

Sustainability Report

MODUL University Vienna (2017/2018)



CONTENTS

About The Report 2

Message from the Board 3

About the Organisation 4

Sustainability Statement 6

Commitment to Sustainability 8

Sustainability Governance 9

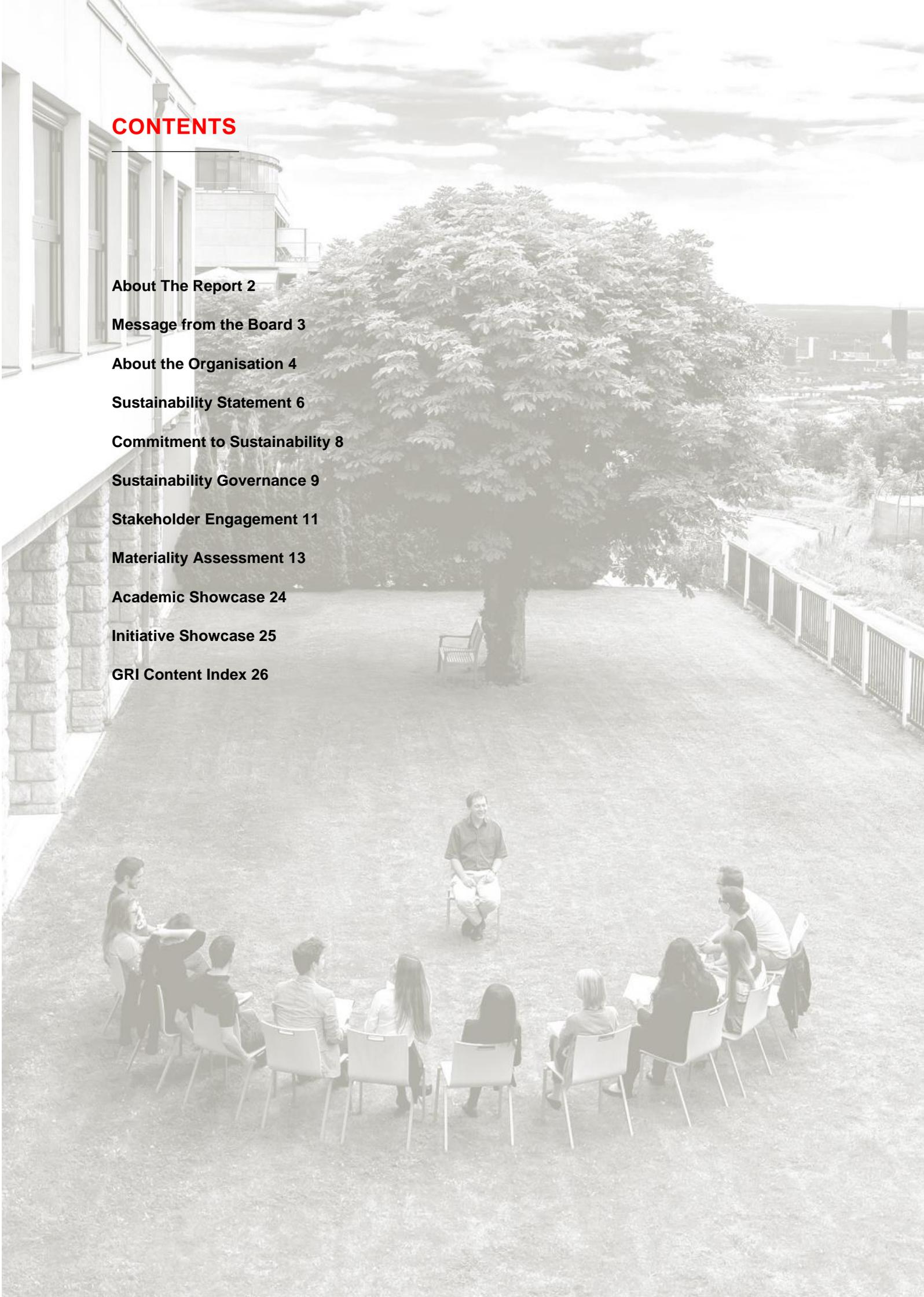
Stakeholder Engagement 11

Materiality Assessment 13

Academic Showcase 24

Initiative Showcase 25

GRI Content Index 26



ABOUT THE REPORT

GRI 102-46, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54

MODUL University Vienna (hereinafter “MU”) is pleased to present its second Sustainability Report (“The Report”), developed in reference to Global Reporting Initiative (“GRI”) Standards 2016. For a full disclosure of the specific content aligned with GRI Standards, refer to the GRI Content Index shown on pages 26-28.

The Report covers a range of material Economic and Environmental, Social, and Governance (“ESG”) activities of MU during the reporting period from 1 September 2017 to 31 August 2018. It covers performance derived from operating and managing an internationally-oriented university for the research and education on tourism, sustainable development, new media technology, and public governance. The Report covers activities limited to the direct educational operations of MODUL University Vienna.

In Vienna, MU offers its students competitive education at Bachelor, Master, MBA, and PhD levels. The Undergraduate School consists of three Bachelor programs: BSc in International Management, BBA in Tourism and Hospitality Management, and BBA in Tourism, Hotel Management, and Operations. Additionally, the Bachelor programs feature specialization (“majors”). The Graduate School offers three Master programs: MSc in Management, MSc in International Tourism Management, and MSc in Sustainable Development, Management and Policy. The Professional School offers one General MBA program with five major options: Entrepreneurship, Innovation and Leadership; New Media and Information Management; Public Governance and Sustainable Development; Real Estate Management and Hotel Development; and Tourism and Hotel Development. The PhD program is in Business and Socioeconomic Sciences.

In defining the Report’s content and the aspect boundaries, MU has identified, prioritised, validated and reviewed the principles of materiality, stakeholder inclusiveness, sustainability context and completeness through stakeholder engagement efforts varying in depth and mutual commitment, ranging from face-to-face meetings and emails/formal surveys, to general meetings and university-wide announcements across all forms of social media.

MU’s inaugural Report was produced for the academic year 2013/2014. At this time, there are no reinstatements of information and changes from previous reports of Scope and Aspect Boundaries.

External independent assurance for this Report’s content has not been sought at this juncture. MU’s Sustainability Committee commissioned 9212 Data LLC and INHY Solutions Pte Ltd for the preparation of this Report.

MU continuously seeks to enhance principles of accuracy, balance, clarity, comparability, reliability and timeliness of its operational sustainability and reporting practices. We welcome feedback and suggestions for future improvement.

In line with aspirations towards carbon neutrality, an electronic version of this Sustainability Report will be made available on MU’s [website](#). For questions or comments, please reach out to Chair of the Sustainability Committee, David Leonard at david.leonard@modul.ac.at

MESSAGE FROM THE BOARD

GRI 102-14



Dear Stakeholders,

MODUL University Vienna embraces the foundation of sustainable development, which is deliberate, environmentally-conscious action which meets the needs of the present without comprising the welfare of future generations.

The MODUL community recognizes the significant responsibility borne by universities for leading the way towards a sustainable future. We see our role in this process as manifold, including the contribution of knowledge generated through basic and applied research agendas and the minimization of environmental risks through our operations, but we believe our most significant impact on the world to be the way in which we mold our students into future leaders. Through our role as educators of a diverse student body, we strive to produce graduates who think critically and apply cutting-edge research responsibly. Each year at the commencement ceremonies, MU graduates sign an oath stating that they will “strive to act with honesty, and integrity, oppose all forms of corruption and exploitation, and respect the rights and dignity of all people.”

Since our last sustainability report we have started on the process of benchmarking our sustainability performance. MU placed 68th in the 2017 UI GreenMetric World University Rankings, from among over 700 participating institutions, and 2nd in Austria. Such schemes provide an indication to stakeholders of how we are doing but are also useful in helping us to identify best practice examples from which we can learn.

We view sustainability as a process of continuous improvement towards shared goals, rather than a defined end point, and we therefore seek to operate with neutrality and efficiency principles in mind, particularly in energy consumption, waste production, and ecological footprint. To this end, we embrace new student- and faculty-led technologies and initiatives in pursuit of local, regional, and global sustainability. 2018 was a strong year for MODUL, including the launch of the MU Start-up Hub which incubated 11 Austrian, German, and Croatian start-ups in the F&B, hospitality, and service industries, mobilizing entrepreneurship and innovation to resolve urgent global needs. Innovation continues to permeate through the Scholarship of Hope, which recognized various sustainability-oriented proposals by students and employees in 2018.

Mobility impacts were a common theme, including a carpooling app to reduce the carbon emissions associated with daily commuting to Kahlenberg, and the development of multimedia capacities to alleviate the need for business travel, as well as availing faculty of new pedagogic approaches. In research, our applied research acumen was recognized in 2018 as among the 25 top-performing universities by U-Multirank, a European Commission ranking system.

I would like to thank the entire MODUL community for their contributions to the sustainability performance disclosed in this report, and I look forward to continually improving our policies, procedures and performance over the years to come. We hope our stakeholders share our commitment towards bettering our world for the next generation.

Karl Wöber, President

ABOUT THE ORGANISATION

GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-8

MODUL University Vienna (MU) is an internationally-oriented organization for education and research focusing on topics including tourism, new media technology, sustainable development and public governance. It was established in 2007 on top of the scenic Kahlenberg overlooking Vienna. Among its foundations, MU is committed to its goal of fostering independent and original research and providing the research community and the general public the benefits of innovation. Furthermore, MU boasts an international network of partner universities, commercial enterprises and public institutions.

