



Sustainability Report 19 | 20



soon

**The greatest threat to our
planet is the belief that
someone else will save it.**

Robert Swan



At a glance – RAG Austria AG in 2020

Employees



37.3 EUR m
total investment

7,626 MWh/a
annual energy savings

4.26 EUR m
R&D expenditure

40,680 m²
greenfield to greenfield



Training costs
522,000
EUR total training costs



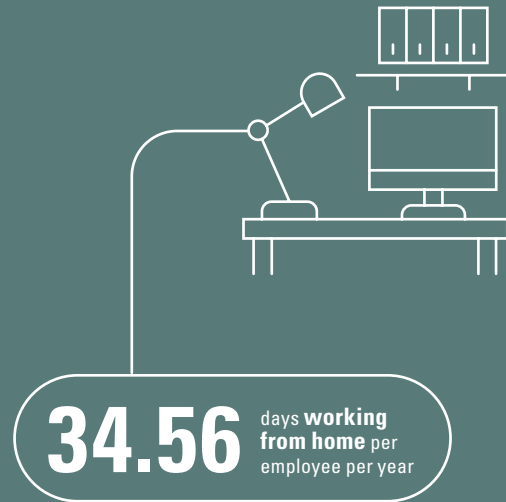
2,231
EUR training costs per employee in 2020

6.23 bn cu m
storage capacity



78% Proportion of orders for goods and services placed in Austria





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Welcome!

We are delighted to present RAG Austria AG's second Sustainability Report. European and Austrian climate and energy policies are geared towards combating global warming, a target that is also integral to the United Nations' Sustainable Development Goals and the European Commission's Green Deal. Playing an active part in shaping efforts to achieve this goal is not only a major aspect of our social responsibility activities and our obligations towards future generations; it is also central to our philosophy. RAG's main strength lies in its capacity to innovate and to act in a way that is both responsible and far-sighted. Everything we do reflects our long-term perspective – coupled with investments intended to last for generations to come – and is anchored in our strategy for the period to 2040.

The past two years have been characterised by our intensive efforts to address the challenges associa-



ted with the future of energy, against the backdrop of the climate crisis. We are driving forward initiatives designed to bring the energy sector and related technologies closer to becoming carbon-neutral and ensuring affordable energy supplies. A look back at what we have achieved so far clearly shows that we are heading in the right direction.

Bringing about this transformation for the good of society as a whole will require significant efforts from all of us, as well as space for innovation and cross-sectoral partnerships; technology neutrality



will also be essential. We will only get there if we adopt the most suitable, most eco-friendly and most economical solution for each area of application. Collaboration will be vital – between key players from the electricity, heating, industrial and transport sectors, as well as politicians, interest groups and private households. We aim to set an example by working closely with well-known companies in Austria and abroad, and with higher education institutions such as the University of Leoben and the University of Natural Resources and Applied Life Sciences, Vienna (BOKU). We launched several groundbreaking projects focused on generating, storing and utilising green gas starting in 2015, and they will be central to our operations over the next few years. Further projects are already in the pipeline.

Against the backdrop of the massive increase in renewable generation, we have seen once again that energy supply security must not be overlooked; indeed, it must form the basis for all steps in this regard. As one of Europe's leading energy storage facility operators, RAG has a systemically important

and, in turn, highly responsible part to play. As in previous cold spells or in the face of supply bottlenecks, the global pandemic has given us yet another opportunity to demonstrate just what we are capable of. We have been able to safeguard routine operations and the high availability of our facilities, which has enabled us to supply our business partners with energy whenever and wherever it is required. Protecting our highly qualified employees and their health is one of our top priorities in this context. We would like to express our deep gratitude to all of our people here at RAG.

Their tireless efforts – on site at our storage facilities, in the dispatching unit or when working from home – have preserved supply security in Austria and across Europe in these exceptional and difficult times.

Sustainability is an integral part of RAG's day-to-day operations. This also involves examining the impacts of our activities along the entire value chain. To do this, engagement with our stakeholders is vital. In 2020, we carried out our first stakeholder

survey in order to identify the sustainability-related topics that are important to them. The high degree of participation reflects just how important the efficient and careful use of energy and resources are to our stakeholders.

This report gives you a detailed insight into the new era of sustainable energy at RAG Austria AG. We outline our strategy, take stock of our achievements to date, show you the specific measures we have taken in order to meet even higher standards, and profile our research projects, which are supported by the Austrian Climate and Energy Fund.

RAG Austria AG Executive Board



Markus Mitteregger



Michael Längle

— ABOUT

RAG AUSTRIA AG



RAG Austria AG is the country's largest energy storage company, and one of Europe's leading storage facility operators.

If you want the world to remain as it is, you don't want the world to remain at all.

Erich Fried



The company's core focus is the storage, conversion and needs-based conditioning of energy in gaseous forms.

The company has storage capacity of over 6.2 bn cubic metres (cu m) of natural gas, or about 6% of total EU capacity. A large part of RAG's underground gas reservoirs have already been converted into storage facilities, which can rapidly discharge stored energy in large quantities on demand. In this way, RAG is delivering on its vision of "sustainable energy mining" and decisively reinforcing security of supply in Austria and Europe.

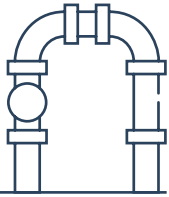
RAG operates and continues to develop a total of 11 storage facilities. These include two joint-venture – Haidach (2.9 bn cu m; joint venture with Gazprom) and 7Fields (1.55 bn cu m; joint venture with Uniper) – and the wholly-owned pore storage facilities Puchkirchen/Haag, Haidach 5, Aigelsbrunn and 7Fields (RAG) storage facilities, and research storage facilities in Pilsbach and Rubensdorf.

The company also develops innovative, leading-edge energy technologies¹ related to green gas that partner renewables. This is enabling RAG to play a vital role in attaining European and Austrian climate goals, and in the sustainable stewardship of Austria's raw material and energy supplies. RAG is committed to providing its business partners and their customers with reliable, environmentally



friendly and affordable energy and gas storage services over the long term.

The use and marketing of gas as a transport fuel (CNG and LNG) is another important line of business. RAG opened Austria's first LNG filling station at Ennschafent port, near Linz, in 2017, which was followed in 2019 by a second LNG filling station in Feldkirchen near Graz. The gas comes from RAG's domestic gas fields and is processed at the company's LNG plant in Gampern, Upper Austria, which currently produces about two tonnes of LNG per day. RAG also operates public self-service CNG filling stations in Gampern and Kremsmünster.



RAG Exploration & Production GmbH produces valuable, environmentally friendly hydrocarbons – which are used as raw materials throughout Austria – in Upper Austria and Salzburg. About 15% of the gas required in Austria for private households, industry and power generation is produced domestically. In 2020, RAG produced around 72.5m cu m of natural gas (primary production) and 57,600 tonnes of crude oil, equivalent to 9.8% and 10.8% of Austrian domestic production respectively. The company also operates two tank farms with a combined capacity of around 260,000 tonnes of crude oil. The tanks are approved storage facilities in accordance with section 5 of the Austrian Erdölbevorratungs- und Meldegesetz (Oil Stockholding and Reporting Act), and they are used by RAG’s customers for short-term and long-term storage of legally required compulsory emergency reserves.

Thanks to its decades of experience and valuable subsurface engineering expertise, RAG can support the implementation of geothermal projects as required. A number of well-known spas, including Geinberg, Blumau, Waltersdorf and Loipersdorf, can be traced back to RAG drilling projects which discovered hot springs as opposed to hydrocarbons. RAG subsidiary Silenos Energy successfully commissioned a geothermal plant with a water-cooling system for the first time in Garching an der Alz in Germany. In Vienna, RAG is putting its deep-geothermics expertise to use in the GeoTief

project, supporting an eco-friendly approach to ensuring sustainable energy supplies for generations to come.

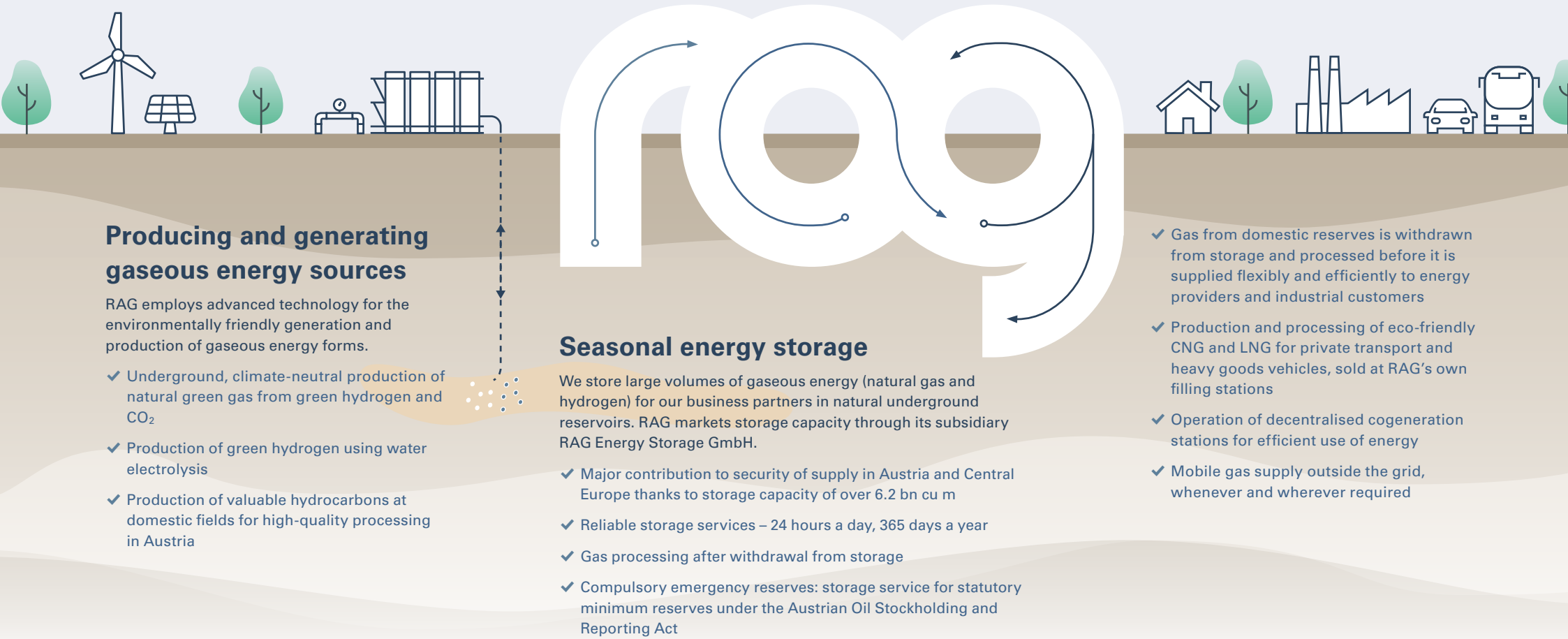


Our present-day value chain

We generate and produce, store and condition energy for our business partners and their customers in gaseous form for electricity, heating, industry and mobility.

Conditioning and supply of gaseous energy sources

We process our business partners' energy, a highly effective approach that enables us to provide large volumes of energy for power, heating and transportation on demand – around the clock, 365 days a year.



Producing and generating gaseous energy sources

RAG employs advanced technology for the environmentally friendly generation and production of gaseous energy forms.

- ✓ Underground, climate-neutral production of natural green gas from green hydrogen and CO₂
- ✓ Production of green hydrogen using water electrolysis
- ✓ Production of valuable hydrocarbons at domestic fields for high-quality processing in Austria

Seasonal energy storage

We store large volumes of gaseous energy (natural gas and hydrogen) for our business partners in natural underground reservoirs. RAG markets storage capacity through its subsidiary RAG Energy Storage GmbH.

- ✓ Major contribution to security of supply in Austria and Central Europe thanks to storage capacity of over 6.2 bn cu m
- ✓ Reliable storage services – 24 hours a day, 365 days a year
- ✓ Gas processing after withdrawal from storage
- ✓ Compulsory emergency reserves: storage service for statutory minimum reserves under the Austrian Oil Stockholding and Reporting Act

- ✓ Gas from domestic reserves is withdrawn from storage and processed before it is supplied flexibly and efficiently to energy providers and industrial customers
- ✓ Production and processing of eco-friendly CNG and LNG for private transport and heavy goods vehicles, sold at RAG's own filling stations
- ✓ Operation of decentralised cogeneration stations for efficient use of energy
- ✓ Mobile gas supply outside the grid, whenever and wherever required

The value chain of the future



Storage

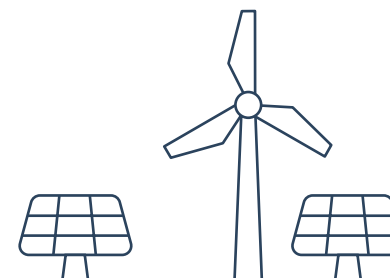
As Austria's biggest gas storage company – making it the country's largest energy storage operator and one of the leading storage operators in Europe – RAG's natural pore reservoirs put it in a position to provide high-volume, flexible and seasonal storage of conventional natural gas, green gas, biogas and, in the future, larger quantities of hydrogen. These energy sources are ready to be called on in large volumes precisely when and where they are needed, enabling us to underpin security of supply for Austria and Europe.

