comments/reasons for omission
GRI 406: Non-discrimination		
406-1	Discrimination incidents and implemented corrective measures	No incidents during the reporting period
GRI 202: Market Presence 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Reporting date 31/12/2023 Ratio of starting salary/ collectively agreed minimum wage Women: 101.09% Men: 102.79% Technical apprentices are employed as workers and are subject to the minimum wages of the collective bargaining agreement for energy utility companies. There are significant local differences (Styria) in the minimum wage. The minimum salary is set by the collective bargaining agreement.
INFORMATION AND DATA SECURITY		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 61 et seqq., p. 74 There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2022, there was one substantiated complaint from a third party and one complaint from supervisory authorities regarding data protection. There were no incidents in 2023
SPONSORSHIP AND SOCIAL COMMITMENT		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 107 et seqq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
Company-specific indicator: Projects with a social focus		
EU28	Support for social, regional and community projects	p. 116 et seqq.
COMBATING ENERGY POVERTY		
GRI 3: Material Topics 2022/23		
3-3	Management of material topics	p. 107 et seqq., p. 120 et seq. There was no involvement in incidents with negative impacts during the reporting period. We are not aware of any incidents in this area.
Industry-specific indicator: Addition		
EU28	Frequency of power outages	p. 48
Industry-specific indicator: Addition		
EU26	Percentage of the population without electricity in the distribution area	Population in supply area supplied 100% with electricity

To
the Management Board of
Energie Steiermark AG,
Graz

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

We have conducted a limited assurance audit of the consolidated non-financial report in accordance with the GRI Standards (hereinafter referred to as the "NFI Report") for the 2022 and 2023 financial years, referred to as the Sustainability Report 2022 and 2023 of

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

ASSESSMENT

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

MANAGEMENT'S RESPONSIBILITY

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

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

AUDITOR'S RESPONSIBILITY

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

We conducted our audit in accordance with the professional standards applicable to such engagements as issued by the Chamber of Public Accountants and Tax Advisors (KFS/PG 13) and the International Standard on Assurance Engagements (ISAE 3000). We will also comply with professional obligations, including requirements for independence and to schedule and perform the order taking into account the principle of materiality, so that we can express our conclusion with limited assurance.

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

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

- Interviewing employees responsible for materiality analysis at the Group level in order to gain an understanding of the procedure for identifying key sustainability issues and the corresponding reporting limits of the Company;
- Risk assessment, including a media analysis, of relevant information on the Company's sustainability performance in the reporting period;
- The design and implementation of systems and processes to identify, process and monitor environmental, social and labour data, respect for human rights and the fight against corruption and bribery, including the consolidation of data;
- Interviewing Group-level employees who are responsible for identifying, consolidating and performing internal control procedures regarding the disclosures on concepts, risks, due diligence processes, results and performance indicators;
- Inspecting selected internal and external documents to determine whether qualitative and quantitative information is supported by sufficient evidence and presented in an accurate and balanced manner;

- Assessing the local data collection, validation and reporting practices, as well as the reliability of the reported data, by taking random samples at at least one selected location: Graz Puchgasse district heating plant;
- Analysing the data and trends in quantitative data for the GRI Standards listed in the GRI Index, which were reported by all sites for consolidation at the Group level;
- Assessing whether the requirements of the GRI Standards as amended applicable to the Company ("in accordance with" option) are consistent with the information and indicators provided in the NFI report;
- Assessing how the information is presented overall by critically reading the NFI report.