MU is owned by the Vienna Economic Chamber of Commerce and Industry and it was approved by the Agency of Quality Assurance and Accreditation Austria upon its establishment. The tourism programs of MU have also been accredited by the United Nations World Tourism Organisation (UNWTO) TedQual certification system since 2012.

MODUL University Vienna contributes to specific beneficiaries, e.g. Chamber of Commerce (WKW, WKO), Ministries (e.g. BMBWF, BMNT), Austrian Society for Sustainable Real Estate Management (ÖGNI), Austrian Statistical Office (Statistik Austria), and the private sector, who apply research to further actionable intelligence in pursuit of resilient social solutions.

MU offers its students internationally-competitive educational services at all academic levels: Bachelor, Master, MBA, and PhD. In the academic year 2017/2018, 559 students were enrolled in one of the 8 programs MU currently offers among its educational levels.

	BBA THM	BBA THO	BSc IM	MSc ITM	MSc SDMP	MSc IM	MBA	PhD	Total
Students	237	138	45	47	11	26	70	11	559
Students (%)	42	25	8	8	2	5	13	2	100

THM (Tourism & Hospitality Management); THO (Tourism, Hotel Management & Operations); IM (International Management); ITM (International Tourism Management); SDMP (Sustainable Development, Management & Policy), MGT (Management).

Diversity in MODUL University Vienna

MU is proud to be an international organization with an international outlook. It believes in and respects diversity in cultures, nationalities and gender without compromising its support of local communities. Inclusivity among its faculty, staff and students is a core value. To strengthen this commitment, MU established its Gender and Diversity Party which is responsible for issues relating to gender equality, special needs, religious freedom, etc. They also handle

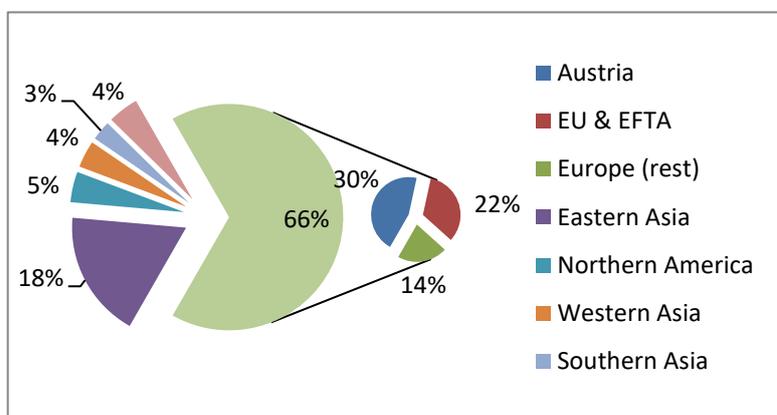


Figure 1: Origin of students

advising and mediation on issues between students, faculty and/or staff. Under the university's constitution, at least two of the party's members should be women.

MU believes having an international student body has incremental pedagogic and didactical benefits by enabling innovative approaches and encourages incredible intercultural understanding, an effect that extends to the global community. Therefore, MU provides equal opportunities to students independent of nationality and backgrounds. The student body enrolled at MU represents more than 60 countries.

MU endeavors to support multiculturalism, by organizing events which celebrate internationality, chiefly the annual "International Day," during which students are invited to represent their nationalities with food, traditional clothing/wear, and performance, representative of the value MU places on diversity and local communities (all sales at the event benefit local charities)

Student Body			
By Sex		By Citizenship	
Female	Male	Austrian	Non-Austrian
318	241	172	387

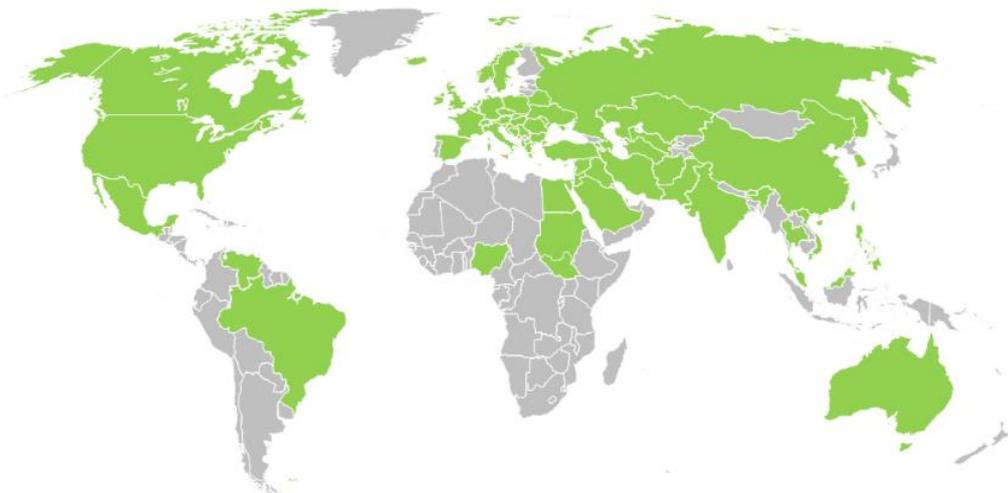


Figure 2: Student numbers separated by source markets

MU continues to pursue inclusivity through the provision of equal employment opportunities regardless of personal identity choices or characteristics, thus ensuring flexibility, fairness and personal and professional growth. This helps MU establish a sense of belonging among employees which reflects on a relatively constant employment (~72 employees annually) throughout the years without seasonal fluctuations.

Contract type	Faculty		Administrative Staff	
	Female	Male	Female	Male
Limited duration	9	18	0	0
Unlimited duration	6	9	25	18

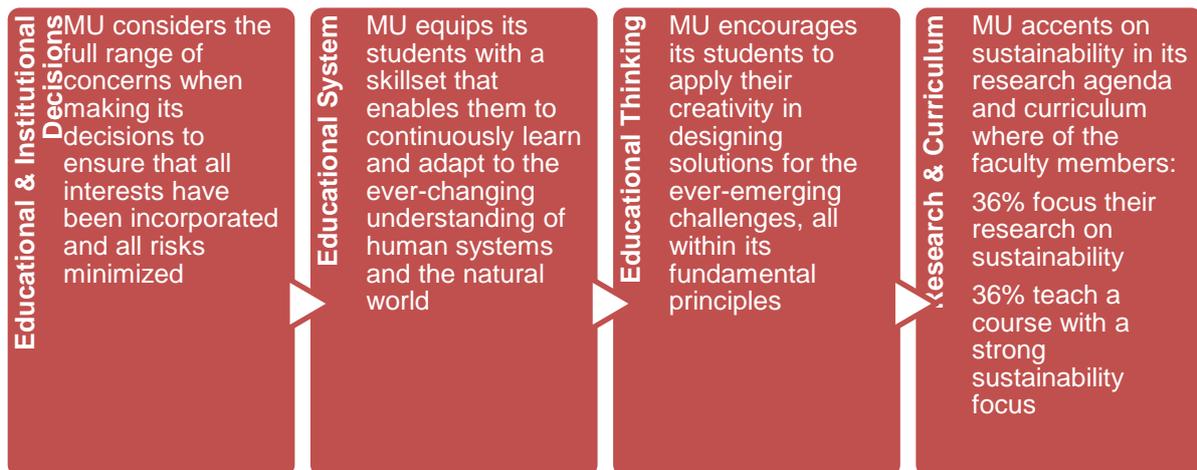
SUSTAINABILITY STATEMENT

GRI 102-11, 102-16, 102-46

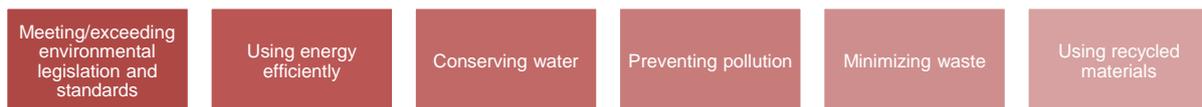
Established 2007, MU can trace its roots to 1908 with the Tourism College MODUL. By 2018, MU is the only Austrian university ranked among the top 25 performing universities in top-cited publications, with only 9 other European universities. Through that, MU's contribution to not only the local community but also the global one has increased tremendously. It has taken on a responsibility to not only act but also encourage others to join its pursuit for sustainable development. Its strategy is guided by 5 fundamental principles:

1. **Knowledge:** challenging what we take for granted and embracing change;
2. **Creativity and Innovation:** dealing with complexity;
3. **Personal Integrity and Ethics:** supporting the principles of equity and justice;
4. **Mutual Respect:** valuing diversity and humanity; and
5. **Stewardship:** serving as ambassadors of sustainable and responsible living.

Based on the responsibility it took on itself and these principles, MU has set a precautionary approach in place to ensure achievement of their sustainability objectives. This approach has become the core of MU's educational services and research, as it focuses mainly on them.



MU also implements an integrated sustainability approach as it tries to balance the economic, social and environmental dimensions of its activities. This approach reflects in daily working operations and process flow as MU controls its operations and minimizes risk to the environment and any subsequent adverse effects.



On top of that, MU undertakes a careful selection process for its suppliers and contractors to ensure they are equally committed to social and environmental principles. And to eliminate weak links and strengthen the sustainability chain, MU conducts ongoing communication and training to raise awareness of these principles among students, faculty, contractors and partners. This falls under stakeholder engagement carried out as part of social sustainability.