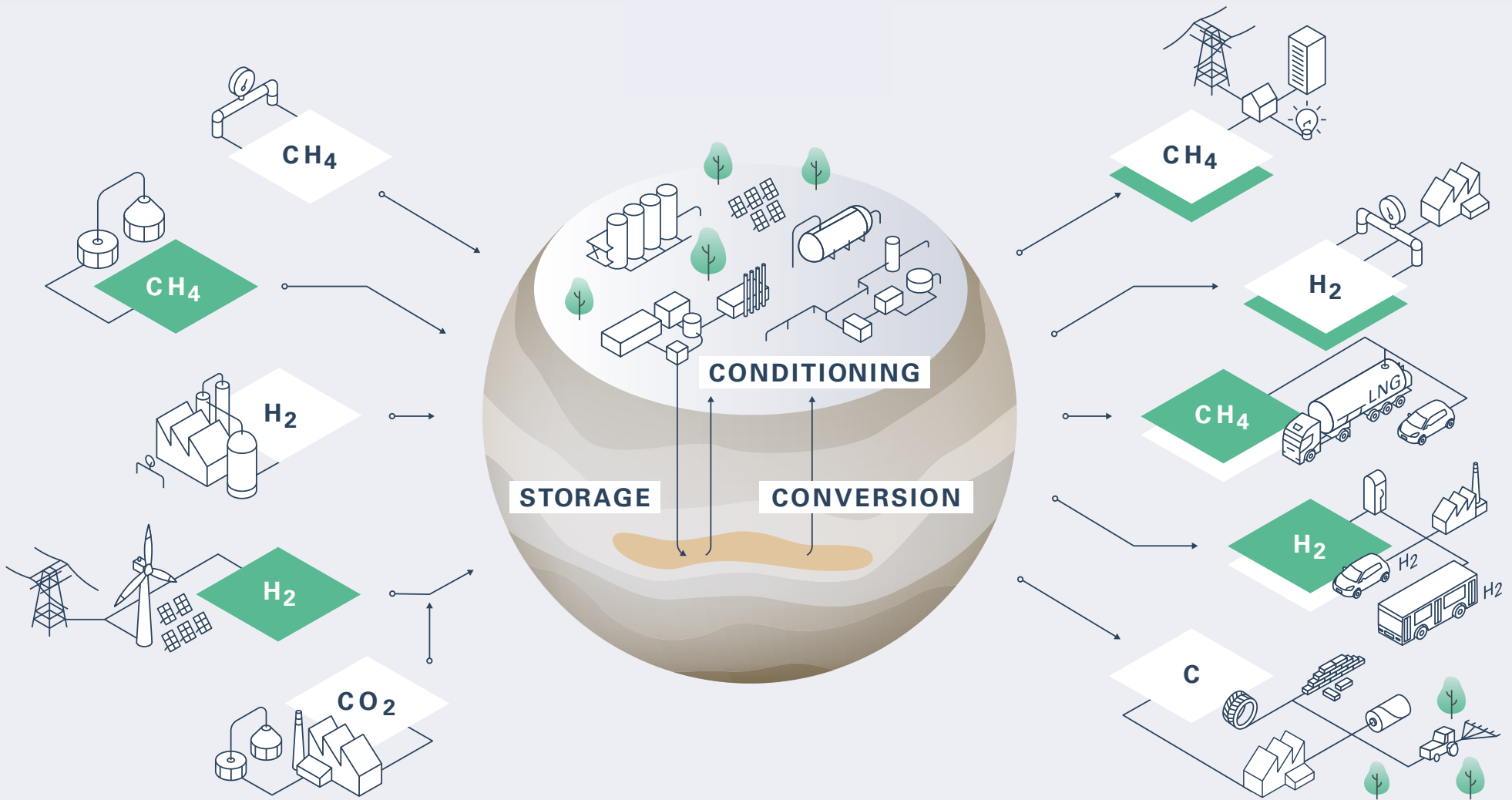
Conversion

Renewable solar and wind power is converted into hydrogen (H₂) by means of carbon-neutral electrolysis. This makes it possible to store a portion of the summer energy harvest as gas in our pore reservoirs for use in winter, or to combine the hydrogen with carbon dioxide (CO₂) produced from biomass or industrial operations and convert it into synthetic natural gas, in depleted underground gas reservoirs, by means of a natural microbiological process. This creates a sustainable carbon cycle, and the naturally produced green gas is carbon-neutral.

Conditioning

Stored energy can be withdrawn and used at any time as required. This green energy can then be delivered via existing pipeline networks for power generation at gas-fired power stations, heat generation at local cogeneration stations, as well as for district heating, gas heating systems or eco-friendly transportation running on LNG. What's more, in the future methane splitting will produce carbon that can be used as a valuable basic material for batteries, insulation materials, tyres, construction materials and steel, or in agriculture as a soil conditioner. The process also produces carbon-neutral, climate-friendly hydrogen for use as fuel, as well as in energy generation or industrial processes.





Gaseous Energy Sources:

- CH₄ Natural Gas
- CH₄ Biogas / Bio-Methane
- H₂ Hydrogen from pyrolysis
- H₂ Hydrogen from electrolysis
- CO₂ Carbon Dioxide from biomass or industrial process

Applications:

- CH₄ CH₄ Use for electricity and heat
- H₂ H₂ Hydrogen in transport network and industry
- CH₄ CH₄ Green Gas for mobility
- H₂ H₂ Hydrogen for industry, mobility and heat
- C C Carbon from pyrolysis

— STRATEGY

STRONG FOCUS ON SUSTAINABILITY



2019 | 2020

- ✓ Integrating sustainability targets into our corporate strategy

Sustainability lies at the heart of RAG's energy operations. And it is the guiding principle for our initiatives aimed at shaping the future energy landscape, a landscape that will be climate-friendly, technologically open and networked. Achieving this transformation will call for major efforts from all stakeholders, from businesses and politicians, as well as consumers.

Protecting the climate is a core focus of a sustainable energy system. As dependence on energy continues to rise, this is posing significant challenges for politicians and the energy industry. We require clean, affordable energy for power, heat, industry and transportation, but at the same time we need maximum security of supply coupled with flexible energy provision. This is the indispensable foundation for the development of a sustainable energy system in Europe.

Embedding sustainability in RAG's strategy

We believe that a sustainable approach – what we at RAG call “sustainable energy mining” – is firmly anchored in our current core business: seasonal, high-volume gas storage. Decades ago, underground gas reservoirs developed using our high-



RAG has been implementing sustainable, innovative energy projects for decades. Playing our part in developing practical energy solutions for future generations is both exciting and highly satisfying.

Stefan Pestl | Head of Corporate Communications

RAG Austria AG's sustainability targets

RAG 2040
ZUKUNFT



Partnerships as a means to achieve targets

Legal compliance



Ensuring 100% plant availability and security of supply

- Avoiding supply restrictions on customers by meeting the highest technical and organisational standards (incl. safety)

Continued development of innovative and sustainable business models

- Project development for construction of a hydrogen pore storage facility by 2025
- Fine-tuning green gas technologies and production

Consistent results

- Long-term business continuity and stability of the company's results take precedence over maximising annual profits and dividend distributions



Avoiding work-related accidents

- Preventive health-protection measures and continuous improvement of health and safety management systems

Equal opportunities throughout the company

- Preventing all forms of discrimination

FINANCIAL /
ECONOMIC



SOCIAL

ENVIRONMENTAL

Developing environmentally friendly energy products and services

- Reliable operation of gas storage facilities and adaptation to hydrogen storage
- Production of natural gas and significant expansion of green gas production
- Sustainable energy mining – sustainable energy from reused former production sites
- LNG production using renewably produced methane

Climate protection and energy efficiency

- Zero greenhouse gas emissions by 2040 at the latest
- Carbon-neutral energy supplies for own use (incl. solar energy plants with photovoltaic systems at former well sites)
- Reduction in total energy use through proactive energy management and plant optimisation

Waste avoidance

- Targeted and economical use of non-renewable raw materials
- Reuse of equipment, etc. to safeguard the circular economy

Meeting the highest compliance standards

- Including compliance with all statutory requirements and data protection regulations

High standards of business ethics and transparency

- Transparent management and open communications

tech expertise were converted for sustainable use as seasonal gas storage facilities that provide supplies of clean and affordable energy. Today, thanks to our focus on energy centres of the future, these reservoirs are on the verge of being put to use as underground storage facilities for renewable energy in the form of hydrogen (Underground Sun Storage) and as green gas production facilities (Underground Sun Conversion).² This is why it was particularly important to integrate our sustainability targets – which relate to both current and future products as well as the climate-neutral operation of our plants – into our strategy in 2020, and to focus on gradually achieving a series of milestones over the period to 2040.

Energy storage and security of supply

Renewable energy needs to be storable if it is to account for a larger proportion of the energy mix. This is because volatility is the main problem associated with renewables. Industry and households still need electricity when the sun stops shining or the wind stops blowing. The necessary reduction of emissions in the future energy system can only be achieved if part of the energy collected in summer can be stored for the winter, which in turn will safeguard supply security. RAG's long-term strategy is focused on combining conventional gas storage with renewables and implementing needs-based structures on an industrial scale, with a view to promoting achievement of Europe's climate goals by supplying carbon-neutral energy over the long term.



To do this, we aim to make use of existing gas infrastructure, comprising storage, pipelines and wells – this will form the basis of a climate-friendly and affordable renewable energy system in the future. Increased use of solar and wind power, their conversion using electrolysis and subsequent storage in the form of hydrogen will also require further spending on technology development and significant investment in storage technologies in the coming years. This will involve expanding hydrogen production in Austria and Europe, as well as the development of high-capacity hydrogen storage facilities.

Capacity for innovation

RAG has been working on cutting-edge solutions

designed to reduce emissions in the entire energy system and make renewable energy storable since 2013. Through our Underground Sun Storage and Underground Sun Conversion projects, along with the follow-up initiatives USC-FlexStore and USS 2030, and in our role as a sustainable technology leader, we are working towards the seasonal, carbon-neutral underground storage of large volumes of green gas (biogas and hydrogen). Produced from renewable sources such as solar and wind, it will be available for withdrawal when needed – in the form of gas for use in power and heat generation, in industry and transportation and as a raw material. We are committed to protecting security of supply – both now and in the future.

² For more information see chapter „Sustainable energy solutions“



RAG – renewables AND gas

Gas is a great all-rounder and a vital component of the renewables-based energy system of the future. It is storable, clean, safe, affordable and completely reliable – and it can be green as well. At present, conventional natural gas is primarily used to ensure supplies of electricity and heat, and as a fuel for transportation, but in the future, green gas and clean hydrogen will also be used for these purposes. Therefore RAG is concentrating on combining the gas storage business with renewable energy forms – what we call “renewables and gas”. In the future, we will use natural gas as a raw material for producing hydrogen and high-value carbon, which can be used as a base material for batteries, insulation materials, tyres, construction materials and steel, or in agriculture as a soil conditioner.

Building on our resources, infrastructure and know-how, we are driving forward the development and roll-out of innovative, groundbreaking, carbon-neutral energy solutions based on green gas technologies.

Sustainable energy mining

Sustainability is an integral part of our strategy. The cornerstone of this approach is the sustainable use of former production sites, a concept that we refer to as “sustainable energy mining” at RAG’s energy centres. The aim is to put existing production infrastructure, reservoirs, above-ground facilities and pipeline systems to efficient use as environmentally friendly, regional energy centres. This also involves expanding them and making operations at these

sites increasingly climate-neutral. Our strategy is centred on the sustainable after-use of natural reservoirs in porous geological strata, which are called pore reservoirs.

RAG’s sustainable energy mining concept will trigger innovation in Austrian industry, cut emissions, boost regional economic growth and reduce dependence on energy imports.

- **Green gas and the development of sustainable, cutting-edge technologies**, such as power-to-gas, which makes it possible to manufacture sustainable synthetic gas from wind and solar energy (as in our Underground Sun Conversion project)
- **Promoting decentralised, renewable, energy-efficient, demand-based energy production and supply systems** that exploit all potential synergies, ranging from heat generation to natural gas vehicles (running on CNG and LNG/LBG)
- **Increasing gas storage and withdrawal capacity**: high-volume, seasonal storage of conventional natural gas, hydrogen or biomethane aimed at bolstering security of supply in Austria and Europe, and supporting the expansion of renewable energy sources
- **Production of natural gas and its utilisation as a raw material** for high-quality carbon and hydrogen, by means of methane pyrolysis

RAG's internationally registered patents³ are testament to its expertise in these areas. Each year, the company invests around EUR 5-6m in research and development (R&D).

Implementation of the strategy and the achievement of related targets are assessed at regular strategy meetings, and adjustments are made where necessary.



[GRI 103-3, GRI 102-12]

³ International patent „Hydrogenotrophe Methanogenese“

Sustainable Development Goals

RAG Austria AG is committed to promoting the achievement of the United Nations Sustainable Development Goals (SDGs), which were adopted by Austria and all other UN members in the shape of the 2030 Agenda for Sustainable Development.

