

# Welcome on board our team!

You are now part of an incredibly important company for Vienna, one that not only moves people but also ensures their safety. And yes, **that includes you!**

Here at Wiener Linien, it's not just about getting from A to B. We have a mission: Safety. We have a mission: **Safety**. And this mission can only be accomplished together!

Each of us has a role to play. You might think your job doesn't directly impact safety, but that's not true. Whether you're in operations, the workshops, construction sites, or the office, your decisions and actions will influence the safety of our passengers.

We live a culture of **safety values**: Responsibility – Risk Awareness – Communication and Transparency – Learning from Experience. This means that we not only look out for each other but also communicate openly and learn from our experiences to become safer every day.

So, be proud to be part of this mission. Be proactive, be attentive, and always be ready to contribute to ensuring that our passengers reach their destinations safely. Because safety is not just our job, it's also our commitment and our passion.

Embrace your role and view your tasks through the lens of our safety standards. By doing so, you'll better understand the risks around you and how your actions impact the core of our operations – **the safety of our transit system**.

Welcome to the Wiener Linien team, where safety is not just a promise, but a reality!



**Risk Awareness:** We understand our reality at the workplace and consciously identify risks to manage them appropriately.



**Responsibility:** We lead by example and take responsibility for our own safety and that of our colleagues. Collaboration plays an important role in this.



**Communication and Transparency:** We promote openness, respect, and trust to create a solid foundation for healthy communication that enables the improvement of safety-related performance.



**Learning from Experience:** We stand for continuous learning and a willingness to improve in order to learn from mistakes and raise safety standards.

# SMS Safety Regulation

## Responsibility of senior management

**"Safety is a leadership responsibility."**

The Executive Management serves as the highest level of leadership and sets an example for the Safety Management System (SMS) across the entire company. The Executive Management fully supports this guideline, the goals outlined within it, and their effective implementation. The managing directors act as the technically responsible representatives of the SMS and assume accountability for its implementation in their respective business areas. In this context, the Chairwoman of the Management Board serves as the primary point of contact.

## Scope

**"Safety concerns us all and is part of our corporate objectives."**

Wiener Linien is an integrated transportation company encompassing bus, tram, and subway operations, as well as infrastructure management and maintenance. In our Safety Management System (SMS), we particularly focus on safety-critical areas that have a direct impact on transit operations and the provision of vehicles and infrastructure. Safety awareness is a central aspect of our SMS and is emphasised company-wide. Our SMS principles are derived from the Wiener Linien strategy, which serves as the foundation for decision-making and the implementation of measures.

## Compliance with all legal and other safety requirements

**"Our Safety Management System ensures that we meet all internal and external safety regulations."**

To ensure safe and efficient operations, Wiener Linien has implemented an SMS that complies with and monitors all legal and internal regulations. Additionally, safety requirements are documented internally and communicated to all employees.

## Framework for safety objectives

**"We set clearly defined, measurable goals and monitor their achievement."** The framework for safety objectives forms our basic criteria and standards, which we implement, monitor, and continuously develop. The performance of the SMS can be evaluated based on the degree to which our safety objectives are met or by the derived key performance indicators.

## Importance of internal safety culture

**"Safety is something we create together."**

At Wiener Linien, we pursue a systematic approach to improving our safety culture as part of our SMS.

This includes the holistic networking and integration of the human-organizational factor (MOF). Our goal is to make human performance visible and reduce accidents through training programs while maintaining and further developing our high safety standard.

## Commitment to controlling safety risks

**"We uphold an effective SMS and monitor the effectiveness of our measures."**

Risk management is essential for our SMS to ensure the safety of our employees, customers, and other involved parties (suppliers, the City of Vienna, etc.). We not only consider risks from our own operations but also take into account external influences that could affect safety. Through targeted safety checks, we ensure that our measures are appropriate and effective.

## Commitment to continuous improvement of the SMS

**"By constantly learning and improving, we aim to become safer."**

In our company, we are committed to the continuous improvement of our SMS to ensure a safe environment for all employees and passengers. We regularly review our policies and procedures to ensure their relevance and effectiveness. Additionally, we employ proactive methods to identify potential areas for improvement and develop strategies for optimization. Our ultimate goal is to continue ensuring and increasing operational and traffic safety standards so that we can continue to ensure the mobility of the city of Vienna and safely bring our passengers to their destinations.