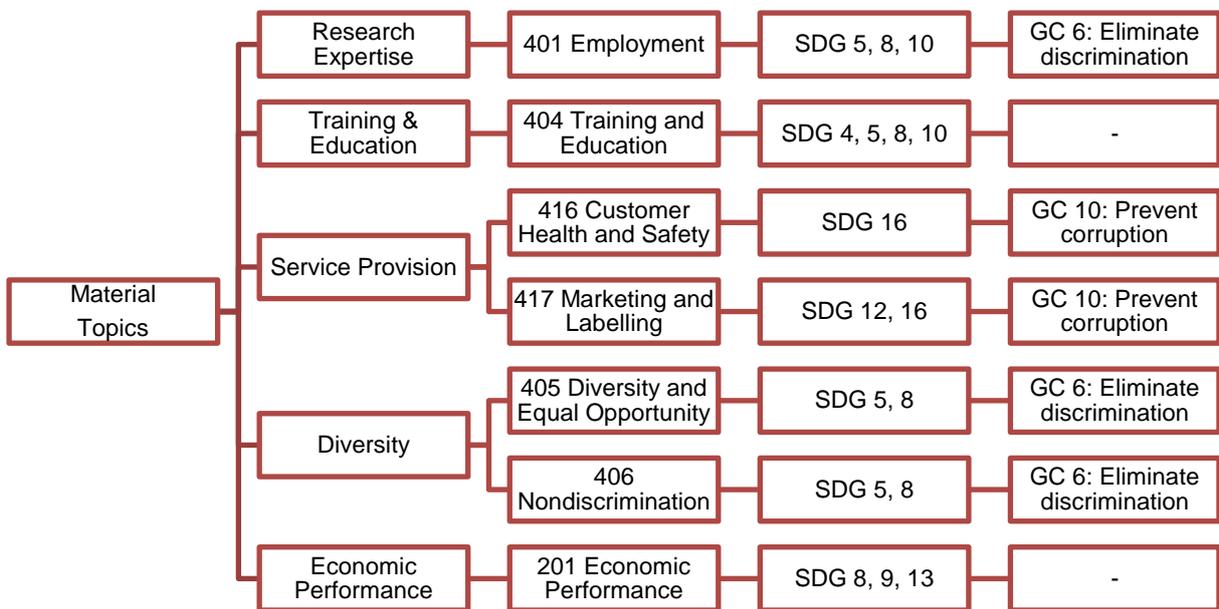
MU strives to surpass current social standards (as set, e.g., by many enterprises, Austrian government and the Vienna Chamber of Commerce) by increasingly focusing efforts into quality-of-life-related measures and research.

MODUL University Vienna within the larger Sustainability Context

MU is guided by the global 2030 Agenda, and their applied outcome, the Sustainable Development Goals (“SDG”). As MU’s stakeholders are wide-reaching, it is cautious to ensure their needs and expectations are being met and exceeded, by integrating it into the University’s core strategy of developing good academic services and innovative research products.

MU’s sustainability goals are developed to ensure alignment and compliance with current regulations and laws. In its policies, programs, and operations, MU communicates diligent respect for the precautionary approach, and although greenhouse gas emissions, material consumption and waste production have been deemed immaterial by its stakeholders for this reporting cycle, MU has continued to diligently track energy and water consumption, and waste production in order to mitigate trending emissions. As a leading research university in sustainable development, MU endeavours towards reducing its environmental footprint by taking the precautionary approach whenever possible.

MU is a significant actor within the innovative research and technology industries, across sustainable development, tourism and hospitality, and business sectors. MU actively contributes to its local economies and communities, as a model of good institutional behaviour for its students, many of whom will repatriate sustainability best practices back home to international cultures and contexts thereby extending its impact beyond the local setting.



In this Report, the material topics are contextualized within the larger sustainability framework by establishing a link to the UN SDGs and further, towards the UN Global Compact Principles.

The full list of UN SDGs and further information are available online at www.un.org/sustainabledevelopment/sustainable-development-goals/

COMMITMENT TO SUSTAINABILITY

GRI 102-9, 102-10, 102-12, 102-13

As a purveyor of quality university education, MU collaborates with various different suppliers to ensure the smooth running of university operations, as well as events hosted by its staff and faculty. MU seeks to engage with a wide range of professionals, contractors and suppliers, endeavouring to source from the Vienna region to mitigate associated environmental impacts (e.g. transporting procured products), while encouraging sustainability of local Austrian businesses.

In 2017/2018, all of MU's 24 suppliers derive from Austria. 10 of the vendors originating from the Vienna metropolitan area, comprising 49% of the total supplied monetary value (~€102,725)

The remaining 14 vendors comprise 51% of the total supplied monetary value (~€107.883).

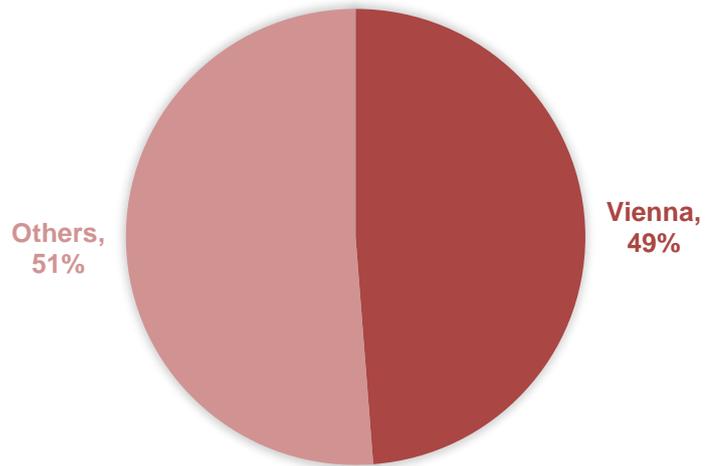


Figure 3: Percentage of supplied value deriving from the Vienna metropolitan region vs. other Austrian regions

Awards & Recognition of Sustainability Initiatives



MU was recognized as having ranked 68th worldwide, and 2nd within Austria in the 2017 UI GreenMetric World University Rankings from a total pool of 700+ institutions. The ranking recognizes MU's actionable commitment to enforcing a green campus with sustainable policies and programs, modelling environmentally-friendly behaviour. Additionally, MU was awarded research grants from FFG, FWF, and government ministries in the amount of €324,760 to continue innovative work, some involving applications in and of sustainable development.

Within the university, MU ensures to reward contributions towards all facets of sustainable development by students, alumni, and employees through the Scholarship of Hope. The following submissions were awarded in the reporting period.

Student Proposal: Use of an app to promote and facilitate car sharing in order to mitigate the harmful impacts of the long commute to Kahlenberg MU campus.

Student Proposal: funding of travel costs for a student group to journey to Italy to make a submission of their sustainable innovation proposal in the framework of the Hult Prize

Employee Proposal: The development of multimedia studio to enable remote, blended-learning, and high-quality video conferencing. It reduces the mobility requirements and therefore associated emissions.

Employee Proposal: The development of a sustainability certification that students may earn at MU in recognition of their positive contributions to social and environmental causes.

SUSTAINABILITY GOVERNANCE

GRI 102-18, 102-45

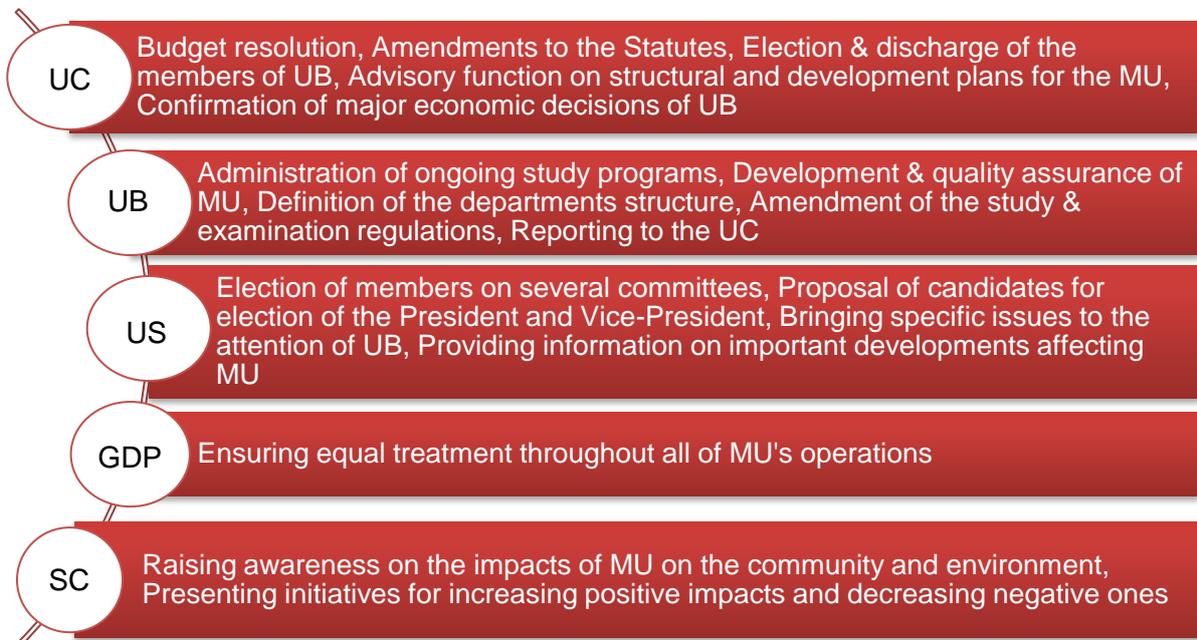
Sustainability Governance Structure

MU is owned by the Vienna Chamber of Commerce and Industry, which is represented by 4 members in the University Council (UC) in addition to 1 representative of the tourism industry and 1 representative of another university or research institution. UC responsibilities include:

1. Budget resolution;
2. Amendments to the Statutes;
3. Election and discharge of the members of the University Board;
4. Advising on the drafting of structural and development plans for the university; and
5. Confirmation of major economic decisions of the University Board.

