

**2022  
Sustainability strategy**

ESG Report 2022/Non-financial statement.

**victrust**

Please think about the  
environment before printing out this  
report.

## About this report

In 2022, vietrust decided to start publishing an annual sustainability report to ensure more transparency about this significant priority of our business operations.

In this report, we present for the first time our Sustainable Development Commitments and how we are going to provide them. Reducing consumption and developing sustainable real estate, reducing CO2 emissions and minimizing the negative environmental impact - are the topics we're focused on.

This report focuses on our most critical achievements and goals for the coming years in the field of sustainable development. The report also includes information on vietrust's contribution to achieving the United Nations Sustainable Development Goals.

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**It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change.**

Charles Darwin

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## Foreword by the CEO

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In recent years, the Covid-19 pandemic has had a significant impact on businesses and society all around the world. At **vietrust**, our primary focus has been the health and safety of our employees and we have responded to this global crisis with resilience, innovation, and caring for our colleagues.

We have further developed our already strong corporate culture with the aim of promoting tools to improve the overall working environment. We want to make sure our employees are happy, successful and enjoy spending time at work. Diversity and equal opportunities are topics where there are increasing expectations of entrepreneurial action and transparency. Diversity is part of our nature - this is how we do things. As we grow, we see the need to work on it even harder.

Climate change is another defining issue of our time; **vietrust** has been implementing sustainability issues in its business model for years and takes principles of sustainable development into account in all projects. The promotion of sustainable construction with the aim of conserving natural resources, reducing CO2 emissions and minimizing the resulting negative environmental impact is one of our focal points.

We are currently also dealing with the humanitarian crisis in Ukraine. Like many others, we contribute to mitigating the effects of war through extensive donations and the provision of accommodation for Ukrainian families. We would like to help shorten the time until peace and the reconstruction of local livelihoods.

## About us

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**vietrust** stands for competence, trustworthiness and success in the real estate market. Our business started in 2011 and is built on our reputation of responsibility, honesty, transparency and professionalism. Since our foundation, we have planned, developed, built and renovated numerous real estate projects for our customers in Vienna's up-and-coming and most desirable residential areas. We create new, modern and innovative living spaces or revitalize Vienna's beautiful old buildings.

We do not make any compromises: the highest construction standards and the best quality in the execution always have priority. **vietrust**'s business activities and internal operations are conducted with a high level of integrity and with a clear desire to be a responsible company, acting ethically and lawfully in every segment of our value chain. Ensuring responsible corporate governance is essential to **vietrust**.

We firmly believe that strong management that exemplifies a values-based corporate culture leads to ethical business practices, which in turn ensure financial viability and create long-term value.

Our company strives to comply with applicable laws and regulations, promote and respect human rights and act in a socially responsible manner. In addition to economic interests, ecological and social aspects are systematically taken into account in business decisions and processes. Our management team makes a responsible contribution to ensuring that sustainability is firmly anchored in our corporate strategy, in management decisions and in our daily work.

## Our mission

We preserve historical buildings and their living atmosphere by complementing them with the latest equipment and advanced technologies. Sustainability is becoming a key priority in the construction and development world. We set high standards through our real estate portfolio by creating timeless buildings and developing long-lasting projects.

We build sustainable houses and apartments with environmentally friendly materials and resource-saving processes.

### Sustainable development and construction

- Consideration of energy and emissions in planning, construction and operation
- Quality, durability and recyclability of building materials
- Regional added value

### Employee satisfaction

- Diversity and equal opportunity
- Training and promotion of further development
- Regular and two-way feedback

We only use quality products and brands and work with loyal, proven partners who in turn deliver the best quality for our customers.

We at vietrust have made it our goal to improve the world through our sustainable management. Whether through climate protection, the purchase of sustainable products, as an excellent employer or through our social commitment.

In order to present our development and our commitment as transparently as possible, we share the most important ESG indicators.

## Vietrust at the first sight

### Our fields of activity



Looking for projects with great potential



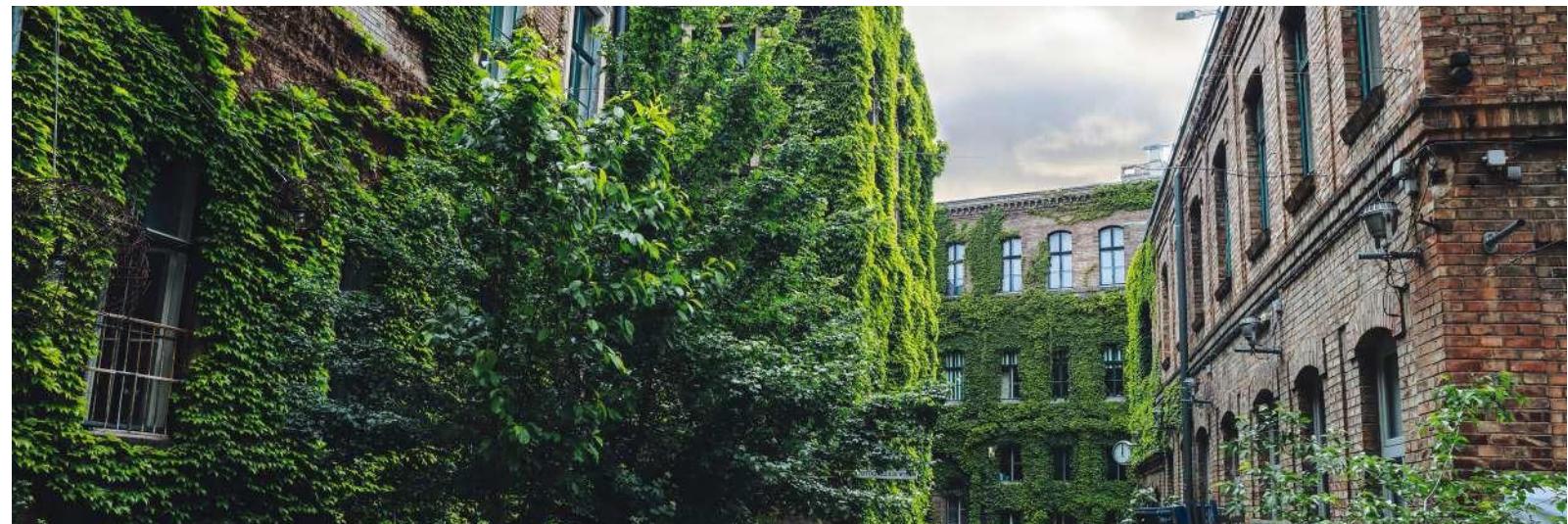
Project management



Accommodation concept



Project development



## Sustainability at vietrust

### Corporate governance and compliance

- Open and respectful corporate culture
- Transparent and appreciative corporate governance
- Economically efficient decisions

