Safe plants and work processes

Security of supply

Goals	Measures	Status	Target year
Interruption-free provision of energy	Modernisation of power circuits and substation at the Kremsmünster tank farm to ensure that the power supply and therefore operation of the facility is uninterrupted	🟢	2019/20
	Increasing energy storage capacity in line with market demand - implemented: Zagling, Oberkling, Pfaffstätt; other projects currently under evaluation for 2021/2022	🟠	2021/22
	Ongoing expansion of the redundancy of critical infrastructure – integrity report on redundancy of storage facilities completed mid-2020, recommendations being implemented	🟢	2019/20
	Training and establishing an emergency response group to prevent power network outages and maintain the independent power supply	🟢	2019/20
Protecting RAG Austria AG as an operator of critical infrastructure to ensure the aim of > 99.5% availability for our customers	Honouring obligations implied by critical infrastructure and increasing resilience in blackout scenarios[10]	🟠	2021/22
	Implementation of measures and successive upgrades aimed at enhancing property protection (physical security plan)[10]	🟠	2023
	Additional preparations for the transposition of the NIS directive[11]	🟠	2023
Note: RAG Austria AG was assigned 'critical infrastructure' status, in accordance with the Ministry of the Interior definition, in January 2018	Seveso-III Directive: ongoing improvements and risk assessment	🟠	2025
> 99.5% availability of gas storage facilities (based on customer restrictions): secure, interruption-free energy supply aligned to demand	Continuation of work arising from the integrity report to underpin strategic availability of facilities (control, network and plant management technology), rectification of any weaknesses identified in the report	🔴	2021/22
	Monitoring gas quality for early identification of issues and undertaking the necessary measures (e.g. plant adaptations to minimise effects)	🔴	2021/22

Secure and resilient facilities (Safety in 2018)

Goals	Measures	Status	Target year
Improving the HSE management system	Efficiency and quality gains through tailoring the HSE management system to the organisational and operating environment, as well as process optimisation	🟢	2020
	Group-wide compliance with the integrity management standards Pipeline integrity management, well integrity management, facility integrity management	🟠	2021/22
	Implementation of the safety standards in the engineering design functions and integration of operational expertise	🔵	2021/22
	Improved personal protective equipment	🟢	2019/20
	Computer-aided generation of health and safety documentation by means of a workplace evaluation carried out in the run-up to projects (database)	🟢	2019/20
	Implementation of the Seveso-III Directive and auditing by the authorities	🟠	2021/22

[10] These measures are further processed in relation to the NIS regulation and the crisis plan.
[11] LMRA 5*5: Last-minute risk analysis (What needs to be done? Who is working? Where is the work? How do I do the work? What is being worked with?)

Goals	Measures	Status	Target year
No incidents	Servicing and maintenance by internal and external specialists 2021/22	🔵	2021/22
	Compliance with the general guidelines for plant construction: Ensuring technical norms and regulations are up-to-date and effective	🔵	2021/22
Emergency management and planning	Emergency drills held in conjunction with local emergency services	🔵	2021/22
Crisis management	Training and emergency drills for the new crisis task force	🟤	2021/22
	Updating of the emergency manual	🟡	2021/22
Repulsion of cyberattacks targeting personal data	Internal awareness-raising course aimed at improving defences against cyberattacks on personal data	🟢	2019

Safe work processes

Goals	Measures	Status	Target year
Strengthening employees' awareness of their direct health and safety responsibilities (executives and non-executive employees and contractors)	Advanced staff training courses	🔵	2021/22
	Systematic and consistent assessment of incidents, accidents and communication using case studies	🔵	2021/22
Prevention of incidents/accidents	Focus on hand injuries, lifting and outdoor work	🔵	2021/22
	Safety meetings at individual plant/departmental level, prevention programmes, alertness training, and 5x5 matrix LMRA ("last minute risk analysis")**	🔵	2021/22

🔴 New | 🟢 Completed: measures initiated have been brought to completion | 🔵 Ongoing: measures are implemented regularly |
🟡 Ongoing: measures will be continued in subsequent years | 🟣 Postponed | 🟤 Partially implemented | ⚫ Not implemented / on hold