Although the UC is responsible for some of the major decisions at MU, the University Board (UB) remains the director of operations of the university. It comprises the President, Vice-President and Managing Director; who are also extraordinary members with an advisory note to the University Council. UB responsibilities include:

1. Administration of ongoing study programs;
2. Development of the university;
3. Quality assurance for the entire university;
4. Definition of the departments structure;
5. Amendment of the study and examination regulations (in consultation with UC); and
6. Reporting to the UC.



Assisting with the administration of the university is the University Senate (US), which is the body of MU's academic self-governance. The responsibilities of the University Senate include:

1. Election of member on several committees;
2. Proposal of the candidates for election as President and Vice-President;

3. Bringing specific issues to the attention of the UB; and
4. Providing information on important developments affecting MU.

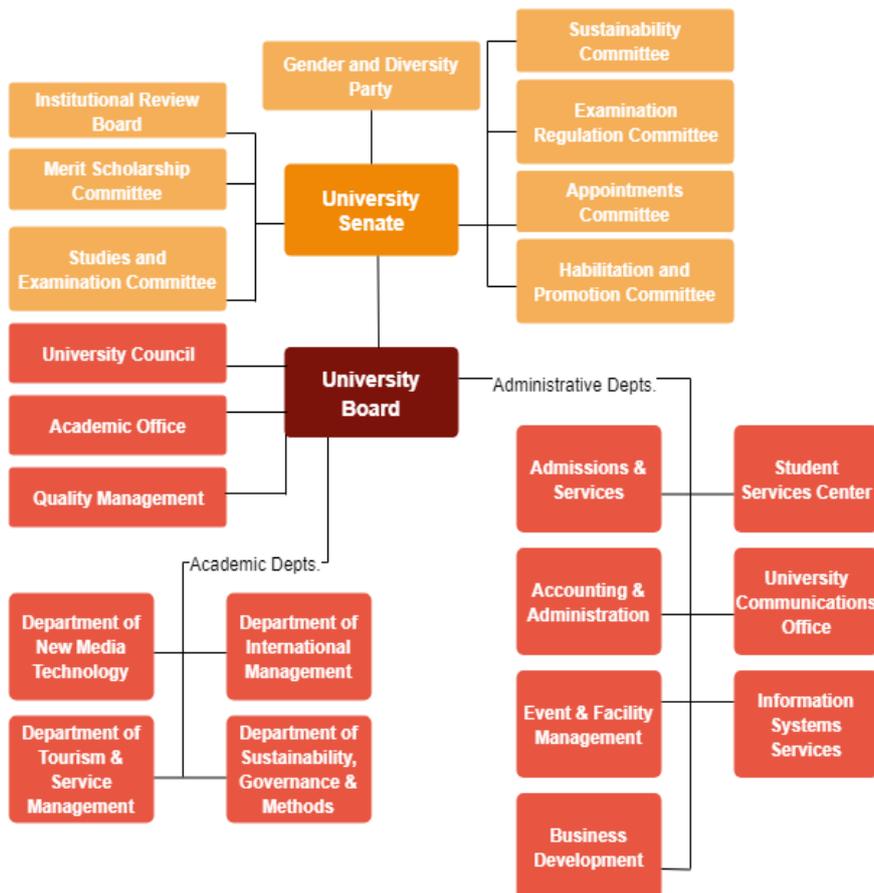


University Senate comprises...

- 3 members from the University Board (nonvoting)
- 6 members from & elected by the full & associate professors
- 6 members from the other faculty members
- 3 members from the administrative staff
- 1 representative of the non-faculty researchers
- 4 student representatives nominated by the Austrian Student's Union

In addition to these bodies, and among other administrative and governing bodies, MU has two more advisory boards in regards to its sustainability program. The first is Gender and Diversity Board whose duty is to ensure equal treatment in all the university's operations while heading the Gender and Diversity Party (GDP).

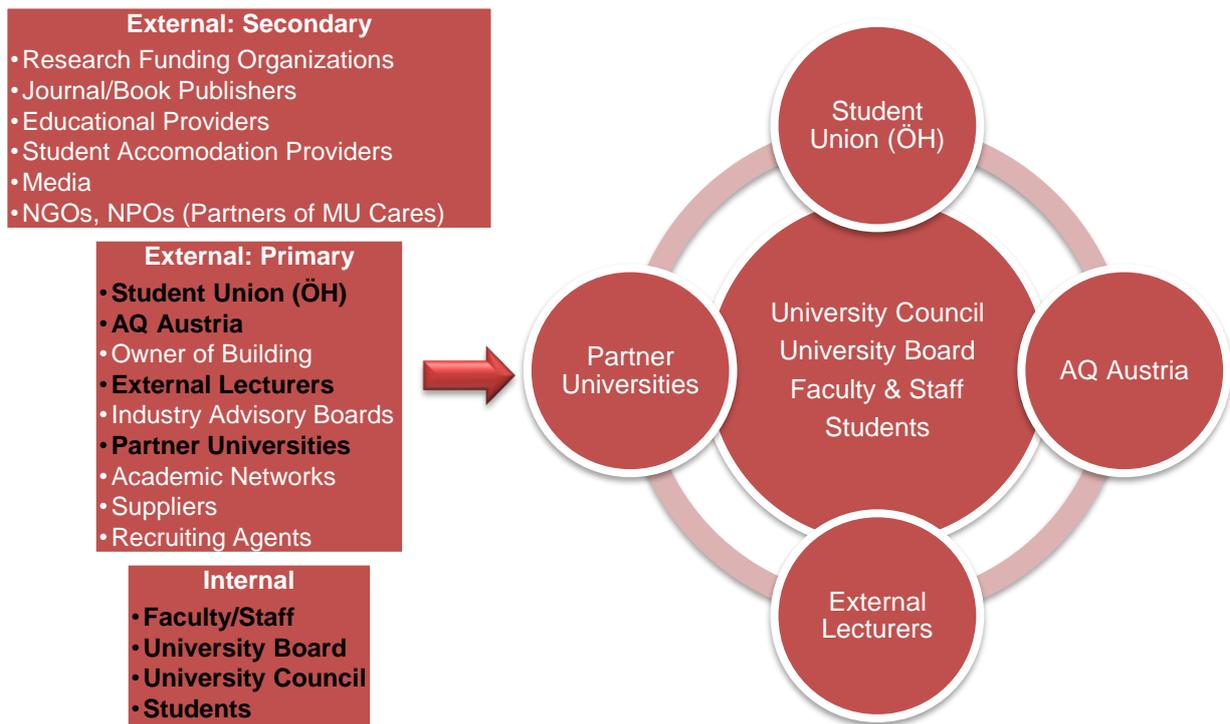
The second is the Sustainability Committee (SC) whose members are volunteers from the faculty, staff and students. SC's duties include: Raising awareness on the impacts of MU on the community and environment and presenting initiatives on increasing positive impacts and decreasing negative ones.



STAKEHOLDER ENGAGEMENT

GRI 102-40-, 102-41, 102-42, 102-43, 102-44

MU worked to formally identify key internal and external stakeholder groups, which possess significant influence and have a vested interest in MU's Environmental-Social-Governance (ESG) performance and financial sustainability. A comprehensive beneficiary assessment was conducted to identify stakeholders and their relational degree of separation to MU. Based on decision-making capacity, responsibility, dependency, and proximity, MU has narrowed down main stakeholder groups (as illustrated in the diagram on the left) with whom engagement is directly paramount to strategy and operations.



MU has a two major collective bargaining bodies: Student Union (ÖH), a student government body established and maintained by Austrian federal law and the Works Council, which represents the interests of MU employees (100%) in an advisory role to the University Board.

Approach to Stakeholder Engagement

In line with GRI Standards 2016, MU follows timely and productive engagement with key stakeholders will further academic education and research innovation objectives by understanding the concerns and expectations of the main beneficiaries. MU keeps diligent records of internal and external stakeholders; they are as follows:

In the process of conducting a materiality assessment, a university-wide formal survey was distributed. However, efforts to maintain bidirectional communication channels are continuous and vary across stakeholder categories in terms of frequency and mode, as elucidated in the diagram on the next page. MU proudly maintains a culture of adapting, and improving across all activities and operations, by learning carefully from the experiences of its valued stakeholders.

In 2017/2018-	MU
University Council	6
University Board	3
Faculty & Staff	85
Students	559
Student Union (ÖH)	7
AQ Austria (*Representative)	1*
External Lecturers	26
Partner Universities	20

University Council

Internal - Ensure executive leadership and adequate resources to develop strategic direction and financial sustainability.

- Meetings between UC and UB: biannual, Emails/phone calls (continuous)
- Top 3 Concerns: Training and Education, GHG Emissions, Research Expertise

University Board

Internal - Ensure effective leadership of interdepartmental matters and resolutions, meet QA objectives, and academic operations.

- Meetings between UC and UB: biannual, Meetings (weekly), Emails/phone calls (continuous)
- Top 3 Concerns: Training and Education, Research Expertise, Waste Production

Faculty & Staff

Internal - Ensure academic innovation, intellectual competencies, scholarship, and professional career development of students.