### Environmental

- Paperless office
- Electrification of own vehicle fleet

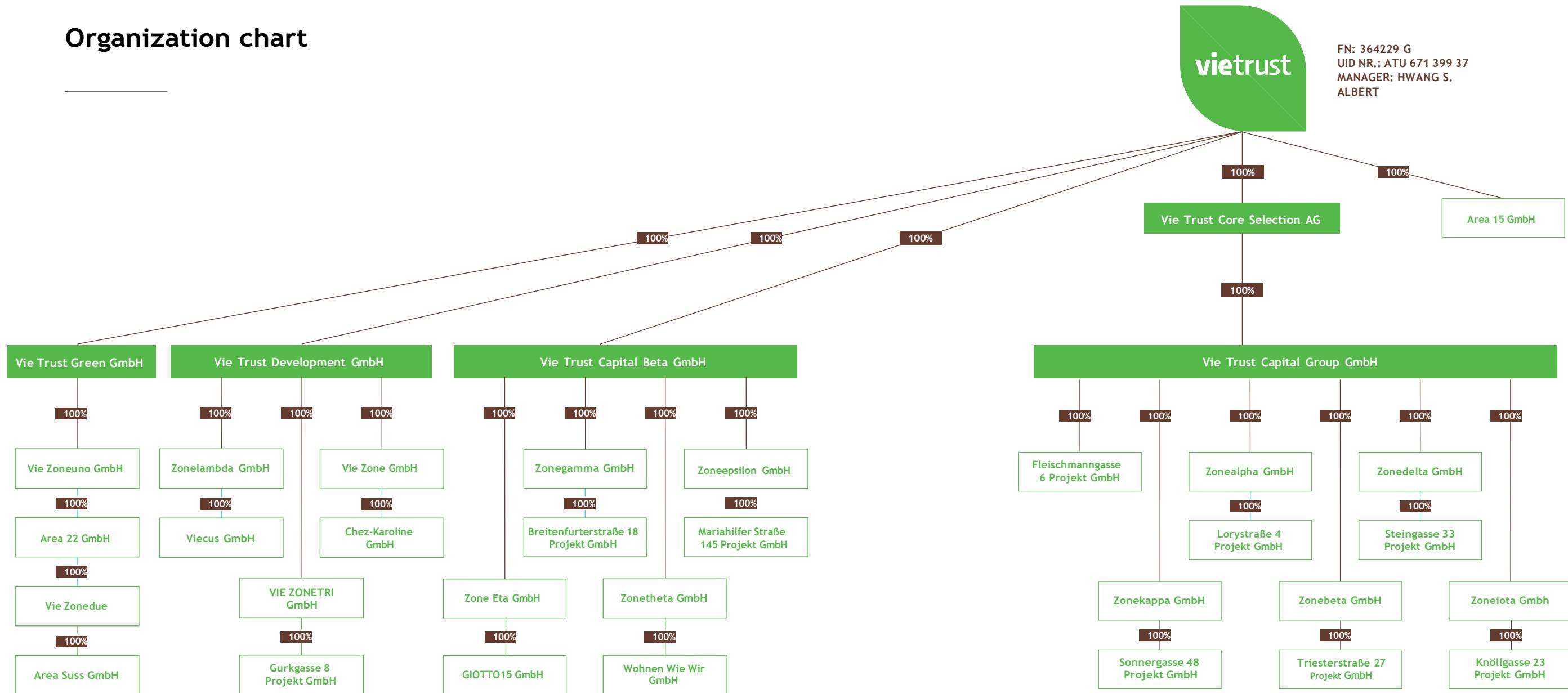
### Social

- Work-Life Balance
- Hybrid working models
- Equal opportunity

### Governance

- Support for non-profit organizations
- Appropriate remuneration for employees
- Ensuring transparency
- Prevention of corruption

## Organization chart



## Examples from our portfolio



**2019**  
Completion **1.600**  
**m<sup>2</sup>**

**34**  
Apartments **32-76m<sup>2</sup>**  
Size

### Lorystraße 4 1110 Vienna

The project includes 34 high-quality units - mostly with open spaces - distributed over a ground floor, 4 upper floors and 2 attic floors.

The house is equipped with a modern elevator so that each floor can be easily reached. There is also a well-equipped common room in the house, which allows for many uses.

Within walking distance there are the subway stations Enkplatz & Zippererstraße with fast connections to the center of Vienna. Also, just a stone's throw away is the Vienna Geiselbergstraße train station with a direct S-Bahn connection to Vienna International Airport within 15 minutes.



**2020**  
Completion **2.100**  
**m<sup>2</sup>**

**34**  
Apartments **45-110m<sup>2</sup>**  
Size

### Lyf 1040 Vienna

The residential project was built with the sustainable natural building material Ziegelit® and comprises 34 condominiums, each with two to four rooms, on a total of 7 floors.

The house is equipped with gas central heating, an elevator, a central garbage room and a bicycle and stroller storage room. Just around the corner is the stop for tram line 1, which takes you directly to the city center or the Prater. There is also an underground car park with 13 parking spaces and charging stations for e-cars.

The area scores with its proximity to Vienna's city center and the Naschmarkt, with excellent infrastructure and local amenities, as well as attractive leisure, gastronomic and cultural offerings.



**2020**  
Completion **2.500**  
**m<sup>2</sup>**

**48**  
Apartments **30-60m<sup>2</sup>**  
Size

### Triester Straße 27 1100 Vienna

The new building project includes a ground floor, 4 upper floors and 2 attic floors and is divided into 25 modern and spacious studios and apartments with sizes from 50 to 100m<sup>2</sup>. These are rented out to holidaymakers and/or business travelers under the brand name of one of the most successful aparthotel chains in Europe. With this project, too, the connection to the public transport network is ideal thanks to the direct tram connection to the city center. If you still wish to arrive by car, there is an underground car park with e-charging stations.

The location is a popular residential area with all shops nearby that one needs in everyday life.



**2023**  
Completion **25.500**  
**m<sup>2</sup>**

**349**  
Apartments **17-57m<sup>2</sup>**  
Size

### Breitenfurter Strasse 6-12 1120 Vienna

The project at Breitenfurter Street 6-12 comprises 349 apartments and is managed by The Ascott Limited, one of the largest international operators of guest accommodation. With the location, Ascott is expanding its European portfolio with the brand "lyf" (Live your Freedom), a hospitality concept with a focus on co-living spaces for e.g. digital nomads and "Somerset", a concept that stands for inclusivity and sustainability uses.

At this address, too, the connection to public transport by tram and express train is extremely good and the local supply is guaranteed by a number of shops nearby.

# ESG

## Environmental, Social & Governance



### Our ESG framework

Our ESG framework describes the key ambitions, building blocks and measures that enable us to drive sustainable and inclusive growth for the world.



### Our approach

In 2022, we incorporated our ESG priorities into our overall sustainability and inclusive growth strategy.