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

RESTRICTIONS ON USE

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

CONDITIONS OF CONTRACT

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

Vienna, 12 July 2024

KPMG Austria GmbH
Auditing and tax consultancy

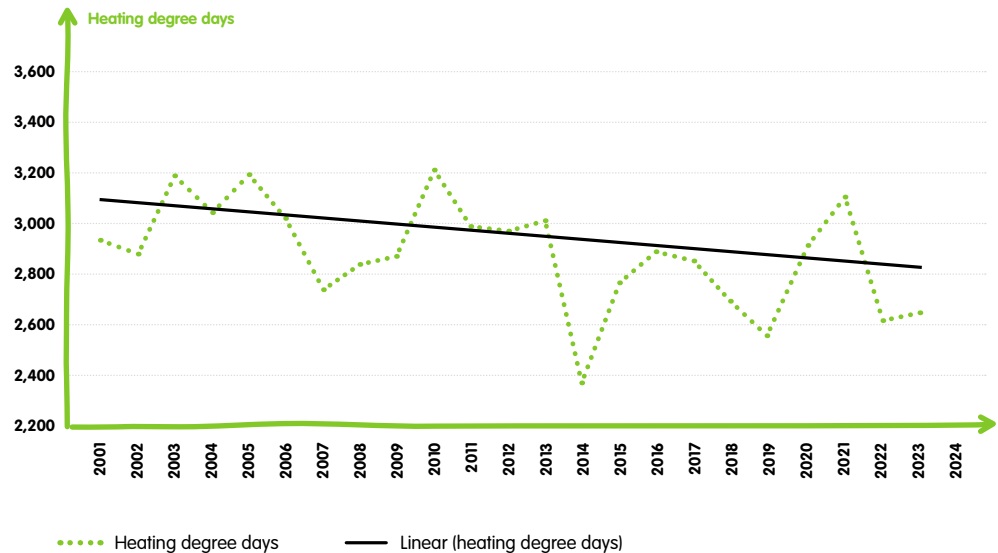


Mag. Peter Ertl
Public Auditor

HEATING DEGREE DAYS AT THE GRAZ SITE

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

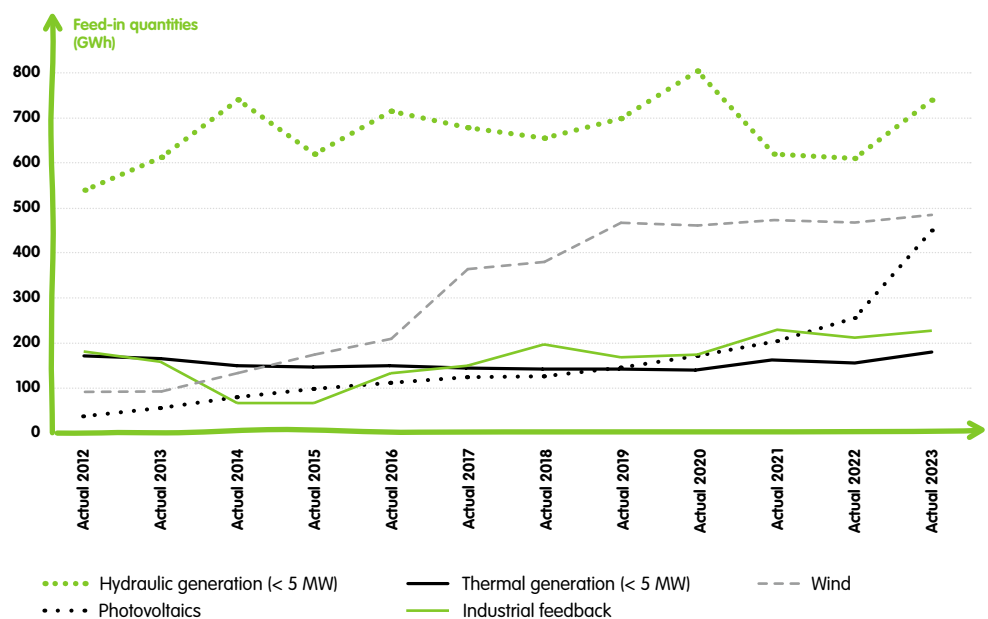
The chart below for the Puchstrasse location in Graz clearly shows how average temperatures have risen and the associated impact on heating energy required over the last 23 years.



DEVELOPMENT OF FEED-IN QUANTITIES

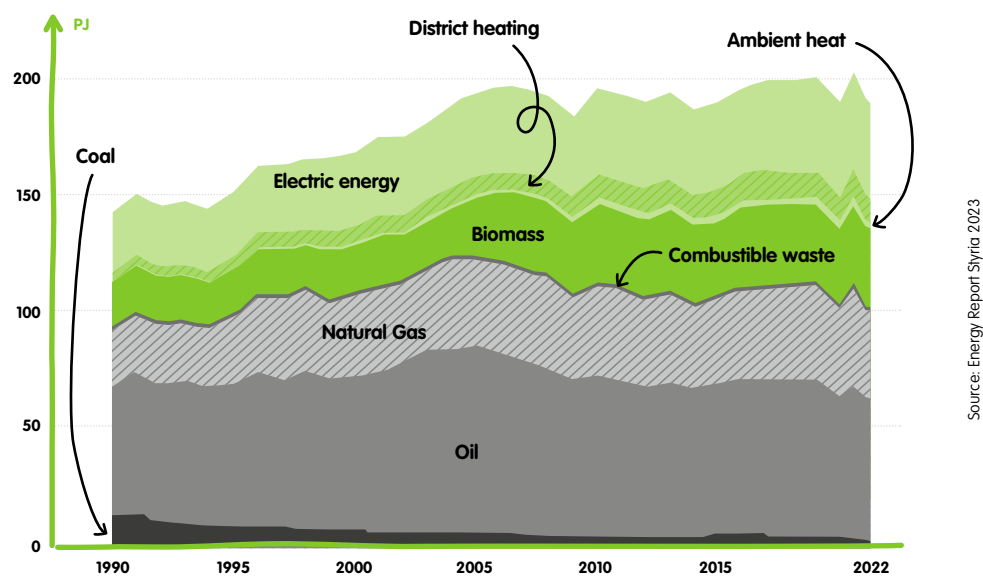
Breakdown of “Other feed-in sources”

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



END ENERGY CONSUMPTION
IN STYRIA

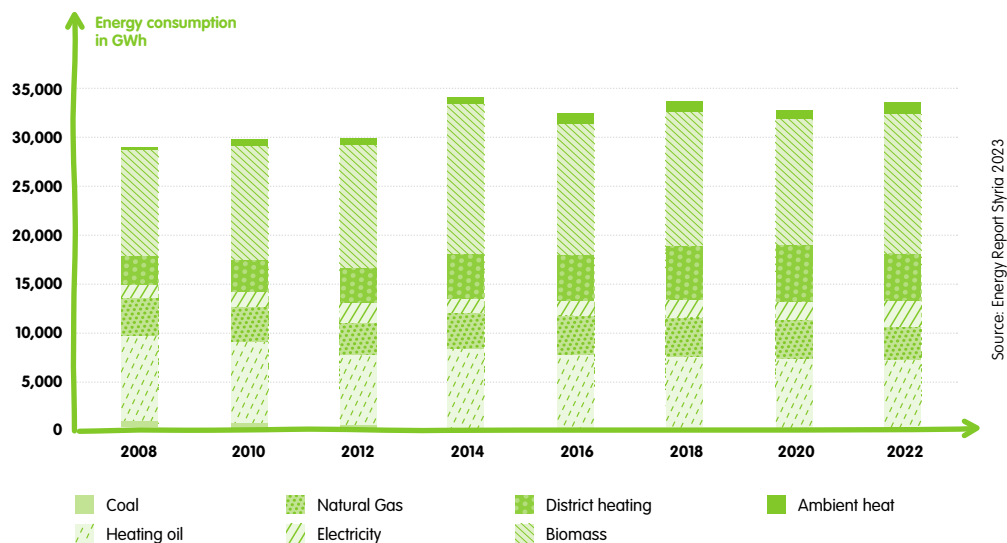
End energy consumption in Styria increased by only about one percent annually from 1990 to 2022. The energy sources electricity, biomass and natural gas have increased significantly during this period, although the latter has declined slightly in recent years.



DEVELOPMENT OF
ENERGY SOURCES

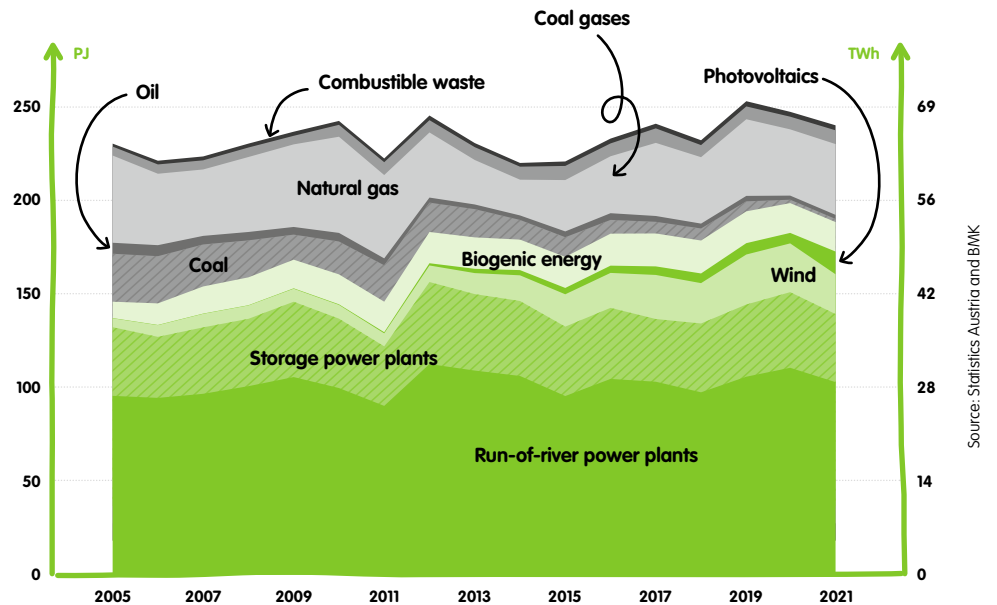
Styrian households – energy sources for indoor heating and hot water