In the course of our 2019/2020 materiality analysis, we decided not only to continue making a contribution to the achievement of SDGs 7, 9 and 13 by capitalising on our core competences and our strategic focus on sustainability, but also to extend the scope of our efforts to include SDGs 8 and 12.



SDG 7: Affordable and clean energy – ensure access to affordable, reliable, sustainable and modern energy for all.

Our contribution: Supplying affordable, clean energy is our core business. All of our efforts are geared towards ensuring secure, sustainable energy supplies to our customers as well as their customers in the future.

SDG 8: Decent work and economic growth – promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Our contribution: As a responsible employer, a customer to regional businesses and a research partner for universities and companies, we help to create added value in Austria and Central Europe, ensuring the development and retention of technical and scientific expertise and knowledge related to energy and decarbonisation technologies.

SDG 9: Industry, innovation and infrastructure – build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

Our contribution: Our secure and resilient facilities safeguard security of supply for Austria and Central Europe. We also invest in infrastructure that is paving the way for the seasonal, year-round storage and supply of large volumes of renewable energy.

SDG 12: Responsible consumption and production – ensure sustainable consumption and production patterns.

Our contribution: RAG makes every effort to ensure that resources are used as efficiently as possible, minimise environmental damage at its storage facilities, adopt a full-life-cycle perspective in product procurement, and raise awareness of aspects of sustainability in the supply chain. By laying the groundwork for the storage of large quantities of hydrogen, we also promote the expansion

and development of the hydrogen economy, as well as the year-round, eco-friendly use of hydrogen as a fuel and raw material.

SDG 13: Climate action – take urgent action to combat climate change and its impacts.

Our contribution: Our research projects will serve to enhance the storage and conversion of renewable energy. By 2025, 10% of our supply needs will be met by carbon-neutral energy from our own production facilities, and by 2040 all of the energy RAG needs is scheduled to come from our own climate-neutral sources.

Sustainability management

Embedding corporate social responsibility (CSR) in organisational structures

Our sustainability management systems comply with the international ISO 26000 standard on social responsibility. In our view, CSR is an integrative approach, so our CSR task force is made up of representatives from all the key areas of the company, including storage operations and energy facilities; health, safety and the environment; internal audit and strategic safety management; environment and public authority liaison; purchasing; and human resource management. This team is coordinated by head of Corporate Communications and is supported by external consultants as required.

In order to ensure effective working practices, since 2020 the task force has been split into subgroups which address sustainability-related focus areas according to their respective competences.

- **RAG. Corporate Culture**
- **RAG. Future**
- **RAG. Facilities and Environment**
- **RAG. Working Environment**



These subgroups meet regularly to analyse CSR targets and initiatives in terms of their relevance, with the aim of achieving continuous improvements in the company's sustainability performance. The Executive Board receives regular updates from the chair of the CSR task force on the progress of CSR-related measures and takes important strategic decisions regarding the company's sustainability-related focuses.

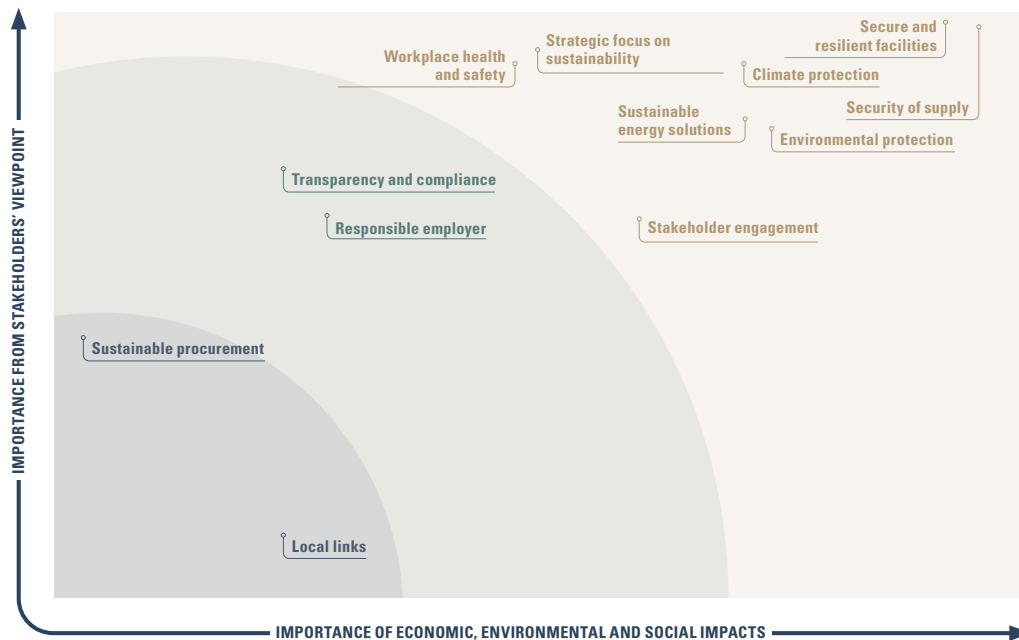
The members of the Executive Board regularly assess aspects of economic, environmental and social sustainability and drive forward initiatives, in line with the company's strategic direction.



Materiality analysis

In 2020, we used our first online survey of RAG employees and external stakeholders to identify the key topics that the company should address. Just under 300 representatives of various stakeholder groups – a response rate of over 65% – took the opportunity to share their views. Both internal and external stakeholders delivered a virtually identical evaluation of the key topics.

Based on the survey results, the CSR task force updated the previous list of focus areas, and consolidated them under 12 key topics. RAG’s economic, environmental and social impacts were discussed and then evaluated by participants at a workshop devoted specifically to this subject. The overall results were used to update the materiality matrix.



Included stakeholders: Employees, local residents, landowners, business partners, interest groups, suppliers, banks and insurance companies, emergency services, NGOs, civil-society representatives, politicians and public administration, educational institutions and universities, and media representatives

Key topics

1. Secure and resilient facilities
2. Security of supply
3. Strategic focus on sustainability
4. Climate protection
5. Workplace health and safety
6. Transparency and compliance
7. Sustainable energy solutions
8. Environmental protection
9. Responsible employer
10. Stakeholder engagement
11. Sustainable procurement
12. Local links



Details of the changes in the key topics compared with the 2018 report and the consolidation of the topics under the 12 key topics based on the results of the online survey are provided in the Appendix on page 86.



Economic, environmental and social impacts

The table below shows the potential impacts of the individual key topics on the economy, the environment and society, as well as the measures that RAG Austria AG has introduced in order to enhance the positive effects and prevent or moderate any




negative effects. Our aim is to build on previous achievements and existing systems, and continuously examine the impacts over the next two years, in order to adapt or improve the measures we have implemented, where necessary.



Key topic		Economic impacts (+/-)	Environmental impacts (+/-)	Social impacts (+/-)	Measures
<p>Secure and resilient facilities</p>  <p>This means prioritising the elimination of all risks, hazards and damage at all of the facilities that RAG operates</p>		<ul style="list-style-type: none"> + Economic benefits + Reliable energy supplies + Planning certainty/risk minimisation for customers - Substantial investment and technology spending for RAG 	<ul style="list-style-type: none"> + Lower or zero emissions + Avoiding duplicated structures in infrastructure planning 	<ul style="list-style-type: none"> + Secure, reliable energy supplies + Seasonal energy storage + Significantly fewer accidents + Increased safety for employees + Protection against attacks by third parties, incl. cyberattacks 	<p>Ensuring high technical safety levels at facilities through measures and management of:</p> <ul style="list-style-type: none"> • Health, safety and the environment (HSE) • Integrity of facilities, pipelines and casings (integrity management) • Safeguarding information systems (ISMS) • Site security • Regular risk analysis
<p>Security of supply</p>  <p>This means ensuring reliable, uninterrupted, affordable and secure supplies of gas for power and heat generation, industry and transport</p>		<ul style="list-style-type: none"> + Economic benefits – domestic value-added + Reliable energy supplies for Austria and Central Europe + Safeguarding Austria's standing as a business location 	<ul style="list-style-type: none"> + Low land use relative to energy output - Storage operations generate technically conditioned greenhouse gas emissions, consume resources, and influence landscapes and habitats 	<ul style="list-style-type: none"> + Reliable and affordable energy supplies for Austria and Central Europe for power and heat generation, as well as for industry and transport 	<p>Ensuring high technical safety levels at facilities through measures and management of:</p> <ul style="list-style-type: none"> • Health, safety and the environment (HSE) • Integrity of facilities, pipelines and casings (integrity management) • Safeguarding information systems (ISMS) • Site security • Regular risk analysis



Key topic	Economic impacts (+/-)	Environmental impacts (+/-)	Social impacts (+/-)	Measures
<p>Strategic focus on sustainability</p>  <p>This means that sustainability is firmly embedded in our strategy. The cornerstone of this approach is the sustainable use of former production sites. Existing production infrastructure, pore reservoirs, above-ground facilities and pipeline systems will be put to efficient use, expanded and operated in a climate-neutral manner.</p>	<ul style="list-style-type: none"> + Economic growth through innovation + Economic benefits + Safeguard the company's long-term performance by diversifying future business operations - Significant technology expenditure and investment required in order to achieve climate and energy targets - Risk associated with R&D projects 	<p>Reduction in greenhouse gas emissions in future by:</p> <ul style="list-style-type: none"> + Integrating conventional energy storage and carbon-neutral energy forms (sector coupling) + Developing and establishing storage options for renewables (hydrogen storage) 	<ul style="list-style-type: none"> + Supporting social/political calls for renewable energy supplies + Affordable energy supplies for future generations through reuse of infrastructure + Year-round availability of renewable energy + Job creation + Safeguarding domestic expertise in decarbonisation technologies 	<ul style="list-style-type: none"> • Sustainability-related targets anchored in the company's strategy • Developing innovative technologies • R&D collaboration with business partners, University of Leoben and University of Natural Resources and Life Sciences in Vienna • Generating renewable electricity for own use • Regular risk analysis • Sustainability-related criteria for procurement
<p>Climate protection</p>  <p>Protecting the climate is the core focus of a sustainable energy system. RAG aims to support decarbonisation by developing and implementing projects related to environmentally friendly energy storage</p>	<ul style="list-style-type: none"> + Develop innovative solutions for the storage of renewable energies through research and development ± Evolution of CO₂ prices - Significant technology expenditure and investment required in order to achieve climate and energy targets 	<ul style="list-style-type: none"> + Efficient use of energy at RAG sites + Short transportation routes - Operation of facilities generates greenhouse gas emissions 	<ul style="list-style-type: none"> + Secure and clean energy supplies + Supporting achievement of European and Austrian climate targets 	<ul style="list-style-type: none"> • Targets defined for gradual reduction of emissions (25/30/40) • Conversion of well sites into solar energy plants for carbon-neutral energy supplies (photovoltaic) • Energy and emissions management • Continuous reduction in energy use • Use of natural gas-powered company vehicles (CNG) • Filling station infrastructure (CNG, LNG) • Storage of waste heat

Key topic	Economic impacts (+/-)	Environmental impacts (+/-)	Social impacts (+/-)	Measures
<p>Workplace health and safety</p>  <p>This means taking proactive steps to protect our employees' health and safety in a constantly changing working environment and aiming for zero accidents in all of our operations</p>	<ul style="list-style-type: none"> + Preventive measures reduce number of sick leave days - Outages due to work-related accidents - Risk of physical and mental health problems 	<ul style="list-style-type: none"> + Raising awareness influences personal environmental behaviours 	<ul style="list-style-type: none"> + Healthy employees + Positive image as a good employer - Injured employees - Risk of physical and mental health problems 	<ul style="list-style-type: none"> • HSE management system • Regular risk analysis • Regular training for employees and contractors • Crisis and emergency management (HSE) • Flexible working time models and establishing remote working • Workplace health promotion • Employee assistance programme (EAP) • Employee reintegration
<p>Transparency and compliance</p>  <p>This means that RAG operates in a socially responsible manner, in conformity with the relevant legislation, and that its decisions are transparent for the company's suppliers and customers, as well as clearly communicated.</p>	<ul style="list-style-type: none"> ± Fair or distorted market conditions - Influence by politicians - Breaches of compliance regulations by employees 	<ul style="list-style-type: none"> + Environmental protection + Enhanced information/transparency regarding supply chains + Sustainability as a quality criterion for goods and services 	<ul style="list-style-type: none"> + Role model in corporate governance ± Public reputation 	<ul style="list-style-type: none"> • Corporate philosophy and code of conduct • Compliance management • Risk management • Internal control systems • Regular training for employees • Compliance with environmental protection regulations • Implementation of GDPR provisions
<p>Sustainable energy solutions</p>  <p>This means performing R&D on sustainable, innovative technologies for seasonal, high-capacity energy storage and the supply of gaseous energy forms, as well as reuse of depleted reservoirs for energy storage and the production of renewable gas.</p>	<ul style="list-style-type: none"> + Economic growth through innovation + Safeguarding competitiveness + Competitive advantage thanks to technological expertise + Economic benefits + Options for shaping the energy market - Risk of delays and setbacks in R&D projects 	<ul style="list-style-type: none"> + Reuse of depleted reservoirs + Significant contribution to climate protection 	<ul style="list-style-type: none"> + Protecting and creating jobs + Use of existing gas infrastructure for future generations 	<ul style="list-style-type: none"> • Developing groundbreaking technologies • Systematic management of innovative energy solutions: Green Gas Technologies and Renewable Energy, and Technical Planning departments • Technology expert and partner for politicians and businesses: storage, geothermal, etc. • Partnerships with companies and universities • International partnerships • Construction of the Geothermal plant Garching an der Alz