Our ESG framework describes the specific ambitions and actions that will enable us to achieve sustainable and accelerate

inclusive growth through the creation of value for our customers, our business operations in general and through our collaboration with suppliers, communities, partners, and market players.

	Environmental	Social	Governance
<b>Our company</b>	By 2030: Minimize our own emissions	Attracting, developing, inspiring and retaining a diverse workforce while creating an inclusive environment for all	Meeting the highest professional, legal and ethical standards while enhancing transparency and accountability
<b>Our stakeholders</b>	Influencing large-scale activity to keep the world on the 1.5-degree path and moving toward net zero	Supporting colleagues to provide talent, time and financial support to make a positive impact on local communities	Driving transparency with our stakeholders and ensuring integrity in everything we do

# SUSTAINABLE DEVELOPMENT GOALS



## Our commitment to the United Nations Sustainable Development Goals

vietrust engagiert sich für die Förderung der Ziele der Vereinten Nationen für nachhaltige Entwicklung (UN SDGs), dem globalen Rahmenwerk, um den Fortschritt in eine nachhaltigere Zukunft voranzutreiben.

Promoting the SDGs is critical to our company's strategy to accelerate sustainable and inclusive growth. Through our activities, we contribute to varying degrees to most of the 17 SDGs.

However, we believe that we can have the most sustainable and scalable impact in those SDG areas that reflect vietrust's unique strengths and capabilities.

For better implementation, we have divided the goals into two categories: The first category includes the goals for which we already have the greatest effectiveness and ability to act. The second category includes the goals we are working intensively on and we want to concentrate on in the coming years.

# SUSTAINABLE DEVELOPMENT GOALS



Our contribution to the SDGs through the company's sustainable and inclusive growth strategy:

## Accountability and transparency

We are committed to continuously improving our transparency and accountability - towards our customers, our employees and our stakeholders.

Our experience shows that a trusting relationship is a key indicator of success. To ensure a holistic and balanced approach between corporate development and social interests in the long term, vietrust has integrated the Sustainable Development Goals (SDGs) into its strategy development.

The SDGs are a universal call to action to end poverty, protect the planet and improve the lives and prospects of people around the world.

The SDGs were adopted by all UN member states in 2015 as part of the 2030 Agenda for Sustainable Development and set 17 concrete goals for more sustainable development. To achieve the goals by 2030, ambitious measures must be introduced in the next few years. With this in mind, we want to support the SDGs as best we can with our business activities and make our contribution to their achievement.

### Category 1



### Category 2



## Our approach is based on the following pillars:

Decarbonizing our own operations



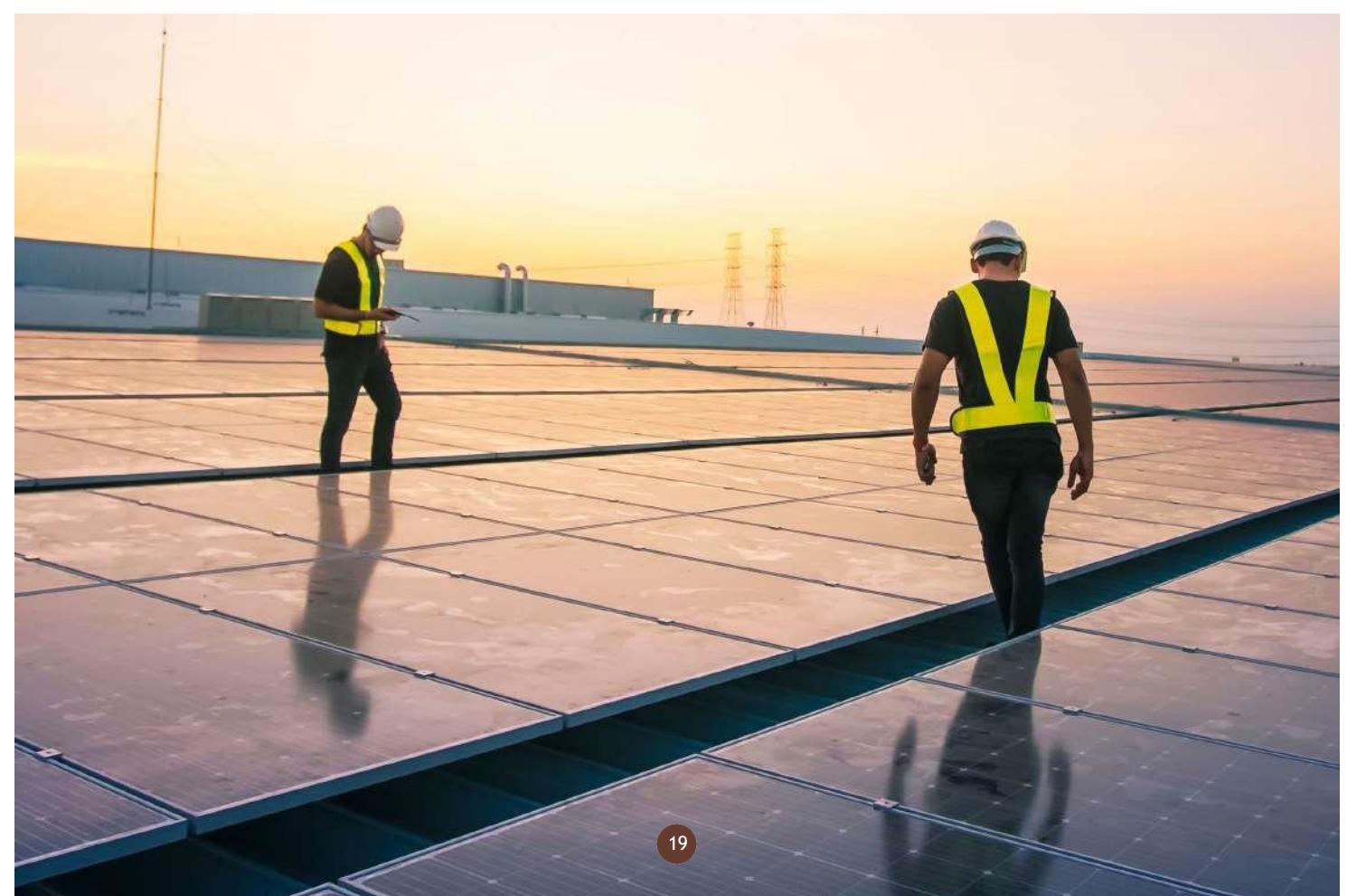
Focus on ecologically oriented partners



Investing in natural climate solutions



Focus on ecologically sustainable building materials and consumables



Poverty is more than a lack of income and resources to ensure a sustainable existence. Its manifestations include hunger and malnutrition, limited access to education and other basic services, social discrimination and estrangement, and a lack of participation in decision-making processes. By working with different organizations, vietrust supports people in need.

See pages 50-51.



Variety is seen as enrichment and attention is paid to equal opportunities, regardless of gender, age, origin, religion or other differences.

See pages 35-37.