- University Assembly (biannual), Directors meetings (as needed), Departmental meetings (as needed), Employee satisfaction surveys (annual), Works Council meetings (as needed), Course evaluations (semester)
- Top 3 Concerns: Training and Education, Research Expertise, Diversity

Students

Internal - Ensure academic and professional behavior respecting integrity, innovation, and sustainability.

- Face-to-face meetings (continuous), Emails and website announcements (continuous), Social media (as needed), Academic mentor program (as needed), Course evaluations (semester)
- Top 3 Concerns: Training and Education, Diversity, Health and Safety

Student Union (ÖH)

External - Ensure transparent democracy, dedicated representation and voiced accountability of student needs and concerns.

- Elections (annual), Face-to-face meetings (as needed), Emails/phone calls (periodically),
- Top 3 Concerns: Training and Education, Diversity, Health and Safety

AQ Austria

External - Ensure internationally-competitive quality assurance and audit compliance with academic accreditation of higher education.

- Emails/phone calls (periodically), Face-to-face meetings (as needed)
- Top 3 Concerns: Training and Education, Research Expertise, Service Provision

External Lecturers

External - Ensure the intelligent and responsible transference of knowledge, assisting students in applying learned concepts.

- Lectures (continuous), Emails/phone calls (continuous), Course evaluations (semester)
- Top 3 Concerns: Health and Safety, Diversity, Waste Production

Partner Universities

External - Ensure the balanced exchange of students, their quality academic experience, and exposure to diverse experiences.

- Student exchanges (biannual), Emails/phone calls (periodically)
- Top 3 Concerns: Waste Production, Economic Performance, Training and Education

MATERIALITY ASSESSMENT

GRI 102-47

In line with GRI Standards 2016, a materiality assessment was conducted to identify and prioritize key material topics and indicators relevant in the context of academic and research institutional behaviour.

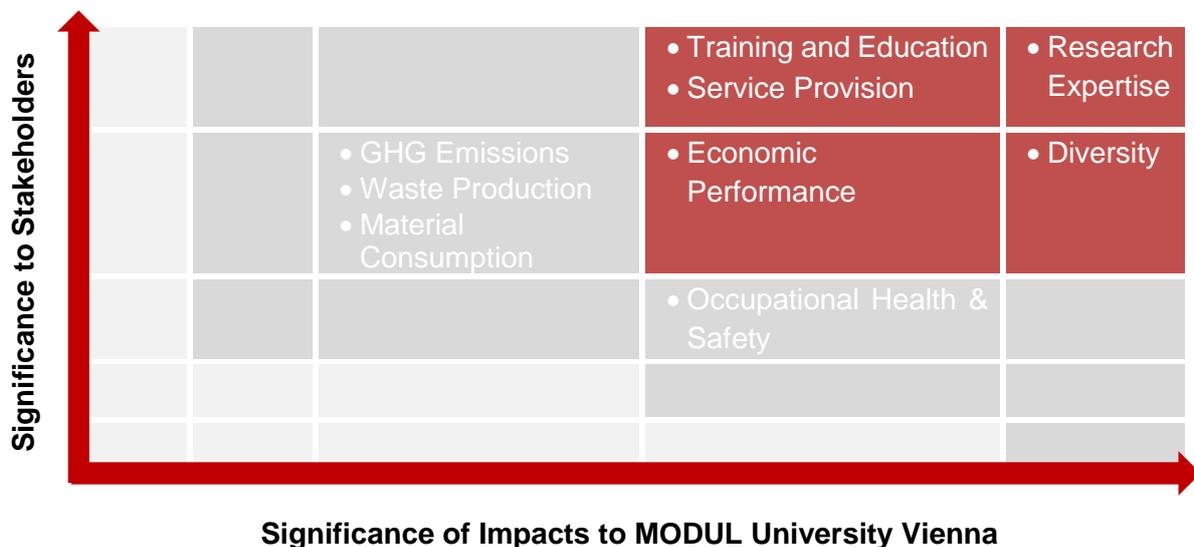
Led by MU’s Sustainability Committee, and guided by external sustainability consultants, the assessment involved formally surveying key stakeholders to understand which topics were relevant to their vested interests and decision-making capacity.

The process entailed conducting a comprehensive meta-analysis of GRI-compliant sustainability reports, produced between 2009-2017, of universities located in German-speaking regions to derive a preliminary collection of topics and indicators. They were further pre-validated with executive-level internal stakeholders. The resulting list furnished a formal materiality assessment sent out to a representative group of internal and external stakeholders, of which 105 unique responses were collected and analysed.

While MU prides itself on operating in an environmentally-conscious manner, this Report will not touch on its performance in GHG emissions, waste production or material consumption as they were not deemed by aforementioned stakeholder groups to have significance* on their decision-making capabilities nor deemed to have significance on MU’s operations as an esteemed research university, known for applied multi-sectoral innovations.

**Significance was considered as a ranking of ≥ 4.5 on a scale of 1 (low priority) to 8 (high priority).*

GRI Standards’ definition of “Materiality” emphasises topics selected that possess significant impacts on financial decision-making, as well as broad upstream and downstream social and operational consequences as determined by MU’s stakeholders. With an eye towards the materiality principle, MU’s stakeholders believe the following material topics represent a balanced view of its sustainability performance in the academic and reporting year of 2017-2018.



Material Topic	Category	Indicator	Aspect Boundary	Link to UN SDGs
<i>Research Expertise</i>	401 Employment	401-1	Within organisation	SDG 5, 8, 10
<i>Training and Education</i>	404 Training and Education	404-1 404-2 404-3	Within organization, External lecturers, Partner universities	SDG 4, 5, 8, 10
<i>Service Provision</i>	416 Customer Health and Safety	416-2	Within organisation, Research industry	SDG 16
	417 Marketing and Labelling	417-1 417-2	Within organisation, Research industry	SDG 12, 16
<i>Diversity</i>	405 Diversity and Equal Opportunity	405-1	Within organization	SDG 5, 8
	406 Nondiscrimination	406-1	Within organization	SDG 5, 8
<i>Economic Performance</i>	201 Economic Performance	201-1 201-2 201-4	Within organization	SDG 8, 9, 13

MU believes that sustainable institutional behaviour, like research innovation, must be regarded in connection with broader international contexts and guiding agreements. MU has chosen to operate as a facilitator of the UN SDGs, because it believes in and practices their inclusive humancentric adage: No one gets left behind.



The material topics which anchor the 2017/2018 Report revolve around ensuring for MU’s faculty and staff, the following: research training, technical capacity development opportunities, diversity, non-discriminatory environments, and healthy economic performance, which MU believes develop a supportive and healthy workplace culture, producing higher-quality academic services and foundation for its students. In this way, MU’s sustainability practices ensure that no one within the MU community gets left behind.



ECONOMIC PERFORMANCE

GRI 201-1, 201-2, 201-4



MODUL University believes that strong economic performance and pervasive awareness of the operational impacts posed by climate change encourages the retention of quality professors and students, who are the core of its operational innovation which anchor its present and future sustainability objectives.

Management Approach

In compliance with fiduciary duty, MU submits annual statements of accounts lodged through tax advisors, for review of the Agency of Quality Assurance and Accreditation Austrian and Vienna Chamber of Commerce. MU’s fiscal year is aligned with its academic year: September 2017 through August 2018.

MU endorses financial transparency and repudiates incidences of corruption and bribery, by embracing the Corruption Guidelines, set forth by the Vienna Chamber of Commerce and communicated to all MU’s employees at orientation upon recruitment.

Leading the model of green campus operations, MU is careful to integrate the progressive operational, management, and economic risks posed by unpredictable climate change. MU continuously seeks to minimize significant disruption of student schedules or cancelled semester dates caused by road closures (e.g. dangerous, icy roads) towards its Kahlenberg campus. All classes are scheduled with sufficient “slack” (i.e. non-teaching days) to enable rescheduling with minimal impact towards the student beneficiaries, staff, and faculty.

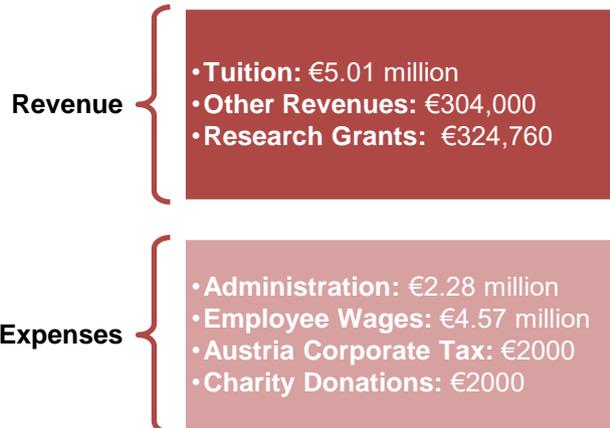
“We strive towards achieving sustainability equally across all environmental, social, and economic dimensions.”

At a Glance: Economic Value Generated & Distributed

In 2017/2018, MU achieved a tuition revenue of €5.01 million, a 10.35% increase from 2016/2017’s €4.54 million, due largely to greater student enrolment. Other revenues and research grants totaled upwards of €624,780, representing a 108.95% increase from 2016/2017’s €299,000.