Key topic	Economic impacts (+/-)	Environmental impacts (+/-)	Social impacts (+/-)	Measures
<p>Environmental protection</p>  <p>We are committed to using resources responsibly, using environmentally sound processes, minimising environmental risks and local impacts, and remediating former production sites.</p>	<ul style="list-style-type: none"> + Cost savings due to more efficient, eco-friendly processes - Costs arising from stricter environmental regulations 	<ul style="list-style-type: none"> + Site restoration - Impacts on landscapes and habitats - Consumption of natural resources 	<ul style="list-style-type: none"> + Supporting social/political calls for renewable energy supplies combined with environmental protection 	<ul style="list-style-type: none"> • HSE management system • “Greenfield to greenfield” approach to restoration • Environmental protection policy – facilities embedded in surrounding landscape • Sustainable use of resources • Providing information by communicating directly with local authorities and local residents • Regular risk analysis
<p>Responsible employer</p>  <p>This means that RAG treats its employees with respect, offers them flexible and safe working conditions, and creates an environment that supports them in making the best use of and developing their abilities.</p>	<ul style="list-style-type: none"> + Creating and protecting jobs + Economic benefits + Retaining expertise within the company - Higher expenses for employee benefits and staff retention 	<ul style="list-style-type: none"> + Support for measures aimed at raising awareness of eco-friendly behaviours 	<ul style="list-style-type: none"> + Attractive working environment + Flexible working arrangements result in improved work-life balance + Training and development for students and interns + Good labour market prospects for staff in technical occupations + Creating jobs in the local technology/science sector 	<ul style="list-style-type: none"> • Advanced training for employees • Employee appraisals • Charta der Vielfalt (“Diversity Charter”) • Management principles • New work culture: flexible arrangements for remote working • Technical equipment for remote working • Office infrastructure for a flexible working environment within the new work culture • Business trips (rail travel, or trips replaced by video conferencing) • CNG transport initiative • Steps to protect employees during the Covid-19 pandemic
<p>Stakeholder engagement</p>  <p>This means that RAG has a responsibility to communicate openly with stakeholder groups, provide them with comprehensive information, treat them with respect, and take their interests into account as far as possible – we believe that open, proactive communications are essential for our operations.</p>	<ul style="list-style-type: none"> + Project implementation + Transfer of knowledge on topics related to climate and environmental protection - Delays in or obstacles to projects 		<ul style="list-style-type: none"> + Image as a good neighbour - Negative image of oil and gas companies 	<ul style="list-style-type: none"> • Communications guidelines for projects • Open and transparent communications • Online surveys on key issues • Sustainability report • Information on website and social media • Face-to-face discussions with local residents and local authority representatives • For more information see “Forms of dialogue with stakeholders” – see page 35

Key topic		Economic impacts (+/-)	Environmental impacts (+/-)	Social impacts (+/-)	Measures
Sustainable procurement  <p>This means that our procurement policy is transparent and understandable to suppliers, and that sustainability forms part of contract award procedures.</p>		<ul style="list-style-type: none"> + Domestic value-added + Transparent procurement policies lead to fair competition - Higher costs due to regional sources of supply 	<ul style="list-style-type: none"> + Lower emissions due to reduction in transportation + Reduced impact thanks to full-life-cycle approach 	<ul style="list-style-type: none"> + Compliance with CSR principles leads to increased awareness and stronger image among employees and suppliers 	<ul style="list-style-type: none"> • Compliance with CSR criteria • Integration of environmental and social criteria into procurement processes
Local links  <p>This means that we talk openly and honestly with local authorities, residents, landowners and public agencies, and act as a reliable partner to host regions. RAG sees itself as part of the communities that host its facilities.</p>		<ul style="list-style-type: none"> + Support for regional economy - Image affected by negative publicity 	<ul style="list-style-type: none"> + Short transportation routes 	<ul style="list-style-type: none"> + Image as a good neighbour in local communities + Employees as local residents: ambassadors in the community - Public opposition to projects + Stemming flow of people away from rural areas by creating local, high-tech jobs 	<ul style="list-style-type: none"> • Communications guidelines for projects • Open and transparent communications with local communities: contact persons for projects introduce themselves to the community in person • Support for social and charitable projects



Integrating sustainability into risk assessments

Risks related to plant safety, the environment, workplace safety and compliance are already taken into account in RAG's company-wide risk management systems (see the chapters "Responsible management", "Safe plant and work processes" and "Climate and environmental protection" for further details). By the time our next sustainability report is published, we aim to have identified any additional risks as well as opportunities associated with sustainability that have not yet been taken into account.

A photograph of an industrial facility at dusk, with buildings and lights reflected in a body of water in the foreground. The sky is a deep blue, and the water is calm, creating clear reflections of the structures and lights.

RESPONSIBLE

MANAGEMENT

2019 | 2020

- ✓ Code of conduct for suppliers introduced
- ✓ Internal audit on compliance management

2021 | 2022

- ✓ Further aspects of sustainability integrated into the code of conduct
- ✓ Review of compliance and anti-corruption policies
- ✓ Annual CSR audits of suppliers introduced

Our values and corporate philosophy

Our corporate culture is shaped by key values that see respectful employee relations and open, honest and proactive communications as the foundations of effective collaboration.

RAG's corporate philosophy, and corporate governance and compliance policies ensure that the conduct of all our employees is transparent and honest. Our responsibilities to our employees and other key stakeholder groups, and to society and the environment are an integral part of our managerial decision-making processes. The criteria applied to investment and spending decisions are not purely commercial; they also take specific account of social, environmental and safety aspects. Further information on our philosophy and values is available on our website.

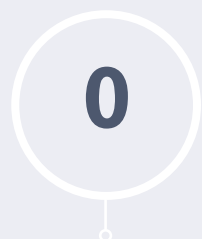


I attach great importance to integrity in the conduct of RAG employees and transparency on the part of RAG towards all stakeholders, and I am happy to stand up for this.

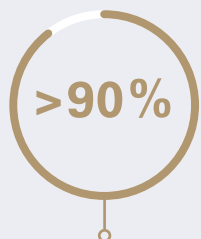
Rudolf Groiss | Head of Internal Audit and Strategic Safety and Security Management

Transparency and compliance

2020



Political contributions, EUR



Proportion of employees who received training in anti-corruption measures.⁴

Corporate governance

In order to meet the requirements for proper corporate governance, RAG has implemented all of the elements necessary in accordance with a modern Three Lines of Defence model⁵ and integrated them into its operations. These are mainly related to the groups of issues typically associated with compliance, risk management and the internal control system. Additional elements – such as an information security management system (ISMS) and a business continuity management system – are in place to help us fulfil our duties as an operator of critical infrastructure.

An internal audit of RAG's compliance management system was carried out at the end of 2020, and the resulting proposals for improvements were quickly implemented.

Technical legal compliance

RAG's compliance management structures cover all principles, measures and activities aimed at ensuring that the company conforms to all applicable regulations. The head of Internal Audit also serves as the Compliance Officer, with responsibility for all core aspects related to compliance, and reports to both members of the Executive Board. However, the majority of compliance-related matters, in particular

[GRI 103-1, GRI 103-2, GRI 102-16, GRI 102-17]

⁴ Compliance training is conducted as needed or on a rolling basis as required.

⁵ Three Lines of Defense: Regulatory framework for a holistic governance, risk and compliance management system.



those which are essential for the proper operation of technical facilities, are managed on a decentralised basis by the various specialist departments, which have the necessary expertise at their disposal. In this regard, managers have a key role to play, as they have a duty of care which obliges them to take appropriate steps to ensure regulatory compliance. Employees form the basis of the company's compliance structures, as they must comply with both internal and external regulations in the course of their everyday work.

The various specialist departments serve as a point of contact for queries on decentralised compliance-related matters connected with day-to-day operations. Breaches of compliance policies must be reported to the Executive Board by the manager concerned. The Compliance Officer and the Legal Department are also informed, so that they can provide general legal support. The Compliance Officer also prepares a comprehensive report for the Executive Board at least once a year.

Anti-corruption and transparency

We are well-known for our long-term ties with contractual partners and suppliers. These business relationships are characterised by fairness, trustworthiness, integrity and transparency. We are also committed to upholding the principles of fair and honest competition, and complying with all statutory regulations designed to combat bribery and corruption.

Our employees are forbidden from requesting or accepting preferential treatment or inducements, and from offering or providing such advantages to others. They are also obliged to avoid conflicts of interest between personal matters and their company-related duties. In order to prevent misconduct, all employees receive compulsory training on appropriate behaviour. The company also has internal anti-corruption reporting systems in place, and reports are prepared annually for the Executive Board and the Audit Committee.

Donations and sponsorship of third parties require the express permission of the Executive Board. All such activities are registered centrally and reported to the Executive Board once a year.

The company has no political affiliations, and makes no financial contributions to political parties or organisations, or their representatives. We represent RAG's interests in dealings with public



bodies with regard to matters that affect the company itself, or its employees, customers and representatives of the owners. This relates to memberships or involvement in working groups set up by various industrial associations and interest groups. A list of our memberships is provided in the Appendix (see page 77).

Internal control system

Compliance with internal guidelines and processes is maintained by an internal control system (ICS). This is characterised by a functioning organisational structure, application of the four-eye principle, separation of functions, and internal guidelines for business processes.

All business transactions concluded on behalf of RAG must be booked or documented in accordance with the applicable regulations, and must be

verifiable. Under the process-oriented ICS, selected business processes are subject to systematic controls – the individual control steps are documented and checks are made to ensure they are carried out. Annual evaluations ensure that the ICS is kept up to date, and its effectiveness is also continuously monitored by Internal Audit.

The ICS focuses primarily on financial reporting, but it also covers key operational aspects, such as tank farm inventories in order to ascertain stocks of crude oil held as compulsory emergency reserves, and reserve accounting for oil and gas.

Data protection

Based on the General Data Protection Regulation (GDPR), our data protection policy governs the treatment of personal data at the company. In order to ensure effective policies, a data protection management process has been implemented with

the goal of achieving continuous improvements in data protection standards and adapting to new requirements. If employees have any questions they can contact the designated data protection officer, the HR Department or the Legal Department.

Transparent procurement processes

We place an emphasis on forming fair and transparent relationships with suppliers and partners who operate in accordance with our philosophy, and are also committed to environmentally and socially responsible management. For this reason, in 2020 we drew up a supplier code of conduct containing corresponding long-term requirements for suppliers' practices.

The code also contains provisions on human rights, social responsibility, environmental matters, as well as compliance and integrity. The supplier code of conduct can be found on our website.

Procurement policy

All purchases made by RAG with a net value of more than EUR 5,000 are subject to the Group-wide procurement policy. This covers ethical principles and the award of contracts for goods and services in accordance with competition law.

In 2019, RAG voluntarily introduced a reduced threshold of EUR 100,000 (down from EUR 428,000) for the electronic award of procurement contracts, with a view to enhancing transparency. This also applies to master agreements without fixed offtake amounts.

Annual CSR audits of suppliers

The Procurement Department is currently developing a supplier audit procedure which includes sustainability-related criteria. Annual audits are planned for all suppliers with a net annual procurement total of EUR 1 million and business-critical suppliers⁶ with a net procurement total of EUR 50,000 or more. Suppliers will be assessed using the following three-step approach:

1. Audit of the completeness and accuracy of all information
2. Audit of information provided regarding legal compliance
3. Consideration of previous experience and a risk assessment of the supplier concerned with regard to sustainability-related factors

A supplier will be able to provide goods and services to RAG and its subsidiaries for a further year only if it completes the audit successfully.

In the next phase of the project, we will analyse whether and how to integrate country, sector, product and business model risks facing a supplier into the risk assessment, and the extent to which sustainability criteria will play a part.

Further information on our procurement processes can be found in the chapter on “Climate and environmental protection”, in the section entitled “Sustainable procurement”.



We are fully aware that sustainability-related aspects can make a significant contribution in procurement. And over the coming years we will engage even more closely with our suppliers in order to establish basic principles and to examine the associated risks and effects for the value chain.

Curd Ormig | Head of Procurement

[GRI 103-2, GRI 103-3]

⁶ By business-critical suppliers we mean suppliers for which there are few alternative suppliers on the world market. We purchase products from these suppliers which are important for the safe operation and availability of our plants.