Treat everyone equally, regardless of origin, age, gender, religious affiliation, ethnicity, disability, or other status, and thus do not allow any inequality in your own environment.

See pages 36-38.



We maintain long-term partnerships with our customers. Cooperation with our stakeholders is promoted to develop our core business further. Vietrust is also involved in NGOs and civil society organizations to support the achievement of goals.

See pages 45-53.

## Our goals

As a critical milestone, we are committed to reducing greenhouse gas (GHG) emissions to achieve the science-based limitation of man-made global warming to a maximum of 1.5 degrees Celsius.

As a company, we can and must go beyond that to meet our 2030 commitment.

# Environmental Social Governance



## Environmental

### Sustainable mobility

We always attach great importance to the fact that our buildings and development projects have good transport connections. **vietrust** pays attention to the accessibility of existing transport systems and short distances to local shops, parks, restaurants, and recreation areas. We also take into account the availability of bicycle parking facilities and set up charging facilities for electric vehicles in existing underground car parks.

### Water consumption

Responsible use of water is an essential part of our sustainability strategy. Because of this, we employ several methods to reduce our water consumption. We install low-flow faucets and showerheads and water-saving flush toilets to help protect the environment.

We constantly train our employees the importance of sustainability practices and all **vietrust** employees are required to follow the requirements of our company's environmental policy.

### Long-term goals of our environmental policy:

- Prevention of all types of pollution
- Reducing the impact of climate change
- Rational use of resources
- Protection of biological diversity and ecosystems
- Continuous improvement of our environmental management system

## Energy efficiency

### Use of LED lighting

One of the first ways to reduce energy consumption is to use LED bulbs. Energy-efficient light bulbs can cut costs significantly, and they provide as much, if not more, light than older-style incandescent bulbs. **viétrust** uses and plans to use only energy-saving lamps in the future.

### Automation of lighting

Another important step is the automation of the lighting in all areas where this is reasonably possible, for example in corridors through the use of motion detectors or timers for time-controlled switching off.

### Installation of photovoltaic

Renewable electricity lowers greenhouse gas emissions, lowers the consumption of conventionally produced energy, increases the resilience of properties to power outages, and may even generate revenue as utilities increasingly allow excess electricity to be sold back into the grid.



## Climate protection model at vietrust

As part of the Paris Agreement, 195 countries have agreed to limit global warming to below 2°C compared to the pre-industrial average temperature. We support this goal and do everything we can to reduce our CO2 emissions.

### What we do to protect the climate:

- 100% green electricity in our buildings
- Use of more ecological building materials such as Ziegelit®, a natural building material that has received the test mark from the Austrian Institute for Building Biology and Building Ecology (as of 12/2022)
- More sustainable mobility solutions for our employees
- Implementation of a policy that business travel within Europe must be done by train (instead of air) by default.



## Goal: Implementation of sustainable standards.

## Our commitment to environmental sustainability

The real estate industry plays a significant role in the use of natural resources, energy consumption, and greenhouse gas emissions. On the other hand, the industry also has considerable potential for reducing emissions and raw material consumption and is responsible for making a contribution to the sustainable development of society. Our main objective is to develop, renovate and build properties in accordance with the highest international green building standards,

reducing the environmental impact and managing existing projects and new developments as efficiently as possible. We strive to minimize the potential negative impact of our operations on the environment, and we expect the same behavior from our stakeholders - customers, partners and suppliers.

## Sustainable development

Since its foundation, **viétrust** has applied the principles of sustainable development to all of its projects and activities. For us, this means being environmentally conscious, transparent and fair, and caring about the well-being, health and safety of our employees.

Our company acts responsibly towards our customers and contractors, the government and society. We strive to build a sustainable infrastructure in order to achieve security, vitality and ecological sustainability in the city of Vienna.

- Ecology and energy efficiency
- Resident health and safety
- Welfare and development of workers: inside
- Business ethics and corporate governance
- High quality of products and services

In addition to economic interests, we consider ecological and social concerns in our business decisions and value chains:

- Fulfillment of the obligations of atmospheric air and climate protection
- Protection of biodiversity and preservation of ecosystems
- Compliance with high social standards
- Ensuring safe working conditions and a comprehensive health system for employees
- Adherence to best practices in corporate governance, risk management, and compliance

# Aspects of sustainable real estate projects

## Build

Revitalize existing buildings instead of building new ones

## Living

Buildings should have the lowest possible energy consumption, they must be well-insulated and supplied with renewable energy

## Living space

Smaller, well-designed apartments, ideally with green or open spaces

## Service life

The choice of ecological, durable and recyclable building materials

## Mobility

Good accessibility by public transport, e-charging stations, car sharing, bicycle parking spaces

## Digitalization

Intelligent modern energy management solutions

## Health for people

Integration of healthy gastronomy concepts, fitness studios

## Our priorities for the future

- Innovations
- Efficiency
- Ongoing monitoring of innovation in the construction industry and assessment of meaningful integration into your construction activities, e.g. as a partner in pilot projects
- Automation and digitization of business processes
- Participation in international innovation projects
- Adherence to ESG best practices
- Use of smart building technology and control, especially for digital energy management (heating/cooling/ventilation/lighting/blackout)



## Emissions

### Electricity and energy consumption emissions

While Scope 1 emissions (fuel combustion, company vehicles, and fugitive emissions) make up a smaller portion of our overall carbon footprint, we work tirelessly to reduce these emissions. The energy and power consumption of our company-owned vehicles and offices are the largest sources of these emissions, and we are taking the following actions to reduce them:

#### Electrification of our vehicle fleet:

We only use electric/hybrid vehicles for our company's use.

#### Conversion to renewable energy:

We have switched 100% of the electricity we use to renewable sources.

#### Make our buildings more sustainable:

We strive for the highest environmental standards for our existing and future projects and major renovations. Our goal is to obtain green building certifications such as LEED (Leadership in Energy and Environmental Design - gold or platinum or equivalent) or DGNB (German Sustainable Building Council) for our construction projects.

#### Travel emissions

##### Reducing travel and optimizing hybrid working models:

Our teams implement hybrid and remote working models that are more sustainable, inclusive, and productivity-enhancing due to the elimination of the time and energy required for travel to and from work, leading to increased efficiency and employee satisfaction.

##### Transition of significant recruitment activities to a virtual environment:

In 2021 and 2022 we mainly conducted virtual interviews, avoiding travel in each case. The feedback has been overwhelmingly positive, so we plan to continue holding many conversations virtually to reduce our carbon footprint and improve accessibility.

## Green electricity and energy efficiency

**vietrust works continuously to reduce the energy consumption of our properties and the associated greenhouse gas emissions.**

In order to achieve the climate goals, **vietrust** continues to focus on decarbonization and increasing the energy efficiency of the buildings.

#### Sustainable mobility

The demand for electric vehicles is growing rapidly in Austria and we are ready to follow this trend by installing green electricity charging stations for electric cars in some of our homes.