Administrative expenses increased marginally from €2.281 million in 2016/2017 to €2.283 million in

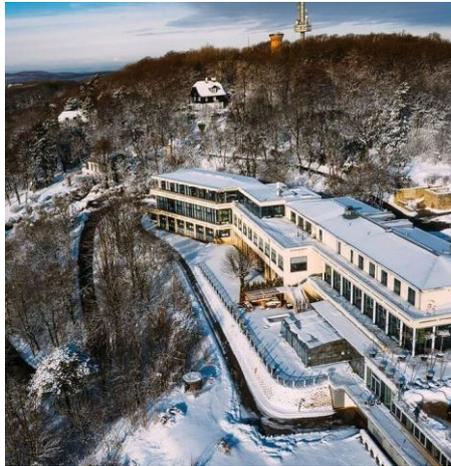
2017/2018. While employee wages decreased by 6.54% from €4.89 million in 2016/2017 to €4.57 in 2017/2018. The relatively small changes were in reaction to accommodate and manage for the increase in student enrolment.



In 2017/2018, MU did not receive any tax relief, tax credits, subsidies, awards, royalty holidays, or other financial incentives/assistance from the Austrian government or associated national entities. However, as part of merit-based endowments, MU faculty are entitled to apply for and receive grants to furnish and offset costs associated with research. In 2017/2018,

MU received €325,760 in combined research grants from the Austrian Science Fund (FWF), Austrian Research Promotion Agency (FFG), the European Union, and other federal ministries.

Risks & Opportunities



MU is headquartered on top of Kahlenberg, a hill with an altitude of 484m, located in the 19th District of Vienna, Austria (Döbling). Students and employees commuting daily to MU must navigate winding mountainous roads which can become blocked due to inordinate snowfall, or very icy and dangerous in below-freezing temperatures, perpetuated by unpredictable climate change.

In 2018, and for the first time in 10 years, MU had to close its doors for an entire day due to intense snow cover, rendering the roads to the university campus entirely inaccessible. While the possibility of extreme weather events may reoccur and increase in both frequency and severity in the future, it is unlikely to disrupt more than a few working days during the academic year.



The MU campus building itself is modern and well-insulated, with stable heating and cooling costs with minimal adjustments to utility consumption rates in the face of worsening climate change.

However, in anticipation- MU is adopting the precautionary principle in counteracting possible economic impacts by maintaining relatively flexible class schedules and pursuing remote learning possibilities with the development of a blended-learning media platform.

Looking Ahead

An overarching objective of MU is to achieve financial independence – a target in the development plan which will span several reporting cycles.

FY 2020 TARGET	KEY INITIATIVES
Increase student enrolment (targeting 1000 students by 2020), while maintaining diversity	Active recruitment efforts, including the use of agents in source markets and increased social media presence.
Increase the value of externally-funded research grants	Allowing dedicated time to write and submit research proposals, improve internal communication regarding opportunities, and further develop PURE system to document research outputs.

Icon made by [Freepik](http://www.flaticon.com) from www.flaticon.com

RESEARCH EXPERTISE & TRAINING

GRI 404-1, 404-2, 404-3



MODUL University believes in encouraging opportunities for the continuous improvement in the teaching and research value of its faculty and staff, whose technical capacity and development are important to maintaining its high standards of international excellence in education and its service provision.

Management Approach

MU is driven by research and innovation, and as such, embraces self-training opportunities to nurture its faculty and staff's intrinsic motivation to seek higher understanding in pursuit of groundbreaking solutions. By generating primary research, the conducting individual(s) are learning from this process and by virtue, are constantly training to improve their skills and value to the academic community.

“Developing, implementing and maintaining increasingly higher standards of **research and educational excellence is one of our biggest priorities.**”

To encourage the application of basic research, MU employs full-time Researchers and Lecturers, who perform teaching services and administrative duties alongside their PhD research as well as provides scholarships for other talented PhD students. At a case-by-case basis, administrative staff are also invited and supported to undertake degrees with MU while working.

Research & Training Responsibilities for Faculty

At MU, there are different expectations among various types of faculty and other academic employees concerning teaching and research/training responsibilities.

	Teaching Responsibility	Basic Research	Transfer Services	Administration & Sustainable Development
Faculty				
Full Professor	30% 10 WSHY	40%	10%	20%
Assoc. Professor	30% 10 WSHY	40%	10%	20%
Assistant Professor	30% 10 WSHY	50%	10%	10%
Senior Lecturer	60% 20 WSHY	0%	10%	30%
Researcher/Lecturer	25% 2/6 WSHY (1 st /2 nd year)	50%	0%	25%
Lecturer	50-100%	0%	0-50%	0-50%
Other Academic Employees				
Researcher	0%	0-100%	0-100%	0%

WSHY indicates weekly semester hours, with the percentage indicating approximate percentage of total hours of employment.

As delineated above, Researchers and Lecturers are allowed part-time work/study arrangement with the total cost of the PhD tuition reflecting the terms. Administrative staff are also allowed to undertake degrees, and are expected to perform research as part of their studies. In 2017/2018, two administrative employees completed their MBA degrees and received a stipend for tuition.

Skills-Based Training

In-house, MU runs pedagogical seminars (full-day workshops) and research seminars (approximate 1 hour in duration), the latter of which take place once every two weeks to disseminate and exchange knowledge about their research projects. In 2017/2018, there were two full-day workshops held to update pedagogic and didactical techniques.

When pertinent, administrative staff may be sent for specific task-related training. In 2017/2018, two employees were sent in for video editing and one to further training in human resources. Language courses are also available to employees, especially as MU pride themselves on being sensitive to international cultures. If specific languages are not available in house, financial assistance is offered for them to take courses at external locations.

Other opportunities to upgrade technical and research capacity include the ability to apply for research exchanges or unpaid leave with a guaranteed return to employment, in order to embark on a faculty exchange to partner institutions to engage in knowledge transfer.

An overview of the various training opportunities are as follows:



Staff & Faculty Performance Reviews

In line with robust monitoring and evaluation mechanisms, in 2017/2018, 100% of staff and faculty received performance reviews conducted by heads of department, involving reflection of previous year’s achievements and laying out the professional milestones for the upcoming year’s development plan. The collaborative exchange is based on mutual respect and involves open communication and feedback, culminating on an agreement on next year’s performance.

Teaching faculty are furnished with anonymized, aggregated course evaluations (both qualitative and quantitative) to improve course content. The evaluations are also read by respective deans and student representatives, who utilize the information for program feedback discussions.

Looking Ahead

FY 2020 TARGET	KEY INITIATIVES
Continue to improve student course evaluations	Increase the frequency and quality of pedagogical workshops.
Increase the number of publications in high-level journals	Increase the frequency of publication bonuses, graduated depending on the merit level of journal.

EMPLOYEE ENGAGEMENT

GRI 401-1



MODUL University believes in ensuring the sustainability and long-term viability of research expertise by inviting influxes of innovative thinking and facilitating exchange programs among the faculty. Regular employee engagement programs are vital towards maintaining strong morale, camaraderie, and trust.

Management Approach

In addition to providing various training opportunities and programs as part of employee engagement, MU ensures regular access to benefits. Depending on need, administrative staff are able to use company mobile phones. Research faculty receive publication bonuses based on the quality ranking of the journal in which they are published. Once a year, there is a Christmas party, and regular team building days (e.g. ski-days) to encourage morale, trust, and friendship among MU employees, factors which affect their engagement and MU's productivity, and efficacy in furthering student learning.

“A university culture that values its employees and actively engages with their needs **will produce effective administrative changemakers and lecturers.**”

Employee Retention

In 2017/2018, MU invited 14 new employee hires to join the university and a turnover of 28 employees. Turnover does not include faculty who have embarked on exchange programs with partner universities or are taking sabbatical periods.

New Employee Hires

- Male: 5; Female: 9
- Ages <30: 4; Ages 30-50: 8; Ages >50: 2

Employee Turnover

- Male: 14; Female: 14
- Ages <30: 6; Ages 30-50: 21; Ages >50: 1



Looking Ahead

FY 2020 TARGET	KEY INITIATIVES
Improve staff satisfaction reports, as collected in the Biannual Survey	Improve communication mechanisms, including the further development and empowerment of grievance bodies including the Gender and Diversity Party.
Encourage participation in team-building events and activities, particularly among faculty members	Increase the diversity and frequency of relevant events.

Icon made by [Freepik](https://www.flaticon.com) from www.flaticon.com

DIVERSITY

GRI 405-1, 406-1



MODUL University believes that among staff and faculty, diversity of experience strengthens its university values and operational resilience and ensures accountability. MU is committed to hiring based on merit and experience, irrespective of age, gender, nationality, disability, and other social indicators.

Management Approach

MU aspires to honor and defend the diversity of experience among the students, and employees.

The Gender and Diversity Party (GDP) was established in 2015, to deepen MU's commitment to diversity management, including: gender equality, special needs, religious freedom, etc. The GDP is established with attention towards objectivity and rule of law. An Affirmative Action Plan, and the Procedure for Students with Special Needs is publicly available on the MU [website](#). The GDP comprises decision-making representatives of the faculty, Student Service Center, and the Academic Office. Representatives are encouraged to attend any job interview to ensure non-discrimination.

“We endeavor to continuously empower our Gender and Diversity Party, to ensure **non-discriminatory ethics and values are upheld.**”

**Lidija Lalicic Ivo Ponocny Sabine Sedlacek Ola Mostafa Glen Dalton**

MU actively promotes the open expression of diverse opinions by encouraging student participation in representative bodies, including: University Senate, Student Union, and the Sustainability Committee. The University Senate is the body of MU's academic self-government and comprises full and associate professors, other academic staff, administrative staff, non-faculty researchers and student representatives. In the Student Union, there are seven active MU student representatives (five Bachelors, two Masters) seeking to address the concerns of enrolled university students. As for the Sustainability Committee, there is an open-door policy for anyone of the MU community to attend and voice opinions.