Stakeholder engagement

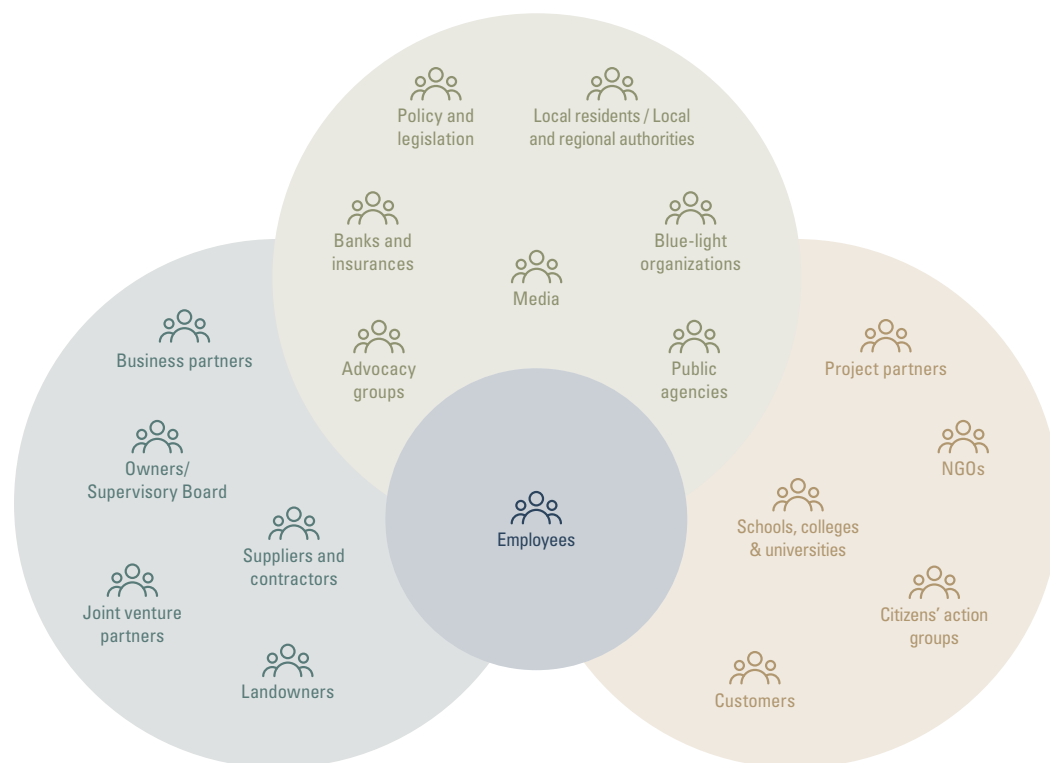
Our responsibilities to stakeholders

We live up to our responsibilities to local people, local authorities and local companies, who can be affected by our decisions and actions.

We communicate proactively, openly and respectfully with all stakeholder groups, taking their concerns into account to the greatest possible extent. Open, proactive communication is also essential for our operations.

Honest, meaningful dialogue enables us to

- ✓ retain the trust placed in our company
- ✓ implement our projects cost-effectively
- ✓ identify and resolve potential conflicts at an early stage, and
- ✓ facilitate a process of continuous improvement



Our main stakeholders

In 2013 we defined our stakeholders for the first time based on a structured analysis by our CSR task force and management. This analysis is regularly reviewed, and was last updated in the process of preparing this report.

Forms of stakeholder engagement

The significance of the various stakeholder groups, their expectations of RAG and the forms of dialogue we engage in are described below.



Stakeholder group	Importance for RAG	Interests/expectations of RAG	Form of dialogue
Employees	<ul style="list-style-type: none"> • Enable uninterrupted security of supply in our energy and production operations • Joint efforts and achievements safeguard the company's long-term success • Commitment to a feedback and innovation culture ensures continuous improvement 	<ul style="list-style-type: none"> • Attractive working environment • Workplace health and safety • Development opportunities • Meaningful responsibilities • Secure jobs • Safeguarding and promoting a strong work-life balance 	<ul style="list-style-type: none"> • Direct communication using e-mail, MS Teams, Skype, etc., and face-to-face discussions • Annual employee appraisals • Events • Intranet • E-mail • Newsletter, info mails and e-learning courses • Social media • Weekly reports and news updates on health, safety and the environment
Shareholder representatives and Supervisory Board	<ul style="list-style-type: none"> • Defining the company's long-term focuses in consultation with the Executive Board • Public ambassadors for RAG 	<ul style="list-style-type: none"> • Positive returns • Far-sighted strategy • Transparent reporting 	<ul style="list-style-type: none"> • Face-to-face discussions • Press releases • Supervisory Board meetings
Joint venture partners	<ul style="list-style-type: none"> • Investors and partners in the large-scale Haidach and 7Fields storage projects 	<ul style="list-style-type: none"> • Technical performance thanks to efficient and safe operations • Plant availability 	<ul style="list-style-type: none"> • Regular communication (oral and written) at operational and senior management level

Stakeholder group	Importance for RAG	Interests/expectations of RAG	Form of dialogue
Suppliers and contractors	<ul style="list-style-type: none"> Their products and services enable our operations to run smoothly 	<ul style="list-style-type: none"> Clear and transparent tendering Long-term relationships and attractive contracts 	<ul style="list-style-type: none"> Letters, personal communication at operational level, procurement contract tendering tool, etc.
Project partners	<ul style="list-style-type: none"> Driving forward technological advances through synergies from joint projects Risk sharing Sharing examples of best practice 	<ul style="list-style-type: none"> Information and transparency on joint projects Shared commercial success 	<ul style="list-style-type: none"> Regular communication (oral and written)
Commercial energy storage customers (B2B) and LNG customers	<ul style="list-style-type: none"> Stable revenue and long-term business relationships Increasing use of gas as an alternative fuel (LNG for trucks) 	<ul style="list-style-type: none"> Providing storage capacity Availability of gas in storage Error-free operation of LNG filling stations 	<ul style="list-style-type: none"> Regular communication (oral and written) Website
Customers (B2C)	<ul style="list-style-type: none"> Natural gas-powered passenger vehicles (CNG) Contribution to eco-friendly transport 	<ul style="list-style-type: none"> Affordable, secure supplies of gas for use as fuel Ongoing efforts to achieve decarbonisation in relation to the service portfolio 	<ul style="list-style-type: none"> Website Dialogue at regional events
Landowners	<ul style="list-style-type: none"> Provision of land as important basis for our operations 	<ul style="list-style-type: none"> Fair contracts and on-time payments Transparent communications Environmentally friendly operations Equal treatment of all landowners 	<ul style="list-style-type: none"> Regular communication (oral and written)
Local residents and local/regional authorities	<ul style="list-style-type: none"> Ambassadors for the company's strategic focus on sustainability Regional economic partners 	<ul style="list-style-type: none"> Open and transparent information on nearby projects Swift handling of enquiries 	<ul style="list-style-type: none"> Face-to-face communication with mayors Guided facility tours
Educational institutions and universities	<ul style="list-style-type: none"> Partnerships and supporting high potentials 	<ul style="list-style-type: none"> Support for research and education Internships 	<ul style="list-style-type: none"> Collaboration with universities on research projects, in particular the University of Leoben Supervising students' master's theses and summer interns
Emergency services	<ul style="list-style-type: none"> Securing facilities Joint emergency management drills 	<ul style="list-style-type: none"> Transparency and familiarisation with special technical features of RAG plants Regular communication Support with provision of emergency equipment 	<ul style="list-style-type: none"> Drills with emergency services Regular communication (oral and written) Guided facility tours

Stakeholder group	Importance for RAG	Interests/expectations of RAG	Form of dialogue
Public authorities and administrative bodies	<ul style="list-style-type: none"> • Official notices form the basis for commercial activities • Cooperation is an essential part of being a good neighbour 	<ul style="list-style-type: none"> • Timely and transparent involvement of all participants in official procedures • Outstanding quality of official application documents • Transparent and fair relations • Compliance with all legal requirements 	<ul style="list-style-type: none"> • Regular, project-based exchange of information • Participation in regional events
Politicians and legislators	<ul style="list-style-type: none"> • European Union and Austrian government define the framework for our operations • Grantors of concessions 	<ul style="list-style-type: none"> • Concession payments • Tax payments • Contribution to climate protection • Innovative capabilities • Regional economic growth and development of know-how clusters 	<ul style="list-style-type: none"> • RAG was heavily involved in the consultations between ministries, regulators and stakeholders during the formulation of the Austrian climate and energy strategy
Interest groups	<ul style="list-style-type: none"> • Energy industry companies join forces in our dealings with politicians, to protect our interests more effectively • Setting the public agenda regarding the general topic of gas 	<ul style="list-style-type: none"> • Promoting innovation • Securing availability to support use of gas as an energy source 	<ul style="list-style-type: none"> • Participating in working groups formed by trade associations and interest groups in Austria and Germany, as well as at European level
Banks and insurance companies	<ul style="list-style-type: none"> • Go-between for European regulation on green financing 	<ul style="list-style-type: none"> • Dealing sensitively with the topic of sustainability • Addressing CSR-related topics through the sustainability report 	<ul style="list-style-type: none"> • Regular direct communication (oral and written)
Media	<ul style="list-style-type: none"> • Informing the general public • Shaping public opinion 	<ul style="list-style-type: none"> • Open information culture • Transparency • Accurate and honest information 	<ul style="list-style-type: none"> • Press briefings on certain projects • Brochures • Website • Project-related information • Social media
NGOs	<ul style="list-style-type: none"> • Informing the general public • Shaping public opinion • Helping people in need (e.g. charities) 	<ul style="list-style-type: none"> • Open information culture • Transparency • Accurate and honest information • Support 	<ul style="list-style-type: none"> • Supporting regional social and charitable facilities • Information on website and in sustainability report
Citizens/civil society	<ul style="list-style-type: none"> • Shaping opinions • Promoting openness to new technologies 	<ul style="list-style-type: none"> • Open information culture • Transparent and sustainable operations • Accurate and honest information • Specific technical information 	<ul style="list-style-type: none"> • Website, social media • Face-to-face communication at open days, trade fairs, local authority events, etc.

Local links

We listen to our stakeholders, provide comprehensive information and communicate regularly with the public, local authorities, public agencies and key local institutions. We believe this is crucial for building productive partnerships.

Our aim is to provide all participants in the various phases of our projects with transparent, clear and understandable information, and to involve them in official procedures in good time. Our communication guidelines for projects help us to take a structured approach to achieving these goals.

We are committed to promoting open dialogue, and our Executive Board proactively engages with the general public and local authorities. In 2019 and early 2020, RAG CEO Markus Mitteregger visited mayors in key local authorities that host RAG facilities, talking to them about future focuses, RAG's realignment ("Renewables and gas"), and the future of energy storage. Other, more established forms of dialogue, such as guided tours of our facilities, the 2020 Long Night of Research, and

For us, sustainable operations mean thinking about the future now. This is why we take account of biodiversity and the environmental impacts of our activities right from the planning stage in all of our projects.

Andrea Schlager | Head of Authority Coordination and Business Environment Management



open days, had to be postponed due to the coronavirus pandemic. We plan to make use of these and other platforms once again over the next two years.

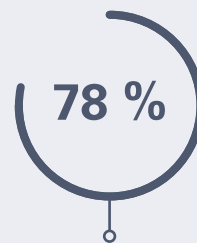
Commitment to host regions

Due to our close links with the regions where we operate – which go back decades in some cases – RAG sees itself as part of the communities that host its facilities. This is why we give preference to regional procurement, as well as creating and protecting jobs in the various regions. For the good of local communities, we also support vital regional organisations such as emergency services as well as social and charitable facilities, including the social supermarket in Strasswalchen, and local authority social funds, which provide anonymous donations to families in need, in order to avoid the stigma associated with such support. We also sponsor educational partners such as Vöcklabruck Technical College and the University of Leoben, as well as cultural facilities including the Austrian National Library.

Over the next two years, we plan to cooperate with additional schools in Braunau, Wels and Salzburg that have been awarded the MINT quality seal. Sparking school pupils' enthusiasm for maths, IT, natural science and technology is particularly important to us. In 2021, we will draw up a donations and sponsorship policy that will enable us to identify which regional facilities and organisations deserve our support in future on the basis of transparent guidelines.



2020



Proportion of orders for goods and services placed in Austria



Donations, EUR

A photograph of an industrial facility, likely a refinery or chemical plant, featuring large white storage tanks, complex piping, and metal walkways. Three workers in blue uniforms and white hard hats are walking in the foreground. The scene is set against a clear blue sky.

SAFE PLANTS

AND WORK PROCESSES

2019 | 2020

- ✓ Full operating capacity assured in spite of the global pandemic
- ✓ Successful implementation of the internal pandemic plan

2021 | 2022

- ✓ Focus on integrity management at facilities
- ✓ Measures to protect critical infrastructure

Security of supply

We are convinced that the energy transformation can only succeed if security of supply is guaranteed. Highly developed gas infrastructure, including storage facilities, means that enough energy is always available.

The high capacity of Austria's storage facilities, at the heart of Europe's gas networks, provides security. With a total storage capacity of more than 6.2 bn cu m, RAG makes a major contribution to security of supply in Central Europe. Scarcely any other EU member state has such substantial and reliable storage capacity to safeguard energy supplies to Central Europe. We live up to our responsibility to ensure the uninterrupted, affordable and secure supply of gas for the generation of power and heat for the people of Austria, and for use in industry and transport in the country.



Our energy storage facilities have outstanding capabilities which will be in particularly strong demand in a future energy landscape shaped by renewables. That's why we work to ensure the safety and technical availability of those facilities.

Stefan Lehner | Head of Storage Operations



Secure and resilient facilities

Safety and security are our number one priority. RAG Austria AG meets the highest safety standards in order to ensure a safe working and living environment for all of our staff as well as local residents and municipalities.