#### Planned:

- Photovoltaics to generate electricity on the roofs
- Significant reduction in emissions
- Certification of our buildings according to sustainability criteria

Renewable energies are the most important element of a sustainable power supply. From 2022 all our buildings will be powered exclusively by renewable electricity such as hydroelectric, solar, and wind power.

#### Energy saving measures

- Modern LED lighting in our buildings and offices
- Solar and thermal insulation glass prevents buildings from becoming too warm in summer and reduces the need for air conditioning. In winter, they contribute to a reduced heating requirement
- Regular consumption statistics and energy audits





## Emissions

### Water efficiency

Regarding water efficiency in our buildings, our main goal is to use current technologies when developing new projects. Our green building strategy focuses on using natural resources as efficiently as possible to reduce our negative impact on the environment and reduce utility expenses. We consider two components of maintaining water efficiency to be the most important:

#### Reduction of indoor water consumption

- Our main goal is to create our buildings according to the latest standards, taking into account environmentally friendly materials and using current technologies

#### Reducing water consumption to save energy

- By reducing hot water consumption, energy is also saved. By using modern technologies in the construction of our buildings, we promote the comfort of our customers and save a lot of water and energy.

Regarding the above, our current water efficiency targets are by 2025:

#### Pressure reduction

- Installation of economical taps for efficient water distribution

#### Low flow sanitary fittings

- Installation of effective plumbing in all our buildings

#### Raising awareness of the importance of water efficiency among employees and customers:

- Conducted webinars and participated in a variety of water efficiency programs
- Information material for customers and partners to motivate them to save water

Now we are implementing our tasks step by step. In addition to this, we expect that our water efficiency strategy will soon bring financial benefits, which is very important for us and our partners.

“

**When you build a beautiful building,  
people love it. And the most sustainable  
building in the world is the one that's  
loved.**

Cameron Sinclair



# Environmental Social Governance

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## Diversity

At vietrust, diversity, equality, and inclusion are tied to our mission - to achieve significant, lasting performance improvements and build a company that attracts, develops, and retains exceptional employees. More than a third of our employees are women, and there are also many women in management. Diversity is reflected in the different personalities of our employees, who come together as equals regardless of gender, age, nationality, or religion.

vietrust prohibits discrimination in any form, be it based on political opinions, gender, ethnicity, religion, sexual orientation, disability and/or age.

**Goal:** create an appreciative corporate culture without discrimination.

### Our employees

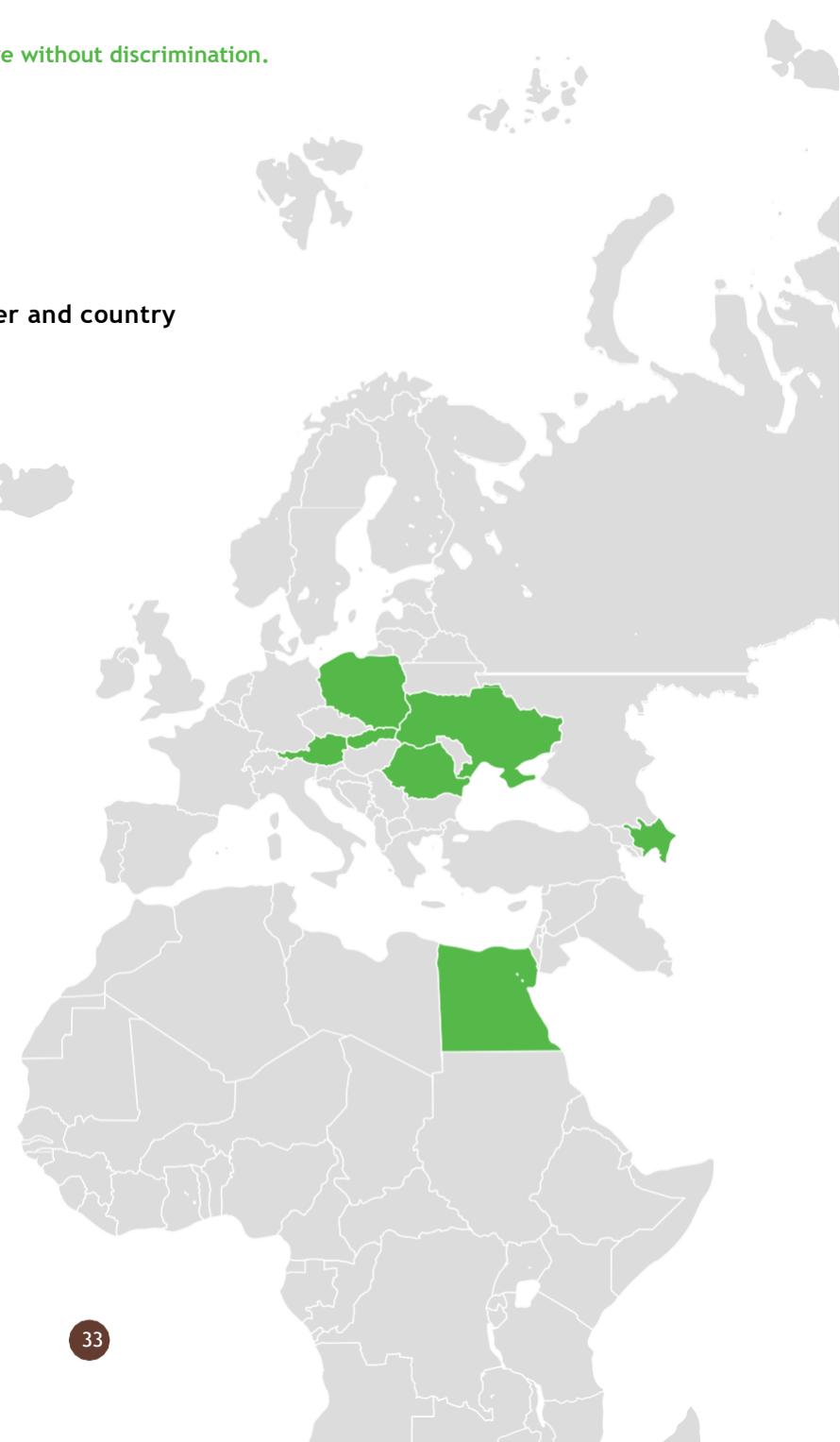
Breakdown of employees by age, gender and country

Proportion of women

**46%**

Women in leadership positions

**53%**



33

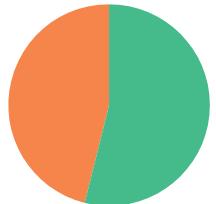
## Our employees

Reflection of employees according to age, gender and country

Diversity, justice and inclusion are essential prerequisites for the establishment of a company that attracts extraordinary people. Our experience shows that diversity and inclusiveness are associated with better business performance and the commitment of colleagues.



