

As a pioneering company, Bioenergie Mureck can rely on a high degree of staff dedication and flexible structures in line with customer requirements.

On tours conducted by expert guides through the plant visitors discover everything they need to know about energy cycles



# Committed and an example to the world



Awareness-raising already starts at primary school. Young pupils and children of kindergarten age embellish the walls of Bioenergie Mureck with their creativity.

## A cooperative with over 570 members

SEEG enjoys very close and lively relations to balance its interests with those of its members, who are not just co-owners, but also suppliers of raw materials and end-users of SEEG products. Important business information is communicated at the specially appointed general meetings, which are held at least twice a year. They also act as a forum for formulating and discussing proposals and ideas for the further development of Bioenergie Mureck. Most of the day-to-day business, however, is handled on the highly efficient and personal one-to-one basis – so characteristic of the organisation – which safeguards a lively process of ideas. The matters at stake are the current concerns of staff and management.

## Efficiency through close communication

### Management team conference:

A management team conference is held every Monday at which the board comes together with the heads of production and administration to discuss the weekly schedule and any outstanding operational matters. Special care is taken to ensure that staff are able to present their personal concerns at the meeting.

### Works meeting:

The management board has set up a quarterly works meeting with the entire staff to emphasise the fact that Bioenergie Mureck is a single team. The underlying philosophy is to keep in close touch with the staff.

### Informal meetings:

A sense of community very much forms a part of everyday life at Bioenergie Mureck. Birthdays and similar occasions are celebrated jointly at local inns and restaurants in the region. At the present time the entire management team shares an office with the chairman. Such proximity enables information to be circulated quickly and enlivens the daily work. Nonetheless, crowded space has given rise to plans for an extension to office space in 2010 so that everyone has more room to work. The extension will also incorporate the building of a communal conference room, thereby enabling rapid and informal communication to be a central part of the corporate structure in the years to come.

Assumption of joint responsibility is written large at Bioenergie Mureck – which explains the high degree to which members and staff identify themselves with their company.

Since staff identify themselves very closely with the corporate philosophy, they obviously assume individual responsibility for ensuring both customers and partners are completely satisfied. Given that some administrative members of staff work part-time, the need is for staff to display exemplary communication skills and expertise above and beyond the requirements of their actual position in order to deal with the requirements of customers and partners as quickly as possible. Teamwork also forms an integral part of production activities and is encouraged by the management board because it is an effective way of ensuring positive results. The number of days taken off for sickness also reveal the depth of the staff's commitment and determination to work for the common cause: though the average of sickness-related staff absenteeism amounts to 12 days per person and year in the industry in Styria, the equivalent figure at SEEG was just 3.25 days in 2006.

### Production

Each company has designated a manager to handle production. The punctual processing of orders, environmental protection and compliance with quality criteria are his responsibility. The syndicate runs a three-shift system because of the special process required to produce biodiesel and the need to make full use of the capacity available. The production manager is also responsible for the appropriate allocation of resources.

### Environmental protection

The production managers and directors with special responsibility for waste management are in charge of all issues related to environmental protection. They ensure the regular monitoring of emission values, compliance with statutory legislation particularly with regard to waste disposal.

### Quality Assurance:

The head of the biodiesel production lab is responsible for all matters relating to QA. SEEG operates a sophisticated quality assurance system in order to ensure stringent compliance with rigid

standards. QA procedures are performed both at SEEG's laboratory and at the laboratory of the institute of organic chemistry at the University of Graz.

### Customer care and goods management

Hotline customer care is handled by a member of staff with the support of the entire team. The member of staff acts as a key link in coordinating demand-side requirements. This position serves as an important hub between customers, partners and individual business units within the syndicate.

### Administration and accounting

In addition to the classic tasks of accountancy the managing directors, the head of department and the controller also look after staff concerns and act as points of contact in matters concerning legal authorities.

Delegations from all over the world have visited SEEG Mureck



Education and training play as much a significant part in ensuring the success of SEEG as do the ecological approach and actions adopted by the syndicate's members and staff.

The team at Bioenergie Mureck with chairman Karl Totter at its head is fully aware of its social responsibility and the need for sustainability.