The development of energy sources for indoor heating and hot water shows a significant decline in the use of oil heating and an increase in the use of biomass and district heating in Styrian households.



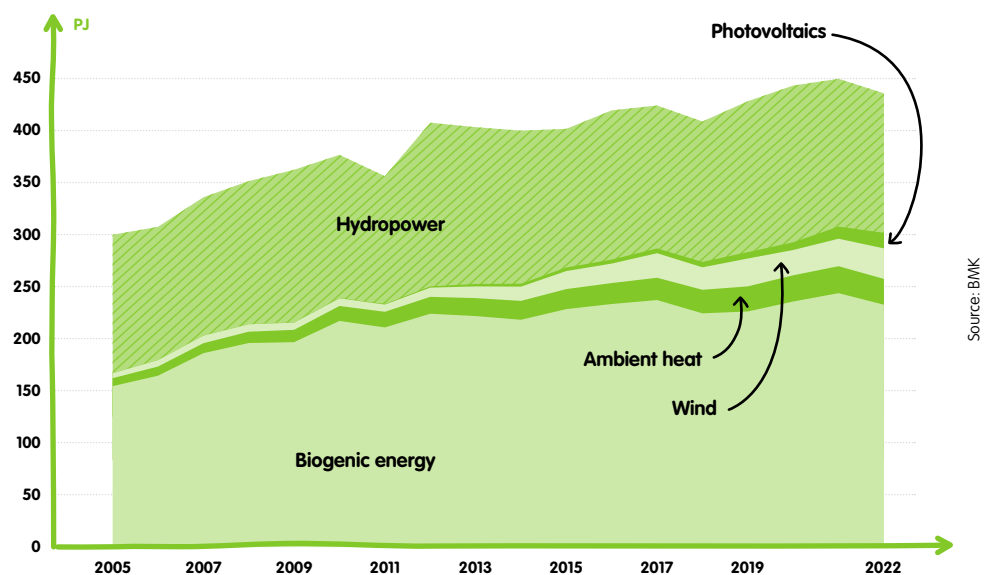
GROSS ELECTRICITY GENERATION IN AUSTRIA

The chart shows the total gross electricity generation in Austria by source. While electricity generation increased only slightly from 2005 to 2021, the share of renewable energies rose significantly and amounted to nearly 79 percent in 2021 (total amount of electricity generated in Austria in 2021: 241.1 PJ).



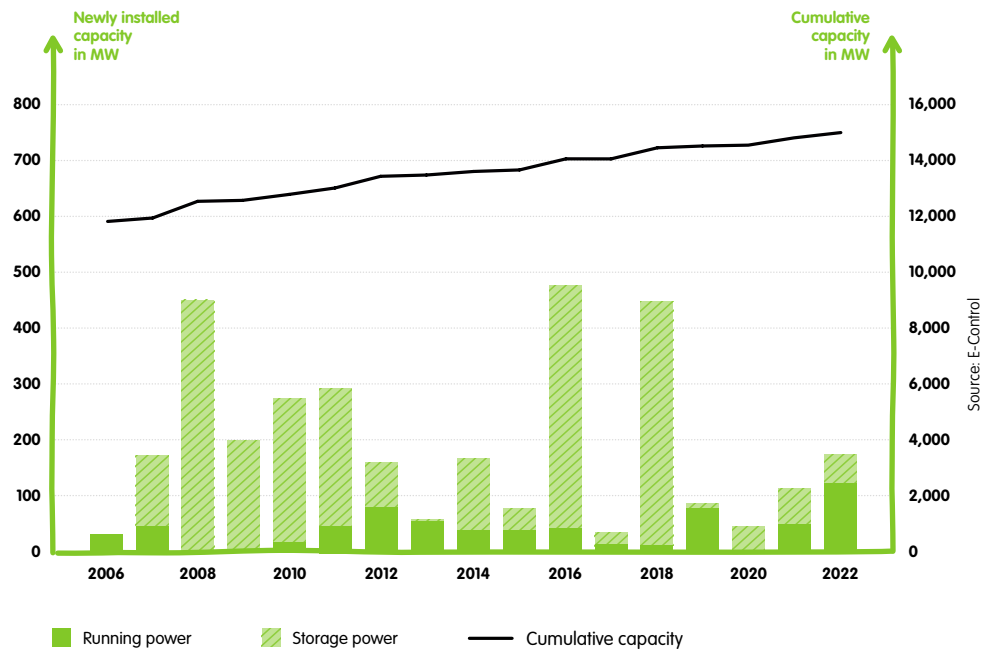
STRUCTURE OF RENEWABLE ENERGY GENERATION IN AUSTRIA

The chart shows the total amount of renewable energy produced in Austria by energy source. The rise in biogenic energy, wind power, ambient heat (heat pumps, solar thermal energy) and photovoltaics can be seen. (Generation with renewables in Austria 2020: 433.9 PJ).