Covid-19 management

The global Covid-19 pandemic posed significant challenges for energy suppliers. But our focus on sustainability enabled us to overcome the crisis. Several years ago, we proactively implemented extensive automation measures at all of our facilities. Thanks to these steps, as well as our decentralised organisational structure and a comprehensive internal pandemic response plan, we were able to satisfy business partners' energy requirements in full from the very start of the crisis, with supplies from our storage facilities. We also swiftly implemented safety protocols and conduct rules. These included the physical separation of key personnel involved in managing the various facilities, remote working, virtual meetings and deployment of an internal coronavirus coordination team. Regular information from the Executive Board to the workforce reinforced employees' commitment and discipline in observing the new rules.

Safe facilities and work processes are paramount. We have implemented various management systems designed to ensure safe operations and secure energy supplies. These interlocking systems cover the following areas:

- Health, safety and the environment (HSE)
- Integrity of facilities, pipelines and casings (integrity management)
- Security of information systems (ISMS)

HSE management system

Health, safety and the environment are the pillars of our management system, which plays a central role at our company.



The framework includes the HSE policy and objectives, clear responsibilities, safety structures, defined risk assessment methods, as well as processes for HSE management and corrective measures. The management system is regularly updated for approval by senior management.

Our approach to risk identification and appraisal is based on risk analysis, which takes place in the course of the HSE management review. Potential health and safety hazards are identified and evaluated at the planning stage of new projects. Projects are kept under observation throughout their life cycle, from start-up to completion and decommissioning.

Zero accident goal

We have set ourselves the goal of achieving zero accidents in all our activities. A dedicated module in the HSE management system enables us to continuously implement and improve processes. Besides the health and safety measures designed to protect our own workforce, we also integrate RAG's contractors closely into our safety activities. We aim to strengthen awareness of executives', employees' and contractors' direct responsibility for health and safety. For example, prior to commencement of a project, we insist that all those involved perform a 5x5 matrix "last-minute risk analysis" (LMRA), so as to ensure that they are aware of the potential risks and take appropriate precautions for their own safety and that of others.

[GRI 103-1, GRI 103-2, GRI 103-3; GRI 403-1, GRI 403-2, more information see chapter Facts and figures.]

Lost time incidents



Integrity management

Our integrity management system focuses on three aspects: above-ground facilities (facility integrity); gas, oil and storage pipelines (pipeline integrity); and casings and well fittings (well integrity).

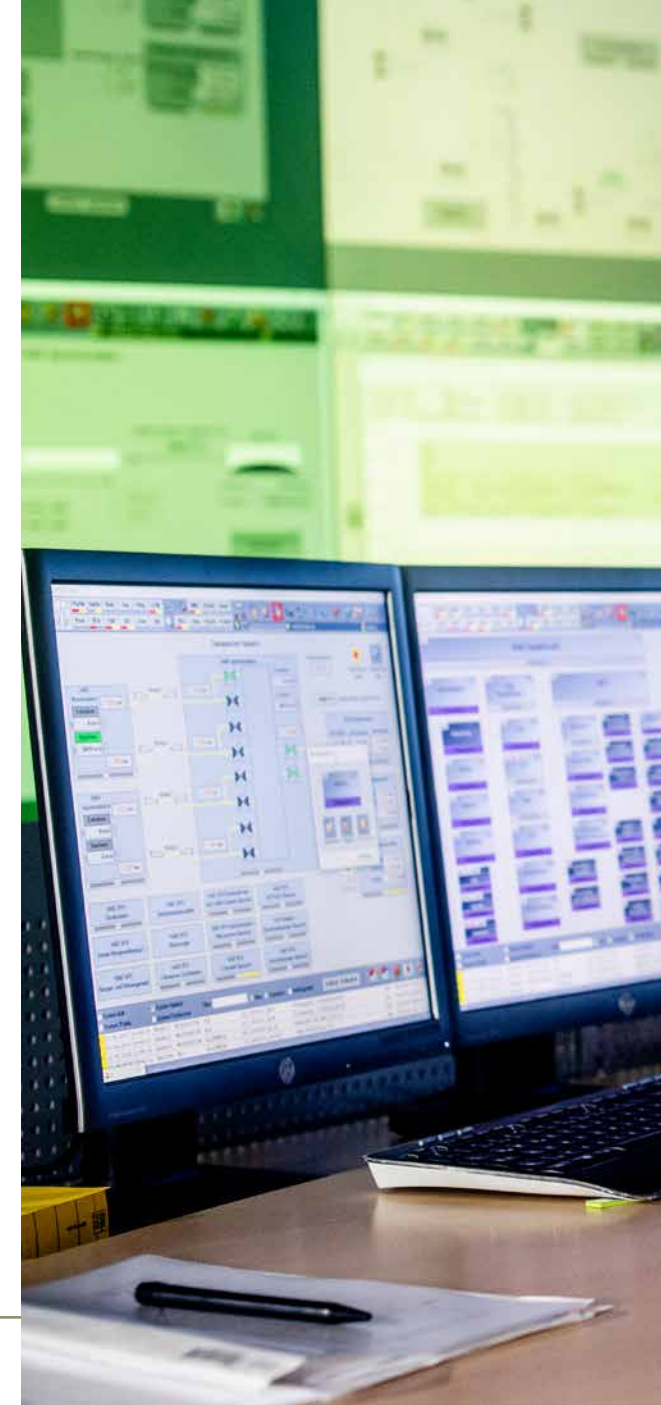
We use established risk assessment systems to evaluate facilities' resilience in the face of disturbing influences and exceptional operating states. For example, steps can be taken to minimise the risk of an outage and to enhance system-recovery capability. These factors are highly significant for RAG in its role as part of Austria and Central Europe's critical infrastructure, which is also assessed using blackout scenarios.

A high-level integrity manager, who is a member of the Internal Audit and Strategic Safety Management (IRS) Department, prepares a central report containing full information from the three focus areas in the integrity management system and implements corresponding technical projects.

Crisis and emergency management

Rapid, coordinated action is decisive in emergency and crisis situations. This is why we have had a firmly established emergency and crisis management system in place for many years – managers with emergency and crisis management responsibilities as well as staff receive training on this topic at regular intervals, and we also carry out drills with regional emergency services to prepare for real-life situations.

In order to ensure rapid mobilisation of employees in case of emergency, a new notification system has been introduced which raises the alarm at various RAG units at the press of a button.





Cybersecurity

As an operator of critical infrastructure, we have a clear responsibility to safeguard our IT systems. In 2020, RAG received the NIS notice⁷ for selected locations and commissioned an authorised company to carry out a gap analysis in order to determine the locations where steps need to be taken. In line with the priorities set out in our information security management system, the various measures are recorded in an implementation plan and completed within the requisite three-year deadline.

They include adjustments in site security, as well as the introduction of a modern digital monitoring system, so as to ensure the protection of critical infrastructure and, in turn, safeguard supply security.



⁷ NIS: Security of Network and Information Systems

— CLIMATE AND

ENVIRONMENTAL PROTECTION



2019 | 2020

- ✓ Climate strategy 2040 – integration into the company strategy
- ✓ 7,626 MWh annual energy savings at own facilities

2021 | 2022

- ✓ Implementation of an emission management system
- ✓ Conversion of additional well sites to solar energy plants

Climate protection

Reduction of energy use and emissions

Protecting the climate is the core focus of a sustainable energy system. We want to make a significant contribution to the success of the European Union's Green Deal initiative by developing and implementing projects related to environmentally friendly energy storage. We see RAG's high-capacity energy storage facilities as a key element underpinning the renewable energy supply of tomorrow and the basis for the ongoing development of new energy technologies.

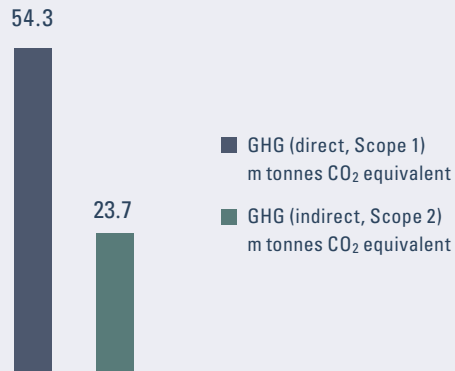
We want all of the energy demand at our plants to be covered by renewable sources by 2040 at the latest. This will involve the gradual conversion of well sites into solar energy sites equipped with photovoltaic systems. The target is to produce up to 60,000 MWh of climate-neutral energy ourselves each year by then. This means that around 10% of supplies for own use will be carbon-neutral by 2025.



My job involves helping our operations to permanently cut emissions and use energy more efficiently. This is my contribution for future generations.

Gregor Lohninger | Energy and emissions management

Emissions in 2020



Energy consumption in 2020



Energy demand at the organisation

To help implement the measures needed to achieve our strategic emission targets, our energy management system was extended in February 2021 to include an internal emissions management system. An energy and emissions manager was appointed whose responsibilities include ongoing energy monitoring as well as analysis of consumption (electricity, gas, heat, etc.) and the evaluation and implementation of potential energy-saving measures. One of the main focuses will be on detailed recording of emissions. This information will be recorded in a modern reporting system, potential reductions identified and suitable measures to avoid emissions implemented.

We are already producing the energy required to operate our facilities ourselves wherever we can, and using it efficiently. We are also trying to cut greenhouse gas emissions at our own plants by planning our maintenance and monitoring activities as effectively as possible. In addition, we are reducing vehicle emissions by operating a gas-driven (CNG) fleet, rolling out the necessary refuelling infrastructure (RAG's own CNG and LNG filling stations) and the steadily increasing use of biogas. This move has the potential to cut fine particulate emissions significantly compared to conventional fuel types.



Climate neutral operations by 2040

A core aspect of RAG's sustainable energy mining concept is using production sites to produce renewable energy (such as photovoltaic power). RAG is converting well sites (a total of up to 220) into solar energy sites equipped with photovoltaic systems. This will enable us to generate up to 60,000 MWh of climate-neutral energy a year, which will be used to power RAG's facilities.

The electricity generated during the summer is converted, stored in our gas reservoirs and used in winter for the carbon-neutral operation of drive units at our storage facilities. We aim to use this sustainable, eco-friendly approach to produce all of the energy required for our operations by 2040.

Environmental protection

Together with safety, environmental protection and responsible stewardship of Austria's natural resources are paramount in all of our activities and work processes.



In order to underpin a systematic approach and continuous improvement, a responsible attitude to the environment is a core element of our health, safety and environment (HSE) management system.

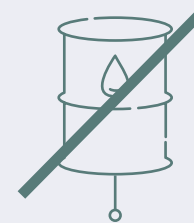
Risk analysis

Environmental protection is built into the planning process for all plant construction projects. Technical and organisational countermeasures are taken to guard against potential risks. Our facilities are monitored using intelligent systems that immediately spot deviations from normal operational status, and trigger automated responses that are followed up with prompt action by our well-trained staff. RAG uses state-of-the-art maintenance and management systems to monitor preventive environmental protection activities.

2020



No environmental fines



No hazardous substances released in significant spills

2020

40,680 m²
greenfield to
greenfield



Low local impacts

During the risk analysis phase, nature conservation is addressed by performing an environmental analysis. Before a gas field development can go ahead, the site is carefully selected so as to minimise the amount of land used, as well as the emissions and the intrusion in the landscape.

Under the structured “greenfield to greenfield” process, which tracks the history of a field development from the first intervention in the virgin site, every single production system is tracked throughout every step of its operational life through to its abandonment and restoration as reflected in the administrative records and rights of way.⁸

Restoration of abandoned gas field developments

When a production system is no longer needed, official, and in particular mining law procedures, must be complied with to restore and abandon the site. After dismantling the technical installations and removing all foreign materials from the soil, the land is completely remediated and returned to its original greenfield state. When constructing permanent facilities such as those for gas storage, we are committed to creating environmental compensation areas. We also aim to steadily extend our cooperation with public authorities, environmental protection experts, planners, local authorities and landowners, and to take account of their varying requirements and interests from an early stage.





Careful use of resources

We are committed to efficient and careful use of resources. The useful life of equipment, targeted and careful use of non-renewable resources, and reusing or recycling devices and products to support a sustainable circular economy are all priorities.

IT equipment is donated to the SOCIUS-Bündnis gegen Armut charity, which refurbishes them as part of a social labour project before passing them on to disadvantaged families. The waste disposal concept in place at the company is under constant review to ensure it is appropriate and up to date.

Sustainable procurement

The code of conduct for suppliers and transparent procurement processes have already been covered in the “Responsible management” chapter of this report. The RAG procurement guidelines already take specific environmental criteria into account when selecting certain products. Starting in 2021, the Procurement Department plans to take step-by-step fully product life cycles into consideration, which includes sourcing renewable – and carbon neutral – electricity for RAG’s storage facilities. In the next two years, we will focus more closely on sustainability in relation to the following product groups: electricity, transportation, vehicle fleet and above-ground equipment.

To help raise awareness of sustainability-related factors in the supply chain, we want to invite stakeholders to participate in a sustainability dialogue and discuss potential solutions with us.