For employees, equal opportunity among individuals to promote diversity exists in form of participating in various bodies of academic self-administration and the Works Council. The Works Council, is a democratically-elected body, formed by employees to voice and address their concerns. Aside from the opportunity to actively participate, access to any of the representatives of any of the bodies is always free, open, and convenient.

If a sensitive situation should arise, students are instructed to reach out to their lecturers or deans, and otherwise, the Gender and Diversity Party, the Student Service Center, or members of the Open Office, a program designed specifically as a confidential safe haven.

Employees are counselled to approach their department heads, with secondary avenues being the Works Council, Gender and Diversity Party, Sustainability Committee, or other avenues which all exist for prevention and mediation. Members of all committees are instructed to and will maintain confidentiality on request.

Equal Representation

MU strives to ensure robust representation (i.e. gender, age, and nationality) among the university's various governance bodies and employee categories, to ensure strength of diverse opinions. MU prides ourselves on ensuring equal access to employment opportunities in pursuit of perpetuating innovative ideas and unique knowledge transfers. In 2017/2018, MU had the following gender, age and nationality distribution patterns.

Legend
 US = University Senate
 UB = University Board
 F = Faculty
 S = Staff (Administration)
 TS = Teaching Staff (Contract Employees)
 OS = Other Staff (Contract Employees)

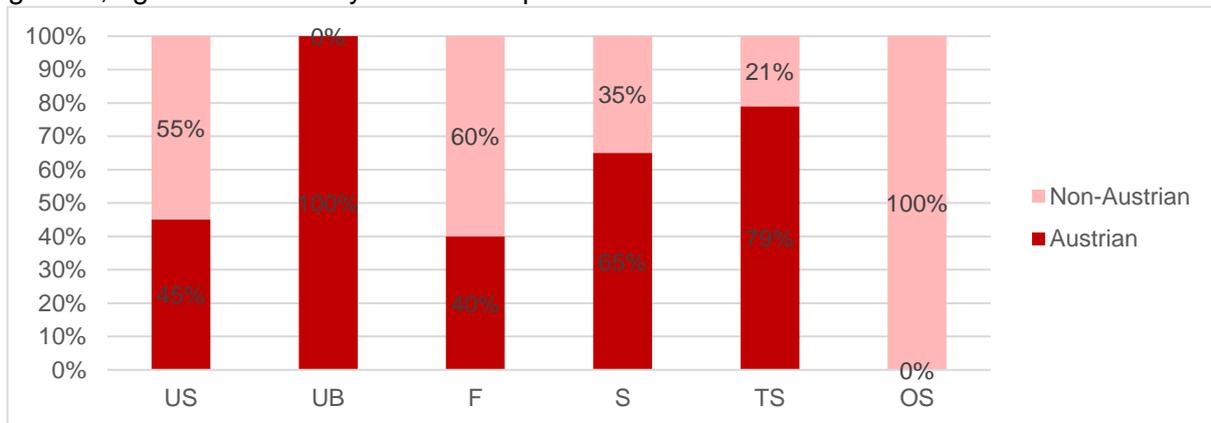


Figure 4: Nationality distribution in MU's governance bodies & employee categories

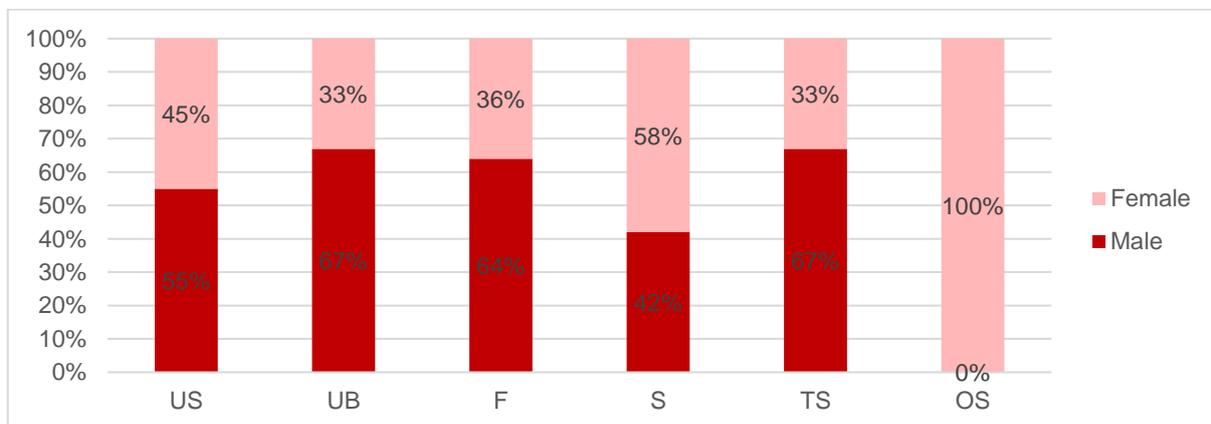


Figure 5: Gender distribution in MU's governance bodies & employee categories

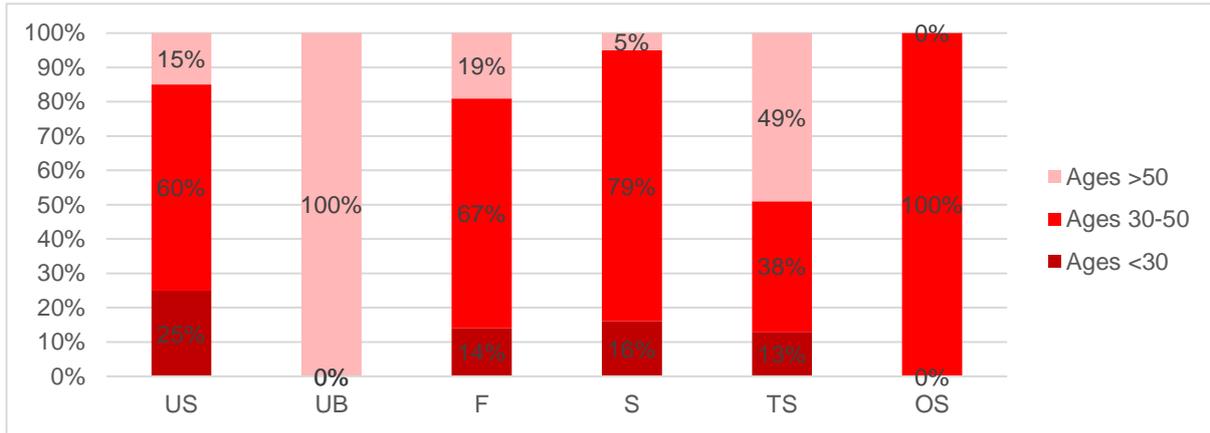


Figure 4: Age distribution in MU's governance bodies & employee categories

Discrimination Incidence

In 2017/2018, MU is proud to report zero incidence of discrimination on the grounds of age, race, ethnicity, color, sex, disability, religion, political opinion, national extraction, or social origin. As an internationally-oriented university, MU strives to make sure all students, faculty and staff feel that their origins and cultural contexts are safe, respected, and included.



Looking Ahead

FY 2020 TARGET	KEY INITIATIVES
Increase awareness of the Gender and Diversity Party, and their functions	Actively disburse written information to all internal stakeholders.
Improve education regarding diversity	Promote an essay competition on the topic of diversity, and collaborate with NGOs to grant scholarships to refugees.

Icon made by [Freepik](http://www.flaticon.com) from www.flaticon.com

SERVICE PROVISION

GRI 416-2, 417-1, 417-2



MODUL University believes that its student community is the core beneficiary of its environment and services, and therefore, it categorically ensures its ability to continue providing quality education by complying with its accreditation status with AQ Austria, UNWTO, and AMBA (in process).

Management Approach

Compliance with accreditation regulations and mechanisms



which maintain the quality of educational services provided is of the highest priority for MU. Its accreditation with AQ Austria, UNWTO, and AMBA

“Maintaining our accreditation status guarantees our **commitment to our students, faculty, and staff.**”

licenses MU with the capacity of providing university-level instruction, and furnishes students with peace-of-mind that their degree will be recognized internationally.

In pursuit of compliance, MU applies a multi-level approach with high-level strategic decisions being made by the University Board and University Senate, further elaborated and implemented by department deans, schools, and lecturers. Each of the accreditors (AQ Austria, UNWTO, and AMBA) have their own audit protocol, the requests for information complied with by

MU. The multi-pronged approach is markedly comprehensive, characterized by site visits, document discovery and review, and interviews with a broad range of stakeholders. AQ Austria employs external reviewers to guarantee the impartial judgment of the accreditation information provided by MU.

Noncompliance Incidence

In 2017/2018, MU is proud to report zero incidence of noncompliance with regulations or voluntary codes which resulted in fine, penalty, or warning (i.e. “flag” from the accreditation body), a trend MU sustained throughout the history of its operations.

Looking Ahead

FY 2020 TARGET	KEY INITIATIVES
Reaccreditation through AQ Austria	Ensure quantitative and qualitative information necessary for the reaccreditation process is furnished by end of 2019

Icon made by [Geotatah](http://www.flaticon.com) from www.flaticon.com

ACADEMIC SHOWCASE

MU offers educational services at 4 levels: Bachelor, Master, MBA and PhD, in addition to a foundation program. The Bachelor and Master levels, both comprise 3 different programs; whereas the MBA is 1 program on its own and the PhD consists of 1 program.