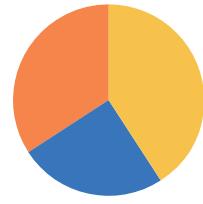
Gender balance



54% Men

46% Women

Age distribution



41% >25 Years old  
34% >40 Years old  
25% 30-40 Years old



## Our team

The satisfaction of our employees: keeping inside at a high level is one of our most important priorities. When employees feel supported, they develop both personally and professionally.

We are committed to promoting a culture that every facet of the health and well-being of the employees: inside protects and promotes and creates an environment in which our employees can exhaust their full potential inside. Vietrust makes great efforts to create a positive work environment.

Effective communication with regular meetings and feedback talks, promoting freedom in the workplace, regular developmental talks and discussions with superiors, healthy work-life balance as well as the creation and support of educational offers such as training or courses are some of our measures to build a strong corporate culture. In order to achieve a positive effect, we promote some habits and rituals such as:

### Act as an integrative team:

We concentrate on the usage of the talents, the specialist knowledge and the perspective of the individual in our cooperation.

### Build up a common orientation and get better together:

Proven routines such as regular feedback sessions and one-on-one discussions that aim to uncover and solve problems.

### Promote care and appreciation:

Our company understands the efforts of others in commitment with customers and beyond and finds ways to support them in order to promote the feeling of appreciation.

### Management of our well-being:

We set work standards to help each other to take care of ourselves physically, mentally and emotionally.

### Help each other to grow:

Systematically development-oriented feedback and knowledge exchange as part of our everyday work.

## Our team

**Vietrust** maintains an open corporate culture of diversity, respect and fairness. We are proud that our team consists of people of different national, ethnic, religious and personal origin and different ages as well as people with and without disabilities and people of different sexual orientation. In addition to this, we strive for a balanced gender relationship at different levels of employment.

Women already make up over 45% of the **Vietrust** workforce; we also strive for this in management positions. We work on this, for example, by introducing flexible part-time and hybrid work models for the reconciliation of work and family.

Our company is aimed at acting as a unit - a partnership that is associated with a common goal, a common mission and common values, including the creation of an incomparable environment for extraordinary people. We anchor deep commitment to diversity and inclusion in **Vietrust**.

Our employees are our greatest capital. Only with their knowledge, their commitment and their dedication we can achieve our goal of creating positive, permanent changes in the world.

We can only reach our ambitious growth goals if we motivate our qualified team with enthusiasm and conviction.

Employees represent an important stakeholder group that is directly affected by **vietrust's** business activities and business success and has a major impact on it.

The ability to attract and retain a skilled workforce and maintain a safe and healthy work environment is critical to both the company and its stakeholders.

**Vietrust** can influence the work environment directly through its guidelines or indirectly through active dialogue with employees.

It is of great importance to attract specialists, our qualified employees: to identify, develop and support and ensure that they develop personally and professionally.

One of our goals is to create an environment that enables our employees to discover their talents, promote them and challenge them to grow.

The satisfaction of the employees is our focus and we promote training, and further education to promote further development in all possible forms, which makes it possible in the long term to fill managerial and specialist positions preferably with qualified employees from our own company.





# Environmental Social Governance

## Business Ethics and Integrity

**Viettrust**'s reputation for transparency and truth is one of our most important assets.

**Viettrust** prioritizes strong corporate governance and we expect the same high standards from those who represent us. Strong corporate governance will, over time, create the most value for all stakeholders.

Our company does not tolerate corruption; we act in accordance with national and international laws and regulations. All employees must understand and recognize potential conflicts of interest and all employees have been informed of their responsibilities in such cases.

Our suppliers must comply with applicable laws and regulations in all countries in which they operate, supply and/or sell goods and services. Our supply chain business ethics requirements are communicated to all new suppliers and incorporated into their contracts. **Viettrust** is currently not a member of an external business ethics initiative but has established its own quality process.

In 2022 there were no confirmed incidents of corruption. Zero contracts were terminated or not renewed for corruption-related violations. **viettrust** is not aware of any complaints about corruption against the company or its employees during the reporting period.

## Corporate governance

Corporate Social Responsibility influences corporate governance practices and principles. It is important to create a culture with a set of shared values for a company to serve its employees and the communities in which it operates.

Justice, diversity, and inclusion are central components of viettrust's corporate governance. Policies such as employee childcare, provider selection and treatment, and customer engagement also fall under the corporate governance subcategory, which prioritizes employee well-being and aims to improve their workplace experience.

**Viettrust** is committed to transparent, ethical, and responsible corporate management as the basis for the long-term success of its business activities.

### Principles and approaches to corporate governance from viettrust:

Responsible business activity based on an efficient and transparent corporate governance system in accordance with the highest

industry standards and best global practices are of the utmost importance to **viettrust**. We are constantly working to improve not only by considering the interests of everyone involved but also by promoting sustainable development within our company.

**Compliance and business ethics**  
Ethical business conduct is a basic attitude of **viettrust**. To the corresponding standards include how the company behaves towards its customers and employees on the market.

Protection of the flow of information, prevention of corruption, establishment of ethical standards of employee behavior, and development of documents and procedures that ensure compliance of corporate activities with applicable legislation are of fundamental importance for **viettrust**.

## Social responsibility

The skills and knowledge of our employees are our most important intangible asset and we encourage our colleagues to give back to the communities through their individual or collective efforts, commitments, and initiatives.

This builds stronger connections within communities and contributes to causes that have a positive impact on society.

## Our values

### Our attitude to customers:

- We are open and honest with our customers
- We pay attention to the needs of our customers
- Every day we strive to improve our processes to meet the needs of our customers

### Our attitude to employees:

- We create an environment where people can show their skills
- We are constantly improving our knowledge and skills and openly share our knowledge with colleagues
- We set and adhere to high work standards
- We strive to achieve remarkable results with optimal use of resources

Our corporate values state that every member has a responsibility to get involved.

We drive global impact through volunteerism, pro bono engagements and donations. We enable our colleagues to participate in various programs supporting non-profit organizations through paid volunteering. Together we support the communities in which we live and work.

### Our behavior:

- We set ourselves ambitious goals and achieve them
- We take the initiative and encourage others
- We decide and act independently in difficult situations, we take responsibility for our own decisions
- We share the company's values and uphold them in our behavior and our decisions

### Life and health:

- We create safe working conditions
- We treat natural resources with care
- We support a healthy lifestyle

## Our values

The vietrust work concept also includes raising awareness of operational environmental protection in the office building.

The measures "Reduce plastic, waste & CO2" and "Save energy & resources" focus on conserving resources, for example through the use of certified paper and print-on-demand functions, on saving energy and avoiding the associated CO2 emissions through the use of motion sensors and LED lighting.

The medium-term goal is the "paperless" office through the maximum possible digitization of documents to conserve natural resources to a considerable extent.