— SUSTAINABLE

ENERGY SOLUTIONS



2019 | 2020

- ✓ Conclusion of the Underground Sun Conversion project and launch of the follow-up USC-Flex-Store project
- ✓ 100% on-time and secure availability of storage facilities
- ✓ Construction of the Geothermal plant in Garching an der Alz

2021 | 2022

- ✓ Underground Sun Storage 2030 – projects related to hydrogen-only storage facilities
- ✓ Cooperation with Hitachi Zosen for production of bio-LNG as a fuel for heavy trucks

In order to hit climate targets and significantly reduce CO₂ emissions, it is essential to implement them throughout the energy sector.

Affordability and security of supply will also have to be maintained. And none of this will be possible without gaseous energy sources. Clearly, hydrogen will play a particularly significant role in the energy system of the future, and demand for it will rise sharply over the coming years. This is why we are already taking action to promote the reduction of emissions in the entire energy market, and for many years we have been carrying out research into various groundbreaking green gas technologies.



RAG's research is unrivalled anywhere in the world. In collaboration with our industrial partners and university research institutes, we are paving the way for leading-edge green gas technologies, such as storing solar energy collected in summertime for use in the winter.

Stephan Bauer | Head of Green Gas Technology



„Underground Sun Storage 2030“

Launched in March 2021, this unique research project – the only one of its kind in the world – is aimed at finding ways to convert renewable solar energy into pure hydrogen using climate-neutral electrolysis and storing it in depleted gas reservoirs.

UNDERGROUND SUN.STORAGE

Until 2025, a consortium headed by RAG Austria AG will carry out interdisciplinary testing under real-life conditions at a small depleted natural gas reservoir in Gampern, Upper Austria, with a view to taking steps towards realising the energy industry of the future. These experiments will be complemented by the development of suitable processing technologies, modelling for future energy scenarios, and techno-economic assessments.

Storing hydrogen in natural gas reservoirs

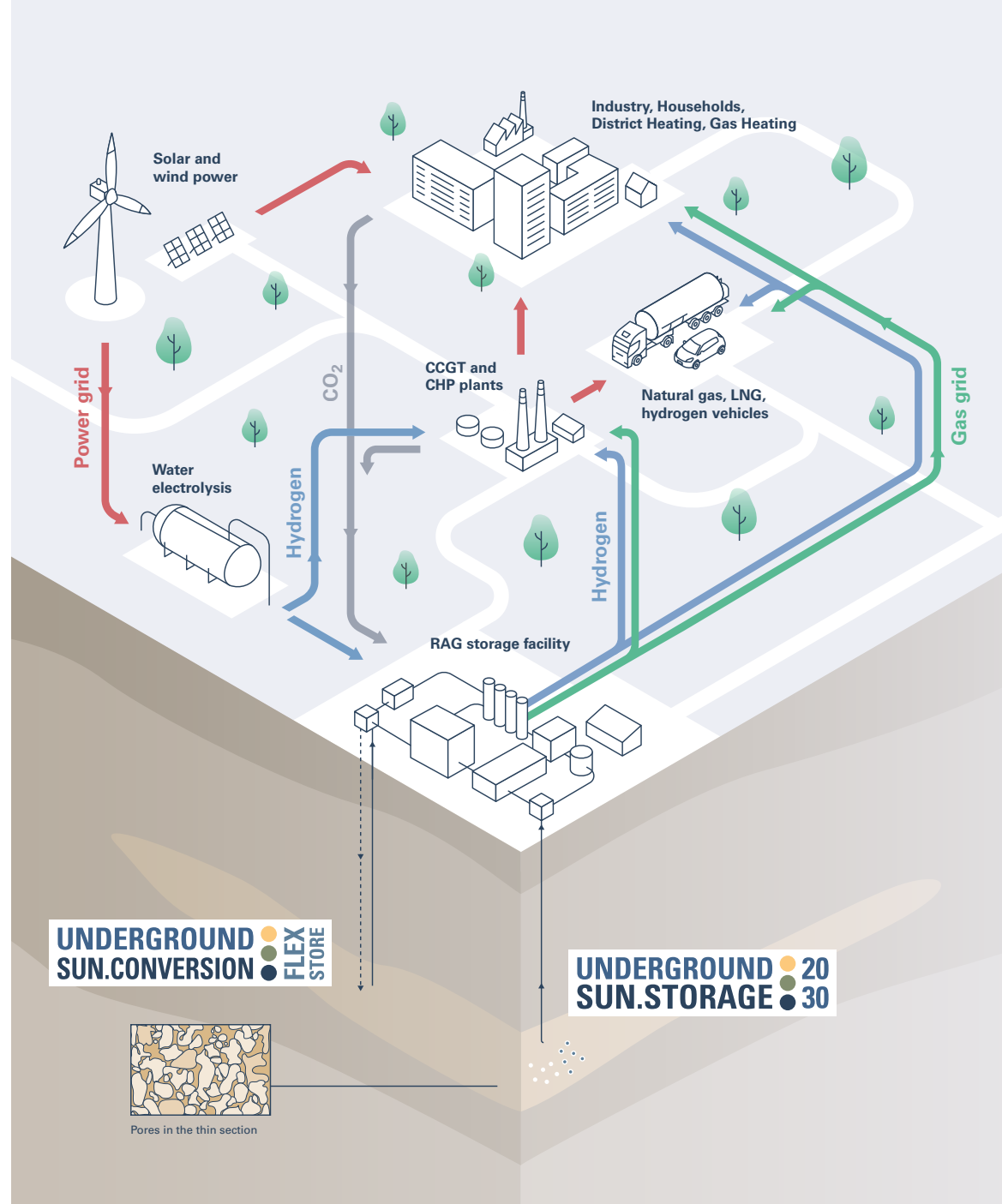
The forerunners of this project – Underground Sun Storage and Underground Sun Conversion – demonstrated that gas reservoirs can cope well with hydrogen content of up to 20%.

The **Underground Sun Storage 2030** project takes the initiative a step further by building on these findings. Experiments in the laboratory have shown that the hydrogen content can be increased to 100%. We are now carrying out a field trial to gain new insights into the storage of hydrogen produced from solar and wind power in former gas reservoirs. Different options for the use of stored hydrogen will be analysed in collaboration with high-profile partners from industry and the Austrian research community.

2020



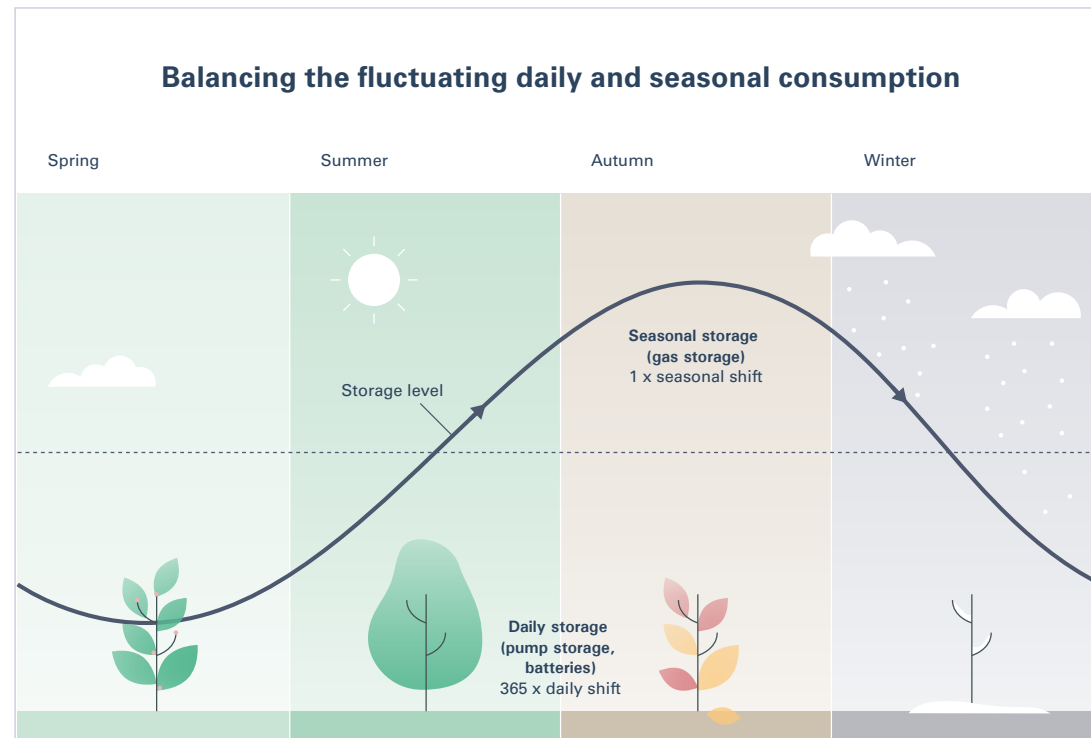
mn EUR research and development expenditure





„Underground Sun Conversion – Flexible Storage“

The international USC-FlexStore project is aimed at developing a seasonal, high-volume conversion and storage solution for erratic renewable generation. The aim of the project is to take RAG Austria AG’s patented Underground Sun Conversion (USC) technology, which involves methanation of CO₂ and eco-friendly H₂, to the next level, and to design services based on it which could be rolled out to other parts of the world. Field tests are being carried out at RAG’s research facility in Pilsbach, Upper Austria.



In comparison with pumped storage and batteries, USC-FlexStore offers significantly greater flexibility and much higher injection and withdrawal capacities. The project has been awarded funding by the Swiss Federal Office of Energy (SFOE) and the Austrian Research Promotion Agency (FFG), and is scheduled to last for 2.5 years.



Sustainable gas-powered mobility

With a share of about 45% of all emissions, the transport sector as a whole, and heavy goods traffic in particular, could play an important part in achieving national and European climate goals.



Since autumn 2020 we have been cooperating with Hitachi Zosen Inova (HZI) to enhance the existing ultra-low-temperature conditioning (ULTC) gas liquefaction technology in order to produce biomethane (bio-LNG) for heavy goods vehicles – an environmentally friendly alternative that significantly reduces traffic-related emissions. Opting for biogas means that truck operation is carbon-neutral; what's more, the gas is locally produced in Austria. HZI forecasts that the first production-ready units will be available for delivery to customers such as biogas producers from 2022.

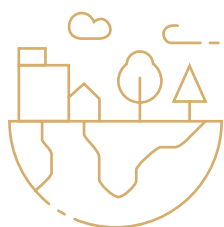
RAG is already contributing to the reduction in emissions from transport thanks to its network of CNG and LNG filling stations. Establishing hydrogen as a transport fuel is also one of our development goals.

Benefits of LNG powered trucks

- ✓ Reduction of 95% in fine particulates
- ✓ Over 70% reduction in nitrogen oxides (NO_x, NO₂)
- ✓ Reduction in CO₂ emissions
- ✓ Mature HGV technology and assured long-term availability
- ✓ 50% reduction in vehicle noise
- ✓ Industry driving the development of bio-LNG as a climate-neutral fuel

Sustainable energy mining

Besides research and development work related to new technologies, our strategy also focuses on the sustainable use of reservoirs and production sites.



Our subsurface engineering expertise, technological capabilities and innovative capacity have allowed us to develop an approach that we refer to as “sustainable energy mining” at RAG’s energy centres. Existing production infrastructure, pore reservoirs, above-ground facilities and pipeline systems will be put to efficient use and expanded, and operations at these sites will increasingly become climate-neutral. This strategy is centred on the sustainable after-use of natural reservoirs in porous geological strata (pore reservoirs).

Each of our reservoirs and all disused oil wells are evaluated to assess their long-term suitability for energy storage, green gas production or geothermal projects. A large proportion of our natural gas reservoirs have already been converted into storage facilities for natural gas and other energy forms – the safest, most efficient and most environmentally friendly type of energy storage.

Serving as one-stop shops, RAG’s energy centres will not only be used for the seasonal storage of zero-emission, carbon-neutral green energy; they will also produce and convert energy, utilise it on site, and make it available for use in the generation of electricity and heat, and in industry and transportation.



We plan to make sustainable use of underground production sites, as well as disused sites including the available infrastructure. From 2021, we will transform these locations into solar energy plants equipped with photovoltaic systems. The electricity generated during the summer is used directly to meet our own power requirements, or alternatively converted into hydrogen, stored in our gas reservoirs and used in winter for the carbon-neutral operation of drive units at our storage facilities. This approach will be gradually rolled out to all of RAG’s storage facilities and other plants in line with our 25/30/40 objectives, meaning that all of our operations will be emission-free, carbon-neutral and supplied exclusively with eco-friendly green energy.

This is the key to a future of clean and completely reliable energy supplies. Combining traditional gas storage – which has been our core business for decades – with renewables unlocks the difficulties associated with energy storage and creating needs-based structures on an industrial scale, while also protecting the climate and the environment for future generations.

Bruck geothermal project – sustainable energy from below ground

After three years of construction, the geothermal plant built by our subsidiary Silenos has entered operation and since January 2021 has been producing renewable, sustainable electricity from the deep geothermal well.

With a capacity of up to 4.9 MWe (electricity) and 6.88 MWth (heat), the plant can supply up to 14,000 households with renewable electricity every year, reducing CO₂ emissions by as much as 23,500 tonnes a year. Geothermal production of power and heat is capable of covering baseload demand, and the energy is available 365 days a year, 24 hours a day, whatever the weather. One of the unique features of this geothermal project is the type of cooling – based on a continuous-flow water cooling system, it allows for significantly more efficient production processes and the conversion of more



energy from the thermal water into electricity, while at the same time keeping the plant’s own power requirements to a minimum.

