

# OUR MISSION STATEMENT



## Responsibility

Customer satisfaction  
Passion for safety  
Self-responsibility

**We make sure that natural gas supply is delivered safely to Austria and many European countries and thus guarantee the satisfaction of our customers!**

- › We ensure transparent marketing and uniform conditions for our customers.
- › We develop our processes and services continuously in order to meet the requirements of our internal and external customers and partners in an optimal way.
- › We operate on an equal footing with our partners and with trusted quality.

**We demand professional behaviour and passion for safety from all parties involved!**

- › We know the rules of our business as well as the expectations of our stakeholders and we take these into account.
- › If there's a conflict of objectives: health, safety, environment and quality (HSEQ) comes first – without any compromises!
- › We achieve our results safely.

**We all live in a responsible way!**

- › First of all, everyone takes responsibility for themselves.
- › Everyone is responsible for making sure we all get home safe and sound!
- › We promote the health of each and every individual!
- › Our managers support these principles.

## Fairness

Zero accidents  
In dialogue with each other

**We engage in fair dialogue!**

- › Together, we create fair, understandable rules that are legally secure and are carried out with the participation of our stakeholders.
- › We tackle uncertainties, errors and incidents together!
- › In our dealings with people and the environment: zero accidents!

## Vision

Innovative thinking  
Continuous development  
Sustainability

**We take into account the impact that our work will have on tomorrow's needs!**

- › We are innovative and develop future-oriented business models.
- › Our employees contribute to our continuous development with their ideas and actions.
- › We actively shape current energy policy developments both at home and abroad.
- › We take a long-term view of the impact of our activities on people and the environment. Safety, effectiveness and (energy) efficiency guide our actions.

Vienna, September 2019

  
Harald Stindl

  
Stefan Wagenhofer