# Thoughts on sustainability

## The Bioenergie team lays claim to its ecologically pioneering role by

- Using biodiesel for private motor vehicles
- Cycling rather than driving to work
- Taking the train to public events
- Raising awareness among their own children
- Buying organic products

## SEEG staff development since 1989

Bioenergie Mureck currently employs 17 members of staff. The syndicate consists of a young team with a low level of staff-turnover. Until now, staff have only been moved within the three companies. Resource enhancement is a priority goal for cooperation with the three companies which can respond flexibly to counteract over- and understaffing of their individual personnel requirements. This also brings change and variety to the working day for each of the staff. From the very start, it was important for the management board that staff be sourced whenever possible from the region. Today, all of the staff come from the region of Radkersburg.

## Staff education and training

Members of staff are obviously responsible for choosing the kind of in-service training that fits their operational requirements. The management team also encourages in-service training of the staff and constantly seizes the opportunity to learn new things whenever possible. In 2003 the syndicate took part in the operational agenda 21 (BA 21) exercise to devise a basic corporate strategy based on sustainable principles in the context of regional development and to implement the key aspects in-house together with the staff. The joint exploration of future issues is not only fun: it cements the staff's identification with the company.

## Words on sustainability

Sustainability through the eyes of Waltraud Lederhaas

'I find it very reassuring that we have taken on the social responsibility for sustainability both for ourselves and the generation after us.'

Sustainability through the eyes of Gernot Breitenhuber

'Speaking as a director, I find it particularly important to think and act one step ahead in order to create a positive atmosphere in the company. The only way to achieve success is by working together!'

Sustainability through the eyes of Heinrich Rossmann

'I would very much welcome the wider use of biodiesel in Styria. To do so what we need is the right approach to education, and education starts with children.'

Sustainability through the eyes of Karl Totter Jun.

'I'm always pleased to support forward-looking projects that make use of renewable energies and natural raw materials. Sustainability also means tilling the soil so that our children can also live from its fruit.'

Sustainability through the eyes of Herbert Leitgeb

'Here in Mureck we have 250 customers who have signed up to local heating. When I go out and visit them I can play a major role in assuring increased reusability with all the benefits this has for improving the image of bioenergy.'

Sustainability through the eyes of Wolfgang Sommer

'The idea of generating biogas using raw materials from our region and the closed fertiliser loop – I find it all fascinating.'

## Chronological growth in number of staff

	89	90	91	92	93	94	95	96	97	98	99	00	01	02	03	04	05	06
as of 31 December 2006			1	3	3	5	5	5	5	9	10	10	11	13	15	16	19	19

## Staff employed as of 31 December 2006

Staff employed as of 31 December 2006	19
Permanent staff	11
Part-time staff	8
Proportion of women in %	21
Sick days in 2003 throughout Styria per member of staff	12
Sick days taken off at Bioenergie Mureck in comparison	3,25

The words of Styria's local lyricist and nature-lover Fred Strohmeier amount to a virtually prophetic vision

The Oil Field Saga  
(by Fred Strohmeier)

# Back-to-nature thinking the traditional way

**Old man:**  
Submit to the soil.  
But make sure you keep it well.  
Take energy from the earth –  
for you and the creature  
in your service.  
For this has been the work of man  
through the millennia  
down to our times.  
Man tilled the soil  
with that creature  
for himself and for it.  
Oats surged up alongside corn,  
clover flourished next to millet.  
Draught horses puffed,  
oxen panted,  
struggling against the yoke.  
And the ploughman and carter  
suffered together with his maltreated cattle  
in the joint struggle  
to draw power from the soil.

**Young man:**  
Submit to the soil.  
But make sure you're clever in going about it!  
Man has coaxed countless secrets  
from nature that way.  
He made her his vassal  
and created his own strong helpers.  
In place of puffing and panting  
came a loud droning.  
And engines and machines  
no longer required fields  
of oats or clover,

nor grazing pastures.  
Their power  
flows from the distant oil field.