Foundation Program:

It is designed to assist new students lagging on university requirements. Students undergo classes in English, Mathematics, Business Administration, Geography and Economics for one semester. Upon the successful completion of the program and the final exam, the students can choose one of MU's Bachelor programs.

BBA Tourism, Hotel Management and Operations:

It equips students with fundamentals about the micro and macro structure of tourism. Students undergo courses in Culinary Theory and Practice, Restaurants and Service Management, Rooms Division and Management, ending with a specialization from a series of subjects within the field of hotel management, ranging from hotel property planning to performance management and developing strategic business opportunities.

BSc International Management:

It equips its graduates with international acuity in business and management acuity, covering management ethics, finance and taxation, entrepreneurship and innovations and strategic management. It combines these areas with a focus on research and analytic skills to present a solid foundation for specialized and leading master programs, and day-to-day management practice. Two majors are offered: Entrepreneurship & Governance, and Interactive Marketing.

BBA Tourism and Hospitality Management:

It is divided into 3 specializations, which share the same base of courses and an obligatory 1 semester (6 months) internship. It also includes 3 specializations that the students can choose from: Event Management, Hotel Management and Tourism Management.

Master of Science:

MU offers three 2-year Master of Science programs: Management, International Tourism Management, and Sustainable Development, Management and Policy.

Master of Business Administration:

A study degree program for adults – with a minimal study period of 18 months - that focuses on strategic analysis and planning, interdisciplinary skills, value-based management and critical thinking. The program is tailor-made for professionals and can also be studied over a longer period for students interested in a part-time study degree program. The program extends knowledge in core disciplines including human resource management, organizational behaviour, accounting and finance, marketing and operations, innovation and entrepreneurship. The MBA program assists industry professionals to advance their careers.

PhD Business and Socioeconomic Sciences:

A 4-year program comprising foundation courses in theory, methodology and research design. The program also offers specialized research seminars which are customized and based on the PhD cohort's interests. Students undergo preliminary (comprehensive) exams during the 4th semester and complete the program upon the successful defense of their dissertation.

For further detail, please visit MODUL University Vienna's website at www.modul.ac.at.

INITIATIVE SHOWCASE

Clubs

MU offers the students the possibility to start and/or join one or more clubs within its environment. These range between 10 and 30 people per meeting. Current clubs at MU include: Wine, Hotel, Dance, Movie, Football, and Culture. For more information, please visit: <https://www.modul.ac.at/student-life/life-as-a-modulian/wwwmodulacatstudentclubs/>

International Day

Considered MU's biggest event, during which students, faculty and staff are invited to represent their nationalities with food, traditional wear, and performance, representative of the value MU places on diversity and local communities. All food sales from this event are donated to charities. These events gather 200 to 400 people. For more information, please visit: <https://www.modul.ac.at/about/image-galleries/student-life-community/international-days/>

MU Cares Initiative

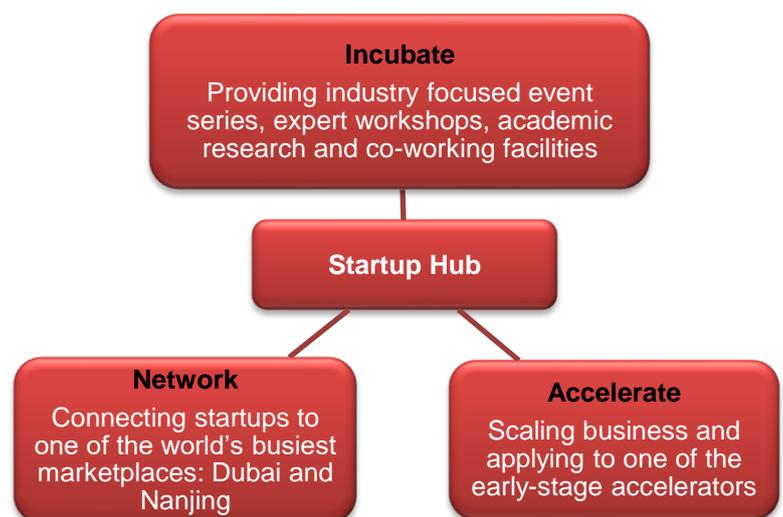
In accordance with MU's core values for stewardship and responsibility, MU has created this initiative as a wide-ranging concept that promotes student engagement and responsible living. Students that participate in shaping their communities and hone their professional aptitude within this concept would be awarded with the MU Cares Intercultural Certificate to recognize their achievements and their promotion of MU's core values.

This initiative allows participating students enhance their skills and gain new ones, creating ambassadors of responsible living who lead with a strong sense of social responsibility and cultural sensitivity in an increasingly diversified world. For more information, please visit: <https://www.modul.ac.at/student-life/life-as-a-modulian/mu-cares/>

MU Startup Hub

The hub acts as a support for the startups in the fields of food and beverage, hospitality and service industries. It connects the startup initiators with expert industry partners for possible collaborations to boost ideas and products to a proof-of-concept stage.

This initiative also provides all startups with an office and a location to operate and develop to build a successful business. For more information, please visit: <https://www.mustartuphub.com/>



Vienna Uni Run

A run organized once a year for the universities of the Vienna by the city, in which MU takes part in teams of three. This event is a great chance to meet students from the other universities and maintain good health. In general, MU participates with 20 students and 20 staff members.

GRI CONTENT INDEX

This Report has been developed in reference to Global Reporting Initiative (“GRI”) Standards 2016. For a full disclosure of the specific content aligned with GRI Standards, refer below.

GRI Standard	Disclosure Title	Page Reference & Remarks
GENERAL DISCLOSURE		
ORGANISATIONAL PROFILE		
102 – 1	Name of the organisation	Pg. 4-5
102 – 2	Activities, brands, products, and services	Pg. 4-5
102 – 3	Location of headquarters	Pg. 4-5
102 – 4	Location of operations	Pg. 4-5
102 – 5	Ownership and legal form	Pg. 4-5
102 – 6	Markets served	Pg. 4-5
102 – 7	Scale of the organisation	Pg. 4-5
102 – 8	Information on employees and other workers	Pg. 4-5
102 – 9	Supply chain	Pg. 8
102 – 10	Significant changes to the organisation and its supply chain	Pg. 8
102 – 11	Precautionary principle or approach	Pg. 6-7
102 – 12	External initiatives	Pg. 8
102 – 13	Membership of associations	Pg. 8
STRATEGY		
102-14	Statement from senior decision-maker	Pg. 3
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behaviour	Pg. 6-7
GOVERNANCE		
102-18	Governance structure	Pg. 9-10
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	Pg. 11-12
102-41	Collective bargaining agreements	Pg. 11-12
102-42	Identifying and selecting stakeholders	Pg. 11-12
102-43	Approach to stakeholder engagement	Pg. 11-12
102-44	Key topics and concerns raised	Pg. 11-12
REPORTING PRACTICES		
102-45	Entities included in the consolidated financial statements	Pg. 9-10

102-46	Defining report content and topic boundaries	Pg. 2, 4-6
102-47	List of material topics	Pg. 13-14
102-48	Restatements of information	Pg. 2
102-49	Changes in reporting	Pg. 2
102-50	Reporting period	Pg. 2
102-51	Date of most recent report	Pg. 2
102-52	Reporting cycle	Pg. 2
102-53	Contact point for questions regarding the report	Pg. 2
102-54	Claims of reporting in accordance with the GRI Standards	Pg. 2
102-55	GRI Content Index	Pg. 26-28
102-56	External assurance	MODUL University Vienna has not sought external assurance on this Report.
MANAGEMENT APPROACHES		
103 – 1	Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> • Economic Performance (Pg. 15) • Research Expertise & Training (Pg. 17) • Employee Engagement (Pg. 19) • Diversity (Pg. 20) • Service Provision (Pg. 23)
103 – 2	The management approach and its components	
103 – 3	Evaluation of the management approach	
MATERIAL TOPICS		
ECONOMIC PERFORMANCE		
201 – 1	Direct economic value generated and distributed	Pg. 15-16
201 – 2	Financial implications and other risks and opportunities due to climate change	Pg. 15-16
201 – 4	Financial assistance received from government	Pg. 15-16
RESEARCH EXPERTISE & TRAINING		
404 – 1	Average hours of training per year per employee	Pg. 17-18
404 – 2	Programs for upgrading employee skills and transition assistance programs	Pg. 17-18
404 – 3	Percentage of employees receiving regular performance and career development reviews	Pg. 17-18

EMPLOYEE ENGAGEMENT		
401 – 1	New employee hires and employee turnover	Pg. 19
DIVERSITY		
405 – 1	Diversity of governance bodies and employees	Pg. 20-22
406 – 1	Incidents of discrimination and corrective actions taken	Pg. 20-22
SERVICE PROVISION		
416 – 2	Incidents of non-compliance concerning the health and safety impacts of products and services	Pg. 23
417 – 1	Requirements for product and service information and labeling	Pg. 23
417 – 2	Incidents of non-compliance concerning product and service information and labeling	Pg. 23
ACADEMIC SHOWCASE		
Non-GRI	Showcase of MODUL University's Academic programs, across all levels	Pg. 24
INITIATIVE SHOWCASE		
Non-GRI	Showcase of MODUL University's Initiative programs	Pg. 25



MODUL University Vienna
Am Kahlenberg 1
1190 Vienna | Austria
T: +43 (1) 320 35 55-0
W: www.modul.ac.at
E: office@modul.ac.at