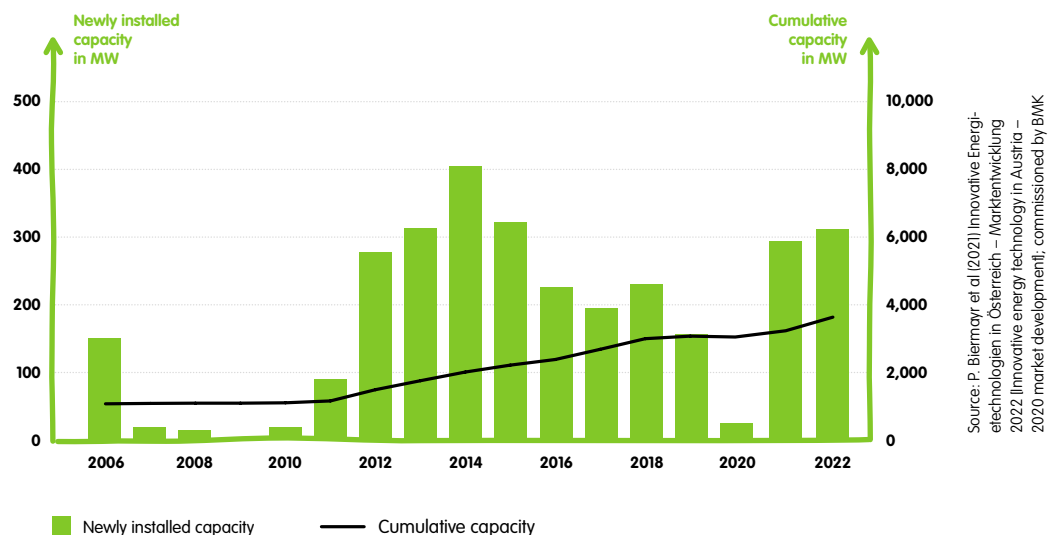
HYDROPOWER IN AUSTRIA

Hydropower has been able to make up between 54 and 67 percent of domestic electricity production in recent years, the exact amount depending on the varying conditions faced during production, making it the most important energy source. At the end of 2022, 3,151 hydropower plants with a total installed capacity of about 14.9 GW were in operation in Austria, 3,035 of which were run-of-river plants and 116 storage power plants.



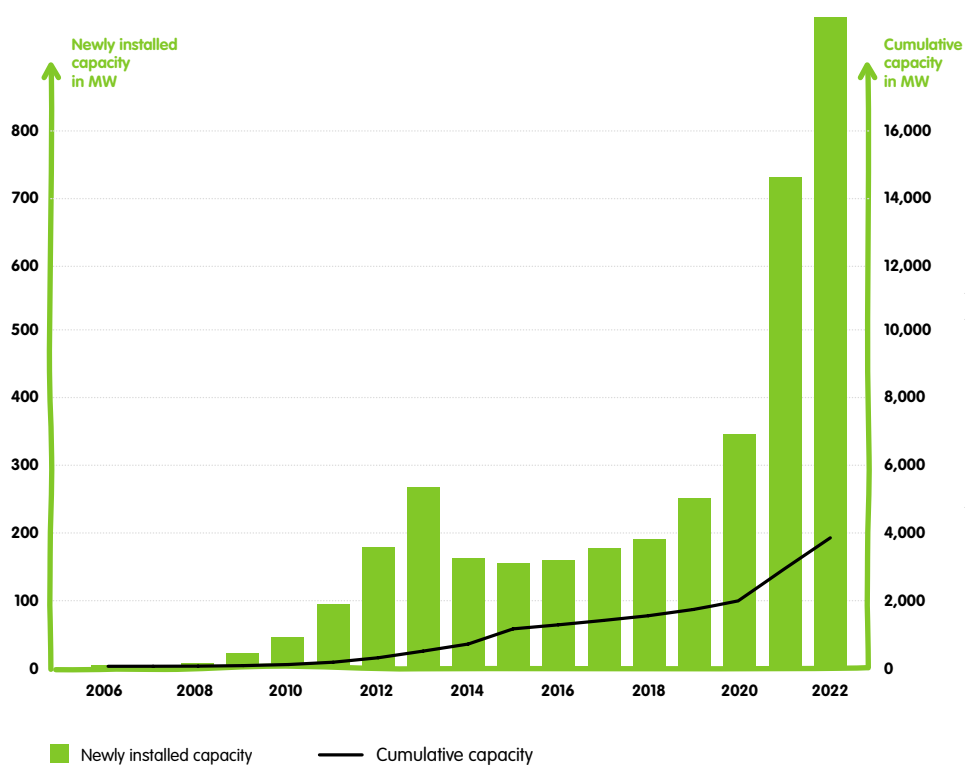
WIND POWER IN AUSTRIA

The use of wind power has grown significantly in Austria in recent years. The contribution of wind energy to domestic electricity generation between 2006 and 2022 rose from around two percent to 11.2 percent.