### Electrification of company vehicles

We are reducing our emissions from vehicles by decarbonizing our company-owned vehicles with electric and hybrid vehicles.

### Reduce travel and promote hybrid working models

To reduce the emissions caused by travel, we rely on hybrid working environments. Should physical travel be necessary, we prefer rail to car or air travel.

Vietrust implements alternative working models that are sustainable, but also more inclusive and productive, resulting in a better experience for both our employees and our partners.

### Make our workplace more sustainable

It is important for us to drive environmental initiatives, to constantly train our employees, and to motivate them to follow our internal sustainability guidelines. For example, at our headquarters, we are working to implement more sustainable and efficient water management systems that will significantly reduce our office's footprint. We are switching to renewable electricity and making our offices more sustainable.





## Our stakeholders

**Banks**

**Employees**

**Delivery and service companies**

**Customers and partners**

**State and society**

## Stakeholder-dialogue

Our business and the decisions we make impact a range of external and internal stakeholders. Systematic dialogue with our stakeholders is a crucial objective of our management approach. It helps us strengthen connections and understand the communities in which we operate.

An active stakeholder dialogue throughout the project life cycle helps to identify, investigate and manage potential risks and gives us new perspectives.

### Banks

Our banks support the strategic growth of our company.

### Employees

Our employees are primary stakeholders who both directly influence and are directly affected by vietrust's internal policies and activities.

### Suppliers and service providers

Suppliers and service providers are directly affected by budget allocations and indirectly by the company's focus on responsible management, and the resulting expectations for products and services.

### Customers and partners

The specific expectations of our customers have a direct economic impact on the company and prioritize our sustainability activities.

### State and society

State and society have a direct and indirect influence on vietrust and our operating conditions.

Stakeholder group	Expectation to vietrust	Communication channels
Banks	Compliance with laws and regulations related to labor rights, human rights, and anti-corruption	Direct communication reporting
Employees	Providing a healthy and safe working environment for employees. Compliance with laws and regulations related to labor rights, human rights, and anti-corruption	E-mail employee surveys, training, team building events
Delivery and service companies	Compliance with laws and regulations related to ethical business practices, human rights and anti-corruption	Direct communication folders/brochures Email supply chain management through supplier assessment forms and annual audits of key suppliers
Customers and partners	Ensuring responsible sourcing of materials and a circular economy	Events & Meetings Print and online publications training
State and Society	Ensuring a circular economy and energy-efficient work	Written communication documentation Print and Online Publications Events



## Partnerships to achieve the goals

We maintain long-term partnerships with our stakeholders and implement construction and renovation projects in close cooperation with them.

We have joined the United Nations Global Compact (UNGC) to further strengthen our commitment to sustainability. The United Nations Global Compact is the world's largest and most important initiative for responsible corporate governance.



We act according to the 10 principles of the UNGC, including human rights, environmental protection, climate protection, labor standards, and others. It is also important for us that our partners and suppliers share our values and meet the ESG criteria.

**Goal: To implement sustainable future concepts together with our partners, customers and stakeholders.**

**vietrust  
SERVES**

Our employees  
volunteer

**vietrust**

**vietrust  
GIVES**

Donating to make a positive impact - our current focus is supporting  
humanitarian aid to Ukraine and beyond

  
**vietrust  
SERVES**

In 2023 we plan to host our first annual Day of Service, an event where vietrust colleagues pledge to give back to our community through volunteering. We choose to build a sustainable and inclusive society as our theme and plan to organize an event on the production of marketable, recyclable handicrafts such as small furniture and decorative pieces, installations, and paintings together with local and foreign artists. The event takes place in one of our properties.

**Vietrust** actively collaborates with selected projects worldwide with a strong focus on sustainability and social aspects.





Since January 2022, vietrust has been working closely with the Vienna Social Fund.

The Vienna Social Fund (FSW) ensures that people in Vienna get the support they need. The offer includes care and support services, help for the disabled, help for the homeless, debt counseling, and basic care for refugees. The FSW supports around 110,000 customers per year together with its around 170 partner organizations quickly and individually. With around 2,400 employees,

the company is a pioneer in the health and social sector. In addition, the FSW manages the Social Aid Fund of the Mayor of Vienna.

The Viennese help for the homeless, which is part of the Vienna Social Fund (FSW), offers advice and support together with cooperation partners as well as suitable places to stay, sleep and live. The goal is always a suitable form of housing for as independent a life as possible.

Dear employees of VIE TRUST GmbH,

*On behalf of the FONDS SZIALES WIEN (FSW), I would like to thank your team for really cooperative and above all uncomplicated cooperation!*

*Since January 2022, we have been in close contact regarding properties that were subsequently operated as COVID facilities by the Workers' Samaritan Union (ASBÖ) on behalf of the City of Vienna's Health Department (MA 15).*

*I would also like to thank you on behalf of the City of Vienna for your willingness to have these properties made available rent-free and unbureaucratically. At this point I would also like to thank you for an extended use beyond the agreement, the further objects offers as well as the direct and open communication.*

*I wish VIE TRUST GmbH continued success in its field of business.*

Best regards,  
Armin J. Hanschitz



Participation in the following initiative was selected as a team building event 2023:

## Forest 4 life

### Climate protection + team building event

#### Donate trees

Commitment to climate protection - a matter of course for companies that operate sustainably