**Old man:**  
From the distant oil field,  
Where energy is stored  
for numbered days.  
Indeed it is a foreign power for us –  
uncannily strong.  
It resists the harmony  
which is the real basis for our lives.  
Disaccord and broken cycles  
nature out of kilter:  
we are cursed with disorder.  
One we created ourselves.  
What has come from this cleverness?  
Who can still think of a bright tomorrow there?  
This is what I dream:  
that we will again find our way  
back to the constantly new power of our earth;  
that we will return to harmony;  
that everything will form part of the cycle;  
that we are blessed with order.  
This I dream.

**Young man:**  
Look!  
What has come from this cleverness  
should never be a final end.  
True progress is a move  
forwards to something better.  
The fields light up as bright as the sun.



## School in public life – Public life in schools.

Bioenergie Mureck invited the district's schools to add vibrant colour and energy to what was once a grey wall. This was a highly unusual challenge for pupils and teachers to express themselves creatively over a 'canvas' of such length, and I should like to thank the company on behalf of the schools in our region for giving us the opportunity to do so. A lot of thought went into the work, so the successful result did not come about by chance. The mainly warm colours convey a feeling of positive energy to the viewer. Furthermore, those who were actually involved in creating the mural will identify with it and the concept of renewable energy far more intensively than we the viewers. When several different kinds of school come together to work on a joint project someone must be there to collect their ideas and coordinate the implementation of the project. In this connection I am especially grateful to Christa Koller, who teaches at the Mureck secondary school. In the interests of a highly energetic regional management of education I also hope that this example of cooperation sets a precedent for the future.

Manfred Gollmann, district school inspector

## Bioenergie Mureck has delivered superb ecological benefits.

The municipality of Mureck finally achieved full town status in 1975, not least because of its wealth of infrastructure, facilities and schools. Bioenergie Mureck has implemented vital measures to safeguard the future by producing biodiesel and biogas, and by generating local heating and eco-electricity from renewable energy sources in the region. Visitors from all over the world are highly impressed by these activities which resulted in our town being awarded first prize at World Energy Globe 2001 and the European Solar Prize in 2006. The start of your visit to Mureck could equally be a walk along the Mur promenade or a visit to the Mureck energy venue with the world's largest beacon. Renovated in 2004, the main square features the town house with its reliefs, busts and sculptures as well as a beautiful array of town houses. Restaurants, wine cellars and cafés with pleasant outdoor areas invite the visitors to stop and linger not only at the main square, but throughout the entire town. Holiday accommodation is also available in the form of a hotel, a boarding house, private inns, a cyclists' hostel as well as the well maintained family campsite.

Josef Galler, mayor of Mureck

## Interplay of forces

Looking back, I find the renovation of the parish church and the building of the local heating plant back in 1998 to have been a very fortunate coincidence. The renovation of the church interior really ought to have started years before, but the rising damp on the walls meant that we had to keep postponing the date. So the new local heating system has been nothing but good news for all of us at the church: we now have constant temperatures, which is good for the organ and our statues, and the rooms at the parsonage are much more pleasant to be in. We used to have to heat up the individual room in question (e.g. the pastoral care office, the café or the parish hall) well beforehand. Parishioners feel much more comfortable now, even though we have to switch the heating on two days in advance or leave it running. It's amazing how we have come to take the benefits for granted: no more chimney-sweeps, no servicing requirements, no need to order coal, and speculations about the price of heating oil (we used to need both for the church and the parsonage) are a thing of the past – and, of course, we are sure that we are doing some good for the region.

Franz Kügerl, parish priest of Mureck



Relations to the different partners (stakeholders) were intensively maintained from the very start

# Partners

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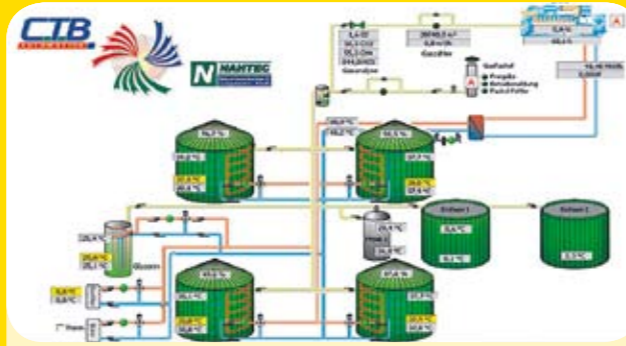
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