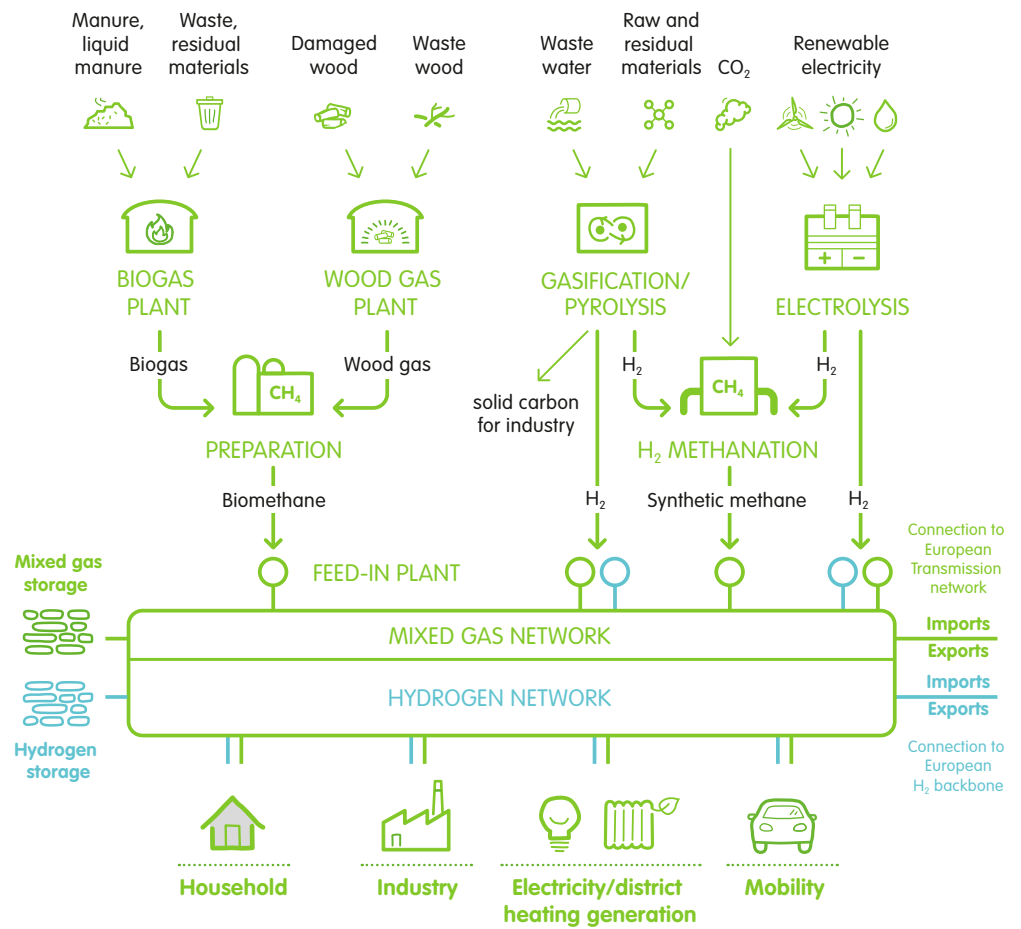
PHOTOVOLTAICS IN AUSTRIA

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



**GREEN GAS SUPPLY
BY 2040**

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



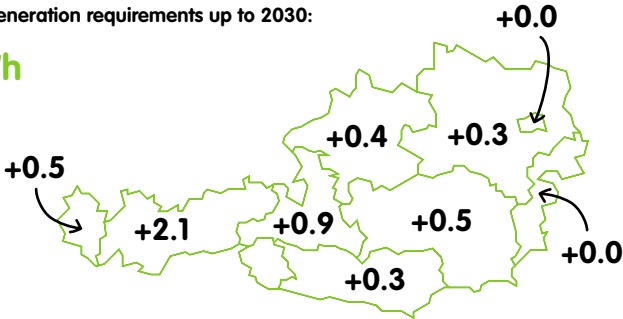
EXPANSION OF RENEWABLE
ENERGY BY 2030

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

HYDROPOWER

Additional generation requirements up to 2030:

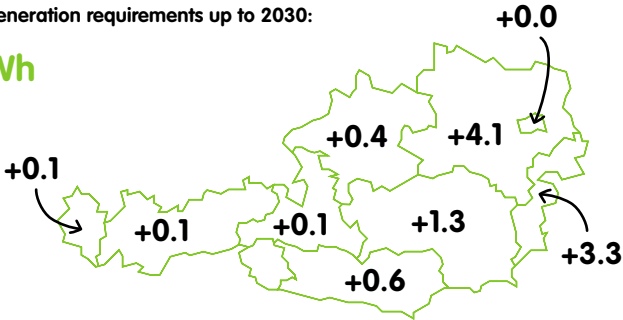
+ 5 TWh



WIND POWER

Additional generation requirements up to 2030:

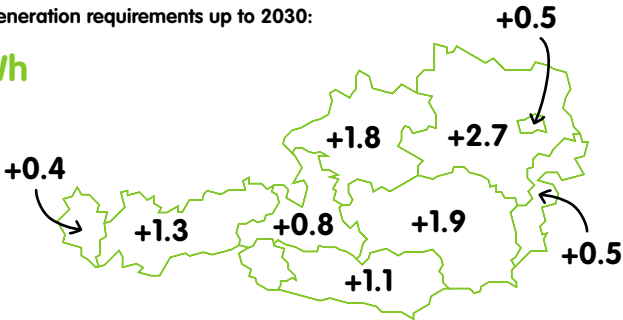
+ 10 TWh



PHOTOVOLTAICS

Additional generation requirements up to 2030:

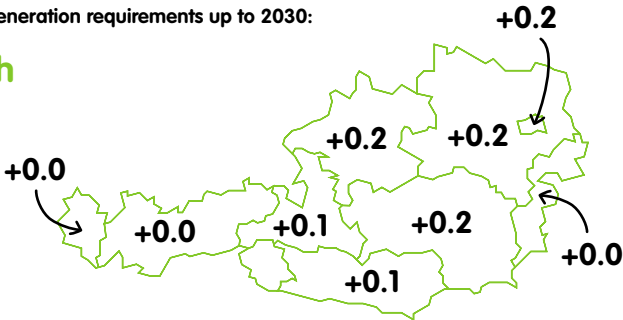
+ 11 TWh



THERMAL POWER/BIOMASS

Additional generation requirements up to 2030:

+ 1 TWh



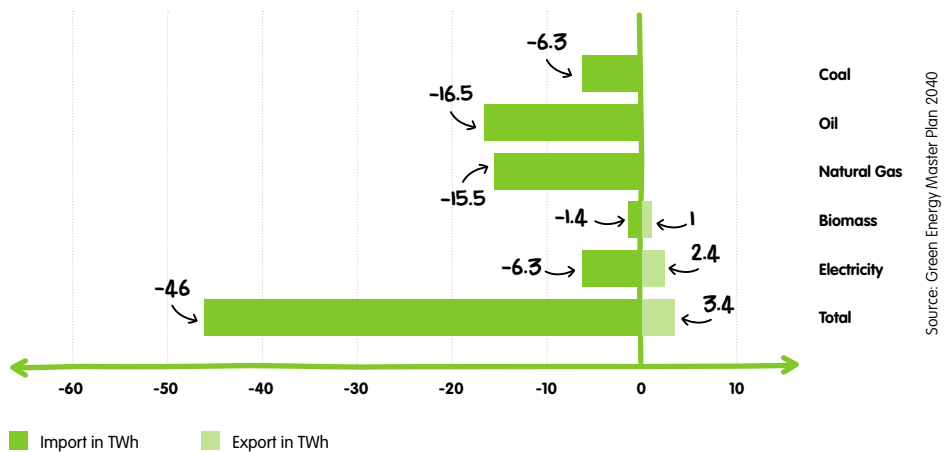
Source: Austrian Energy Agency

GREEN ENERGY MASTER PLAN 2024

FINAL ENERGY CONSUMPTION

Additions to p. 47

Styria's total final energy consumption in 2021 was 53 TWh
(Austria: around 312 TWh) with very high net fossil fuel imports.