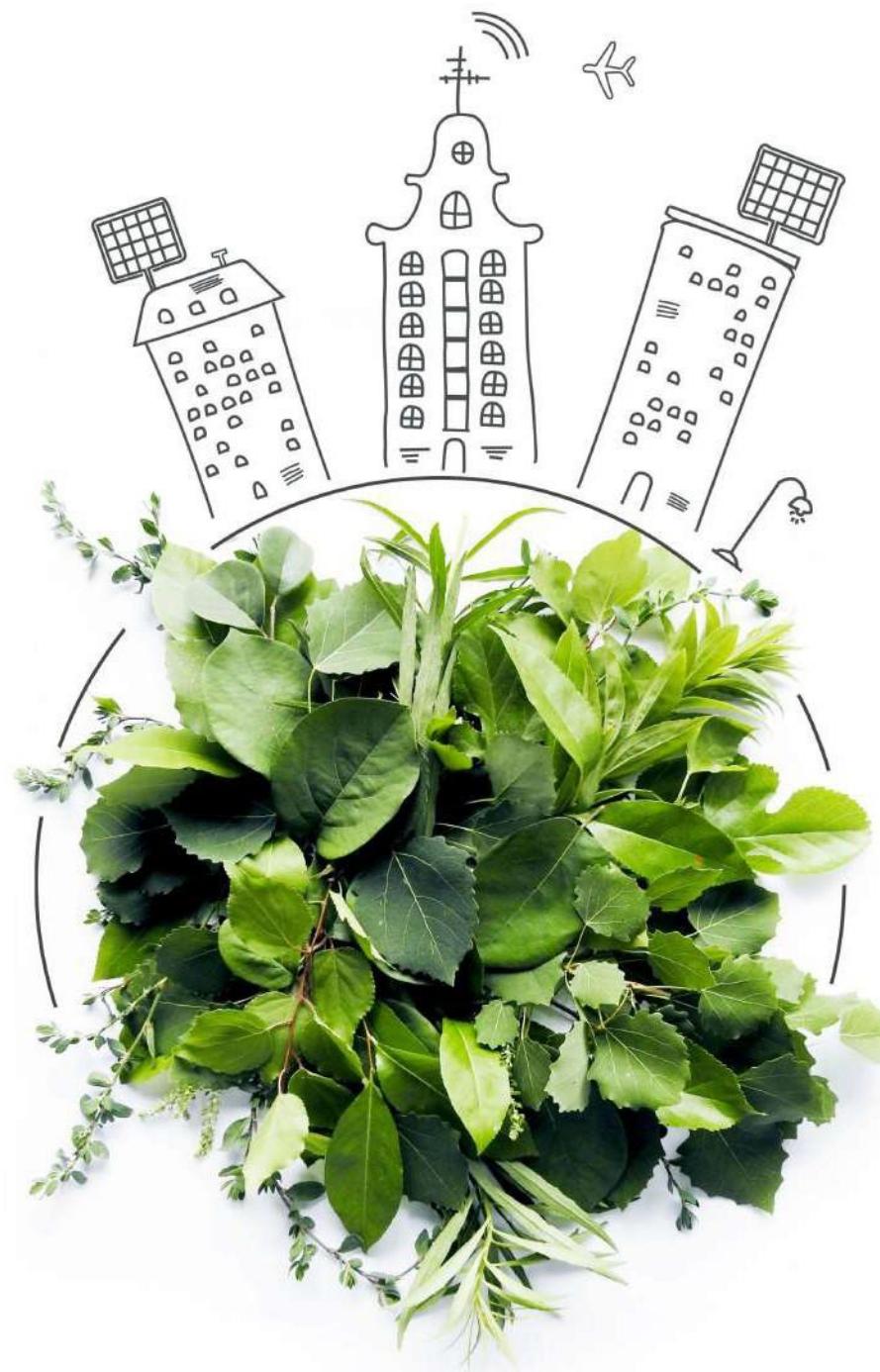
Trees donated to reforestation projects in Austria and thereby lay the foundation for new forests.

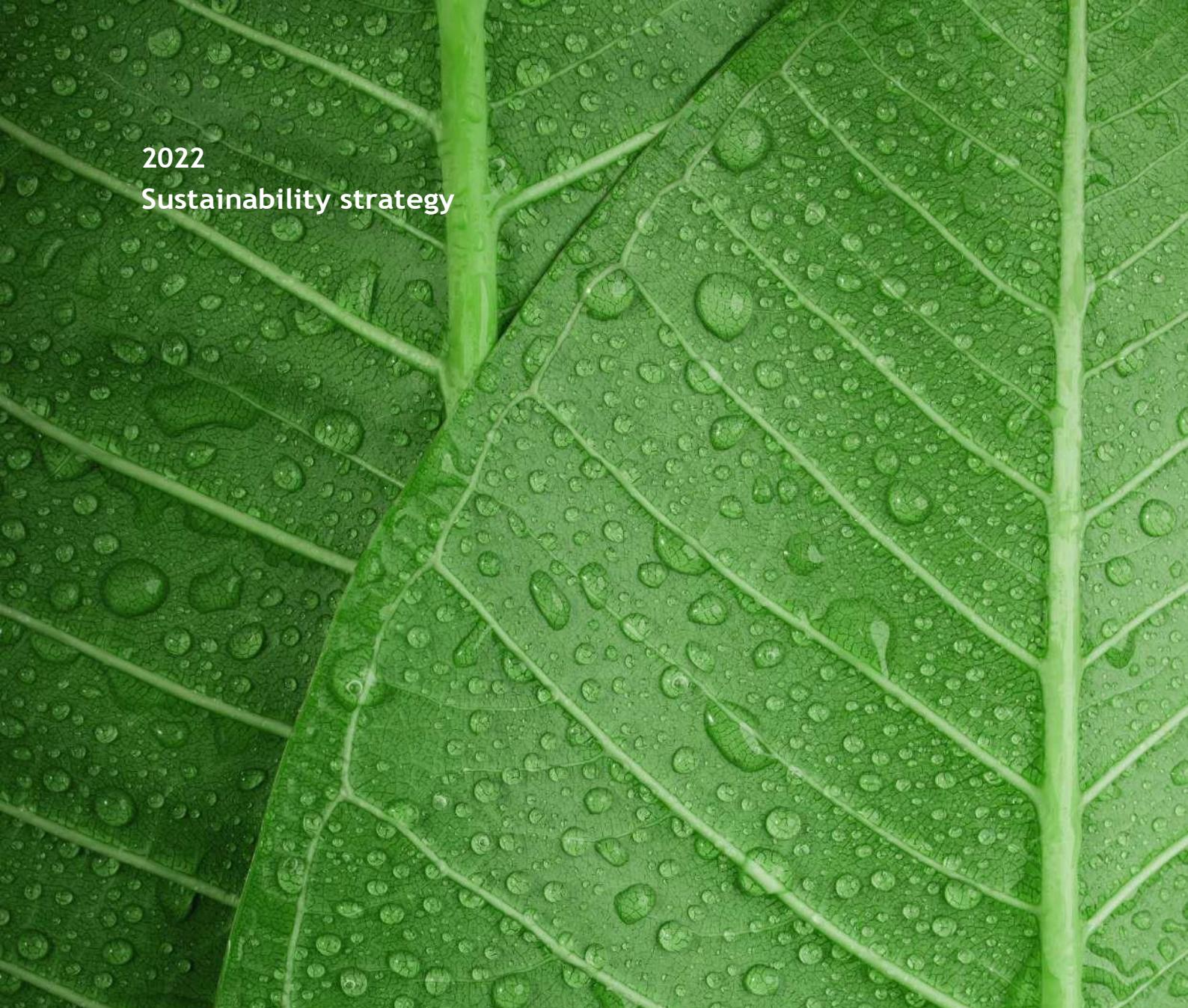
#### The offer:

- Donation per product, service, or contract
- Tree donation as an integration into the company's environmental management
- Tree donation for a sustainable project plant trees for the climate and team building with employees, customers, or suppliers.

#### Benefits:

- CO2 compensation through reforestation in Austria
- Support for a regional, sustainable environmental project
- Make your commitment to climate and environmental protection visible
- Sustainable investment in a generational project
- Employee motivation by planting trees together





2022  
Sustainability strategy

## Contact

Please contact us for more information:

**vietrust GmbH**  
Mariahilfer Street 142/1/2  
1150 Vienna

## Editorial information:

Published by vietrust GmbH  
December 2022  
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