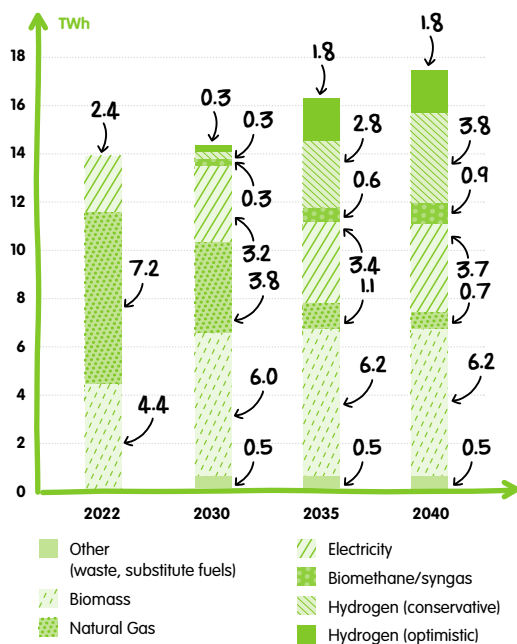


NATURAL GAS

Around 80 percent of Styrian gas consumption is accounted for by the manufacturing sector. Styria also plays a central role in natural gas transportation: Natural gas is transported through Styria to Italy, Slovenia and Croatia via the Trans-Austria gas pipelines, and in some cases also in the opposite direction via reverse flow.

OUTLOOK 2040

The decarbonisation of industrial processes is leading to a massive increase in electricity and hydrogen demand; possible phase-out of natural gas can be recognised.



**+3.0 TWh
green electricity
by 2040**

**+5.6 TWh
climate-neutral
hydrogen by 2040**

**-50 percent by 2030
and possible
phase-out
of natural gas discernible**

Green transformation

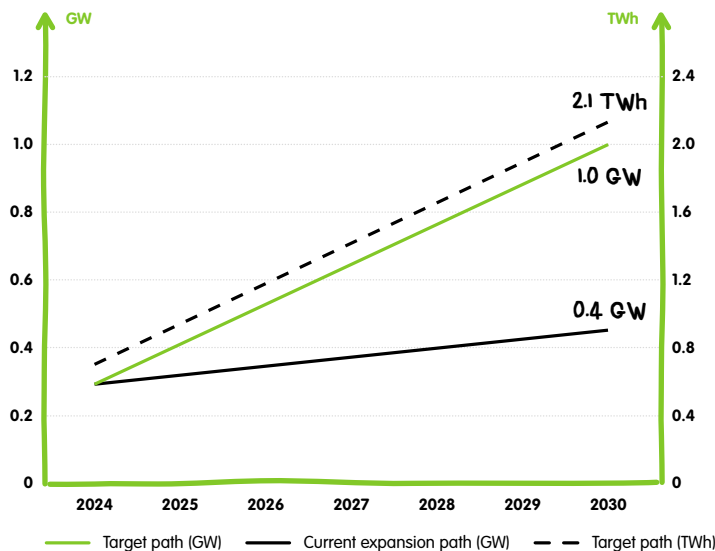
- **Growing electrification** leads to an increase in electricity demand of +0.8 TWh by 2030 and +1.3 TWh by 2040
- **H₂ demand** with a steep increase from 2030 and demand of up to 5.6 TWh in 2040
- **20 percent local H₂ production** indicates additional electricity demand of +1.7 TWh in 2040
- **Halving of natural gas demand** by 2030 and possible phase-out recognisable
- **Upgrading and expansion of the (mixed) gas and electricity grid infrastructure** as a basic prerequisite for the transformation
- **Legal and regulatory framework** essential to ensure sufficient funding

Remarks: Total requirements of the companies participating in the questionnaire. Data as a conversion rate at the factory gate. Energy requirements shown assuming relatively stable price ratios between CO₂-neutral energy sources and excluding the price of methane from fossil sources. Hydrogen from climate-neutral sources

differentiated according to conservative and optimistic framework conditions.

SPOTLIGHT ON WIND POWER

The development of wind power is lagging far behind targets and needs to be accelerated as it plays a key role in supply, especially in the winter months.



**+0.7 GW expansion
2030 to 2024²**

**3.5 TWh
Target 2024²**

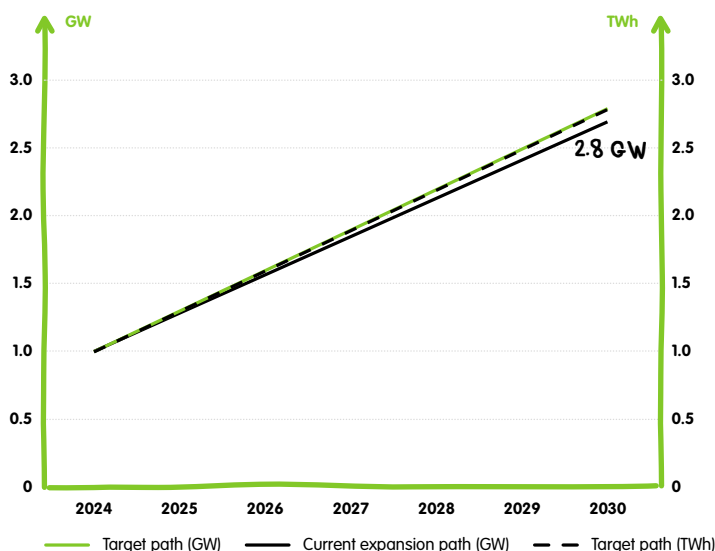
Wind Power

- Wind turbines are an essential component in securing supply in addition to otherwise higher seasonal storage requirements (robust generation in winter and at night) **due to their mode of operation**.
- The **target for new capacity¹** of **+0.7 GW** or **+1.4 TWh** in the **period 2024–2030** corresponds to around **+120** wind turbines (each with 6 MW; hub height 135 m; rotor diameter 126 m).
- **On average, around 24 MW** of capacity was added in Styria **over the last two years**, but **annual additions of 120 MW** are required to **achieve the target by 2030**.
- The **SAPRO** (special programme) **Wind** currently shows a **potential of around 700 MW**, with around 250 MW already implemented within priority zones and a further 50 MW have already been implemented outside these areas³. A further 450 MW are therefore possible within the existing SAPRO.
- Compared to the current expansion target of a further 700 MW, this results in a **gap of at least 250 MW in the SAPRO zone**, although a more comprehensive expansion of at least 500 MW would increase the chances of implementation being economically viable.

Sources: Green Heart study, ²ÖNIP, ³Preliminary internal estimate

SPOTLIGHT ON PHOTOVOLTAICS

Pace of expansion record for PV in 2023 must be maintained despite challenging system integration (grids and storage) to achieve target



**+3.1 GW expansion
2030 to 2024²**

**6.9 TWh
Target 2024²**

Photovoltaics

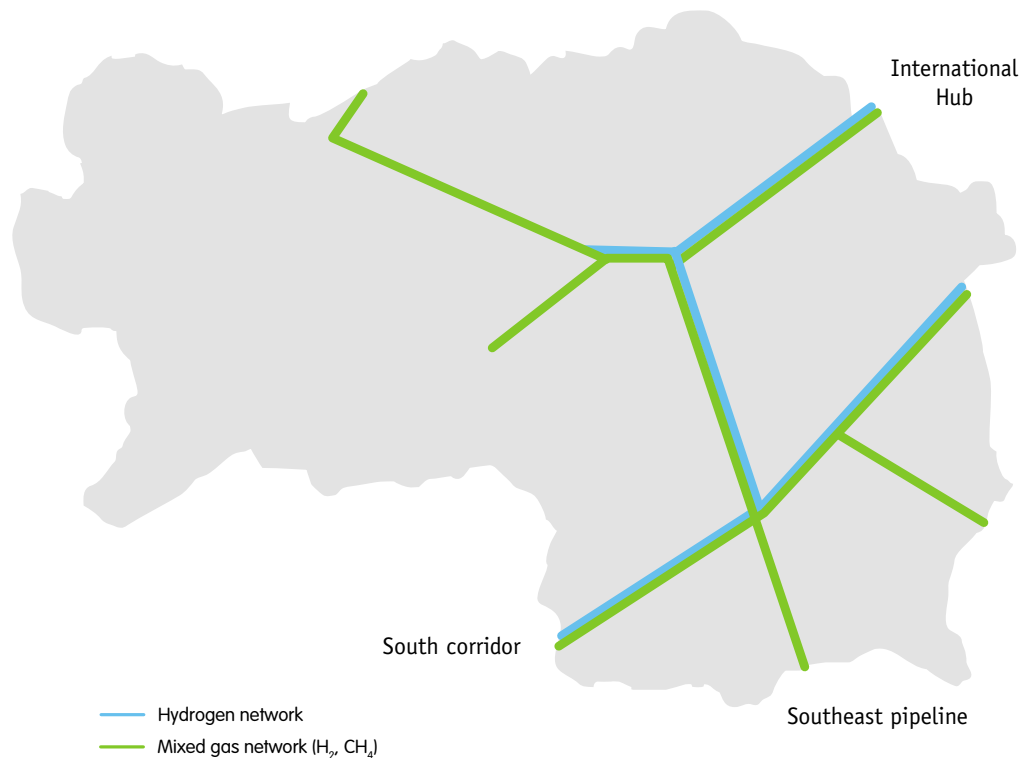
- PV systems have the lowest **acquisition and operating costs** of all technologies, but their dependence on the availability of sunlight means that they incur **additional integration costs** (networks, storage).
- The **target for new capacity¹** in the **period 2024–2030** of **+1.8 GW** or **+1.8 TWh** corresponds to around **+90** open-site plants (15 MW each) plus around 60,000 domestic systems (8 kW each).
- In Styria, **an average of around 288 MW of PV capacity has been added over the last two years³**. To achieve the target by 2030, **this record pace** of annual additions of 300 MW (corresponding to around 15 ground-mounted systems of 15 MW each plus 10,000 domestic systems of 8 kW each) must be maintained.
- The **SAPRO PV has a potential of less than 800 ha** (corresponds to approximately 0.8 GW or 0.8 TWh). Compared to the Styrian expansion target of a further 1.8 GW by 2030, this results in a **gap of at least 1 GW** (corresponds to an additional area of 1,000 ha and thus less than 0.1 percent of the province's area⁴).
- The **gap must be closed by further SAPRO land designations and individual site approvals** in the vicinity of industrial centres and pre-polluted areas. Faster implementation at local level requires greater empowerment of municipalities by ensuring legal certainty.

Sources: Green Heart study, ²ÖNIP, ³Preliminary internal estimate, ⁴Area of Styria 16,400 km²

SPOTLIGHT ON GREEN GASES

The expansion and upgrading of the transmission and distribution network for green (climate-neutral) gases are core elements of transforming the industry while safeguarding security of supply.

PLANNED (MIXED) GAS NETWORK INFRASTRUCTURE STYRIA 2040



Green gases

- Hydrogen and green gases as energy carriers are essential for the **future replacement** of natural gas.
- The long-term establishment and connection of industry to efficient **green gas and dedicated hydrogen networks** by upgrading existing and building new infrastructure are essential.
- A concentration of (industrial) hydrogen demand on the major consumption centres leads to a **spatially concentrated hydrogen distribution network**.
- An **efficient and secure (mixed) gas infrastructure** contributes to maintaining security of supply, particularly in the transition phase.
- The broadest possible **sourcing via diversified long-distance pipeline connections** is another key supply element.
- The **ramp-up phase of the hydrogen economy** requires financial and regulatory support, which can be based on existing good practice (e.g. in Germany).

Source: Green Master Plan brochure

INTERIM TARGETS UNTIL 2040

**150 km H₂ network
Styria
until 2030**

**Another
+ 50 km H₂ network
by 2035**

FACT SHEET:
GREENHOUSE GAS
CALCULATIONS BY
ENERGIE STEIERMARK AG
FOR THE FINANCIAL
YEARS 2022 AND 2023

DATA INPUT

The ESG cockpit was implemented at Energie Steiermark in 2020.

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

Area	Unit	2020	2021	2022	2023
Fleet, diesel	l	886,002.24	953,453.43	982,504.83	1,018,313.89
Fleet, petrol	l	7,217.75	5,087.19	5,862.45	4,078.38
Fleet, natural gas	kg	5,376.41	5,547.82	2,087.27	1,930.90
Fleet, hydrogen	kg	105.30	138.15	96.26	0.18
Emergency power unit	l	83,213.99	100,574.02	66,595.68	83,252.79
SF6 use	kg	1,565.40	3.10	651.50	1,525.66
Business operations	pkm	217,009.79	63,005.40	242,365.51	370,829.40
Waste	kg	1,838,461.70			
Residential waste	Tonnes	108.50	115.40		
Waste paper	Tonnes	39.70	43.60		
Packaging material	Tonnes	78.20	100.60		
Scrap metals and waste electrical equipment	Tonnes	796.70	1,277.40		
Wood ash	Tonnes	531.30	696.70		
Other	Tonnes	288.20	491.50		
Waste by disposal type	Tonnes			3,118.75	3,289.62
Recycling	Tonnes			1,362.17	1,533.81
Composting	Tonnes			17.03	2.8
Incineration	Tonnes			1,102.29	948.53
Landfill	Tonnes			637.26	804.48
(Waste) water					
Withdrawal	m³	185,342.19	126,720.10	189,377.89	254,652.79
Recirculation (freshwater) – Recirculation (freshwater), RER	m³	45,530.00	22,938.00	31,584.00	43,928.00
Refrigerant					
Refrigerants and other gases – R134a, GLO	kg	30.00	0.50	10.00	
Refrigerants and other gases – R407c, GLO	kg	22.50	21.20	2.00	
Refrigerants and other gases – R410a, GLO	kg	16.30	6.10	11.00	34.90
Refrigerants and other gases – R32, GLO	kg	0.80	1.00	3.70	3.20
Refrigerants and other gases – R404a, GLO	kg	2.80	0.50		0.49
Paper	kg	16,624.26	14,911.56	14,137.32	11,620.27
Toner	Pieces	299.00	247.00	204.00	230.00
Hardware	kg			53,788.67	50,443.21

RESULTS

The results are presented for 2022 and 2023 using a market-based and location-based approach. (Market-based: Emissions are calculated on the basis of the respective electricity product. Location-based: Emissions are calculated on the basis of the Austrian electricity mix)

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

		Unit	2020	2021	2022	2023
Scope 1	Own heating produced	t CO ₂ eq	188,448	254,130	227,584	223,451
	Own electricity produced	t CO ₂ eq	3,029	6,129	2,270	4,752
	Gas network losses (leakage)	t CO ₂ eq	369	8	38.59	27.2
	Gas network losses (preheating)	t CO ₂ eq	2,042	2,245	1,932	1,824
	Vehicle fleet	t CO ₂ eq	2,093	2,262	2,283	2,357
	Emergency power unit	t CO ₂ eq	228	275	182	228
	SF ₆ leakages	t CO ₂ eq	0	0	0	207
	Scope 1 total	t CO₂ eq	196,209	265,050	234,291	232,846
Scope 2	Energy use, market-based	t CO ₂ eq	3,279	4,474	5,251	4,458
	Electricity network losses*	t CO ₂ eq	33,664	33,382	34,574	32,974
	Scope 2 total	t CO₂ eq	36,943	37,856	39,825	37,432
Scope 3	Own heating produced	t CO ₂ eq	67,491	90,803	69,760	76,021
	Own electricity produced	t CO ₂ eq	2,473	3,489	2,109	4,222
	Additional heat purchased	t CO ₂ eq	37,859	37,355	40,143	36,723
	Additional electricity purchased on the market	t CO ₂ eq	169,016	525,777	593,719	604,637
	Electricity network losses	t CO ₂ eq	8,794	8,721	9,032	8,614
	Gas network losses (leakage)	t CO ₂ eq	14	0	1	1
	Gas network losses (own needs)	t CO ₂ eq	689	758	652	617
	Gas sales	t CO ₂ eq	666,595	717,504	669,314	741,125
	Energy use	t CO ₂ eq	596	905	534	1,172
	Fleet (incl. emergency power generators)	t CO ₂ eq	1,972	2,042	1,994	2,646
	Business operations	t CO ₂ eq	316	298	1,117	1,253
	Waste	t CO ₂ eq	661	1,653	3,414	2,952
	(Waste) water	t CO ₂ eq	18	9	12	17
	Coolant + gases	t CO ₂ eq	194	0.63	81	188
	Paper, devices	t CO ₂ eq	37	29		
	Paper	t CO ₂ eq			28	23
	Hardware devices	t CO ₂ eq			2,156	2,438
	Scope 3 total	t CO₂ eq	956,725	1,389,343	1,394,066	1,482,649
Total	Scope 1– 3 total	t CO₂ eq	1,189,878	1,692,249	1,668,182	1,752,926

*location-based, as details not known

LOCATION-BASED APPROACH

		Unit	2020	2021	2022	2023
Scope 1	Own heating produced	† CO ₂ eq	188,448	254,130	227,584	223,451
	Own electricity produced	† CO ₂ eq	3,029	6,129	2,270	4,752
	Gas network losses (leakage)	† CO ₂ eq	369	8	38.59	27.2
	Gas network losses (preheating)	† CO ₂ eq	2,042	2,245	1,932	1,824
	Vehicle fleet	† CO ₂ eq	2,093	2,262	2,283	2,357
	Emergency power unit	† CO ₂ eq	228	275	182	228
	SF6 leakages	† CO ₂ eq	0	0	0	207
Scope 1 total		† CO ₂ eq	196,209	265,050	234,291	232,846
Scope 2	Energy use, location-based	† CO ₂ eq	3,279	4,474	5,822	5,378
	Electricity network losses*	† CO ₂ eq	33,664	33,382	34,574	32,974
Scope 2 total		† CO ₂ eq	36,943	37,856	40,396	38,352
Scope 3	Own heating produced	† CO ₂ eq	67,491	90,803	69,760	76,021
	Own electricity produced	† CO ₂ eq	2,473	3,489	2,109	4,222
	Additional heat purchased	† CO ₂ eq	37,859	37,355	40,143	36,723
	Additional electricity purchased, location-based	† CO ₂ eq	1,266,106	1,457,677	1,184,036	1,167,552
	Electricity network losses	† CO ₂ eq	8,794	8,721	9,032	8,614
	Gas network losses (leakage)	† CO ₂ eq	14	0	1	1
	Gas network losses (own needs)	† CO ₂ eq	689	758	652	617
	Gas sales	† CO ₂ eq	666,595	717,504	669,314	741,125
	Energy use	† CO ₂ eq	596	905	534	1,172
	Fleet (incl. emergency power generators)	† CO ₂ eq	1,972	2,042	1,994	2,646
	Business operations	† CO ₂ eq	316	298	1,117	1,253
	Waste	† CO ₂ eq	661	1,653	3,414	2,952
	(Waste) water	† CO ₂ eq	18	9	12	17
	Coolant + gases	† CO ₂ eq	194	0.63	81	188
	Paper, devices	† CO ₂ eq	37	29		
	Paper	† CO ₂ eq			28	23
	Hardware devices	† CO ₂ eq			2,156	2,438
Scope 3 total		† CO ₂ eq	2,053,815	2,321,243	1,984,383	2,045,563
Total	Scope 1– 3 total	† CO ₂ eq	2,286,967	2,624,148	2,259,069	2,316,761

*location-based, as details not known



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