This is why one of our priorities is continuing to support this form of renewable energy, for instance as a consultant on Wien Energie’s GeoTief project, by building on the expertise we have gained from drilling countless deep wells over the years.



— RESPONSIBLE

EMPLOYER

2019 | 2020

- ✓ Development of management principles
- ✓ Spending on training significantly increased
- ✓ Driving forward digitalisation process
- ✓ BGF quality seal for 2019-2021
- ✓ RAG wins 2020 BGF prize

2021 | 2022

- ✓ Training focus on project management and self-management
- ✓ Enabling mobile working
- ✓ Diversity Charter signed

We are committed to providing our employees with excellent, flexible and safe working conditions, and an environment that supports them in making the best use of their abilities and promotes their development.

Every year RAG invests heavily in occupational health programmes and training schemes. Management also gives prominence to measures aimed at improving workplace safety and adopts a proactive approach to projects designed to enhance staff wellbeing.

Treating employees with respect

Equal opportunities, integration and diversity are central elements of our corporate philosophy. RAG's workforce includes people from many different countries, and all are treated absolutely equally in terms of pay and career opportunities, regardless of their ethnicity, gender, cultural background or religion. We see different linguistic and cultural



We can count on professional and highly motivated employees who demonstrate their loyalty to the company over the course of many years and are passionate about implementing RAG's sustainability goals.

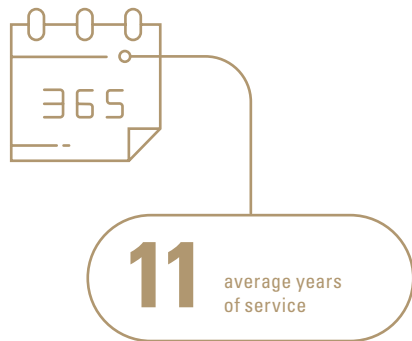
Nicole Jeschkowsky | Recruiting and Employer Branding

2020

proportion of female/male employees



Women/men on parental leave



backgrounds as a major asset for the various teams and a valuable factor in expanding individual horizons. RAG has benefited from the diverse range of cultural backgrounds and native languages spoken by its people on multiple occasions, as this has helped to open up and significantly shape new business opportunities in international markets. The different working approaches, values and levels of experience found in mixed-age teams at the company could potentially present various challenges. But at RAG we see this diversity as a major advantage and make every effort to draw on the wealth of experience offered by older employees at the internal RAGkademie training courses to ensure that this invaluable knowledge is passed on to younger employees. And the range of pre-retirement part-time opportunities offered under RAG's flexible working time models play a key role in ensuring that we accommodate the needs of older employees to the fullest extent possible.

In 2021, an internal diversity officer was appointed at the company as a central point of contact for stakeholders and male and female employees to



ensure that equal opportunities and anti-discrimination measures are embedded in all recruitment and HR development processes. In addition to these measures, the Executive Board also signed the Diversity Charter on behalf of RAG as an expression of the company's clear commitment to respect all members of society.

For many years now, we have seen a steady rise in the number of male employees making use of the paternity leave opportunities available to them, with as many men as women now taking parental leave. The proportion of male employees opting for part-time parental leave models is also growing all the time.

Our approach to our work is characterised by appreciation of one another, mutual respect and

support, as well as a focus on sharing information, knowledge and expertise. Once employees were given the opportunity to re-appraise our values at the annual kick-off event in 2018, we took further measures to revitalise our approach in 2020. A set of leadership principles was drawn up at our leadership workshop to reflect our corporate values and underpin our management expertise. In 2021, heads of department and team leaders were invited to flesh out these principles with specific content and come up with practical examples of how to apply them in practice. Once this process is completed, the management principles will be rolled out across the entire company and implemented in all departments.

RAG from an employee perspective

As part of its commitment to maintaining clear lines of communication with existing and prospective employees, the HR department actively evaluates and assesses feedback left on platforms such as Kununu and shared in engagement surveys such as Great Place to Work.

A Great Place to Work survey is scheduled to take place in 2021. We want to use the results to find out more about how our employees experience RAG Austria AG as an employer and pinpoint where we can make improvements on behalf of our people.

Our management principles

Company	<ul style="list-style-type: none"> ✓ We are actively shaping the future of energy with optimism ✓ We remain true to our commitment to exceptional quality and performance. ✓ We know that the courage to innovate is key to securing our future, and provide space for this to happen. ✓ We view flexibility as a prerequisite for long-term commercial success.
Employees	<ul style="list-style-type: none"> ✓ We cultivate the strengths of our employees and ensure that their successes are visible. ✓ We trust our employees and enable them to take responsibility ✓ We communicate openly and respectfully with each other
Executives	<ul style="list-style-type: none"> ✓ We take decisions in a timely and transparent manner. ✓ We see constructive criticism and a positive error culture as an opportunity for development. ✓ We actively promote closer cooperation between all areas, departments and teams.



Training and knowledge transfer

As part of the RAGakademie, we support our employees' career progression by offering a wide range of training events, certifications, and staff development and management programmes. In addition to fostering personal development, the aim of the RAGakademie is to facilitate interdisciplinary knowledge transfer within the workforce and ensure that expertise is shared with new employees. Since 2019, the RAGakademie has also covered topics that are specific to the company's operations to ensure that it is fit for the future.

Spending on training increased once again in 2020 despite the Covid-19 pandemic. Training courses that could not go ahead as planned in the first half of the year were postponed until the second half and offered as webinars. At the end of 2020, we launched a multi-stage project management training programme that an estimated 60 employees are due to complete by the end of 2021. Participants are given the opportunity to develop their project management skills in a programme that is tailored to RAG's specific needs, with a view to deepening interdepartmental cooperation and optimising internal processes. The emphasis is on communication skills and dealing with challenging conflict situations in projects.

In 2021 the focus was on the Personal Efficiency Programme (PEP). A specially adapted selection of webinars and training courses will open up new approaches to structured and personalised organisation, as well as providing tips on more efficient use of IT tools.

Employment and working time models

Some years ago, we introduced additional working time and working practices models including pre-retirement part-time arrangements, four-day weeks and sabbaticals in response to increased calls for greater flexibility and a healthier work-life balance. The Covid-19 pandemic accelerated the digitalisation process in the workplace and showed us that we can still collaborate effectively and efficiently, despite working from home and using online meeting set-ups. Thanks to our highly encouraging experiences in this area, we want to continue to make it possible for our employees to work from elsewhere, provided it is compatible with their responsibilities.

Training costs in 2020

522,000

total training costs,
EUR



2,231

average training costs
per employee, EUR

Health at work

Workplace health promotion is a high priority for our company and a core element of our HSE management system.

Thinking about the end in everything you do – that is sustainability.

Eric Schweitzer

2020
4 average sick leave days per employee



We have taken a raft of measures designed to protect and enhance employees' physical and psychological wellbeing under the banner of "Be healthy together".

These include:

- **Access to regular consultations with the occupational health service provider**
The organisation focuses on providing the employer and employees with specialist, detailed advice on all matters related to occupational health.
- **(Workplace) mental health consultation and support**
This includes evaluation of emotional stress in the workplace, as well as personal (occupational) psychological support for employees.
- **Internal health promotion programme**
This company health programme is aimed at creating incentives to participate in health promotion activities. Employees can choose between a wide variety of different services each year, with a focus on exercise, healthy eating and the working environment.



Health focuses

- ✓ 2019: Movement and awareness raising
- ✓ 2020 and 2021: Listen to your gut

RAG has been awarded the Austrian Health Ministry's quality seal for workplace health promotion since 2013; the seal for the 2019-2021 period was received in 2019.

BGF prize for RAG Austria AG

Every three years the best workplace health promotion projects from two companies are selected and awarded the BGF prize by the Austrian Network for Workplace Health Promotion (ÖNGBF). The BGF prize is the highest award in the three-tier ÖNGBF quality assurance system. RAG Austria AG is very proud to have received this award, particularly in a year as challenging as 2020, and is continuing to do everything within its power to uphold the outstanding HSE standards in place for our employees.

— OUR GOALS

AND MEASURES





Strategic focus on sustainability

Strategic focus on sustainability (Corporate strategy in 2018)

Goals	Measures	Status	Target year
Acceleration of R&D projects on green energy production and storage	Implementation of additional phases of the Underground Sun Conversion research project – second well	●	2020
Roll-out of the energy storage business model	Optimisation of the organisational structure to reflect the increased emphasis on innovative business development areas, e.g. green gas, LNG and CNG technology and geothermal	●	2020
Combining conventional energy storage with CO ₂ -neutral energy	Assuring suitability of (existing) commercial facilities for future requirements of renewable energy systems	●	2021/22
	Strategic partnerships with other industrial companies and universities (MUL, BOKU, etc.)	●	2021/22
	Feasibility study (2021) on adaptation of existing storage facilities to reflect higher hydrogen content (hydrogen tolerance up to 10%)	●	2021/22 ff.

Sustainable operations

Stable earnings in all years of operations	Strategic focus on long-term business continuity and stability of the company's results	●	2021 ff.
	Continuation of low-risk and commercially sustainable operations to maintain stable annual profits	●	2021 ff.
	High cost and risk awareness: increased efficiency for commercial optimisation of business processes	●	2021 ff.
	Maintaining the company's creditworthiness and reputation through strong customer focus	●	2021 ff.
	Continuous monitoring of liquidity and compliance with financing strategy	●	2021 ff.

● 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

Responsible Management

Transparency and compliance

Goals	Measures	Status	Target year
Improving internal transparency	Continuation of compliance training courses focusing on transparency, anti-corruption and avoidance of conflicts of interest	●	2021/22
Compliance with data protection regulations	Further efforts to raise employees' awareness of the need for careful treatment of personal data, and improvements to technical and organisational data protection measures	●	2021/22
Upholding compliance standards by implementing measures to raise awareness among employees	Review of compliance and anti-corruption policies	●	2021
	Training of employees on revised guidelines	●	2021/22
Transparent communication with RAG stakeholders	Publication of 2021 sustainability report with first-time validation by external auditors	●	2021
Ethics and integrity			
Upholding high business ethics standards by implementing suitable measures to raise awareness among employees	Reviewing the internal code of conduct – assessment of whether sustainability aspects should be added	●	2021/22
	Internal communication and explanation of management principles. These should be seen as a guideline for management tasks	●	2021
Politically independent stakeholder representation			
Industry-wide cooperation to align and safeguard interests	Continued drive to raise awareness among political decision makers of the topic of renewable gas (green gas) production	●	2021/22
	Highlighting the potential of green gas as a means of hitting the climate targets	●	2021/22
Raising awareness among political decision makers and the wider population of the role played by gaseous energy forms in the green energy landscape of the future	Co-determination: we want to actively present our views as an energy industry expert through participation in statutory representative bodies and voluntary trade associations such as the Association of Gas and District Heating Supply Companies (FGW), Germany's Zukunft Gas, the Federation of Austrian Industries (IV) and the Austrian Economic Chamber (WKÖ)	●	2021/22

Sustainable procurement (Procurement processes in 2018) – see also “Environmental protection”

Goals	Measures	Status	Target year
Transparency of existing procurement processes	Increase in the transparency of procurement criteria (catalogue), setting a EUR 100,000 threshold for e-procurement of goods and services (down from EUR 446,000)	●	2019
Sustainability in the supply chain	Introduction of annual CSR audits of suppliers	●	2021/22

Stakeholder engagement

Goals	Measures	Status	Target year
Increased/deeper involvement of key stakeholders	Online surveys of staff and relevant external stakeholders on key issues	●	2020
	Hosting an open day for local residents	●	2021/22
	Dialogue with internal and external stakeholder groups	●	2021/22
Engagement with communities: open and transparent communication with public authorities, residents and local authorities	Expansion of cooperation with schools and colleges in the communities in which we operate	●	2019/20
	Proactive engagement with our stakeholder groups (ongoing contact with local authorities and landowners) ⁹	●	2021/22
Strengthen good relationships through regular engagement at all levels	Conducting dialogue with officials and mayors and providing local residents with information about the future of energy storage	●	2021/22
Increasing awareness of the topic of energy storage	Hosting an open day for local residents	●	2021/22
	Participation in the Long Night of Research	●	2022

Local links

Supporting charitable organisations

Goals	Measures	Status	Target year
Community investment	Targeted assistance for key local organisations in host communities, such as fire departments and social welfare associations	●	2021/22
Continuing fulfilment of responsibilities as part of the community	Updating of sponsorship plan	●	2021
	Donations to social funds for disadvantaged families in RAG communities	●	2021/22

Training and knowledge transfer

Promotion of science and technology literacy among young people from the local region	Partnerships with schools in Vöcklabruck, Braunau, Wels and Salzburg that have received the MINT quality seal (see also “Responsible employer”)	●	2021/22
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⁹ Mayoral talks in the communities where the storage facilities are located: Gampern, Straßwalchen, Auerbach, Pfaffstätt, Göming, Nußdorf/Haunsberg; dialogs will also take place in 2021/22.

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
	Seveso-III Directive: ongoing improvements and risk assessment	●	2025
<small>Note: RAG Austria AG was assigned 'critical infrastructure' status, in accordance with the Ministry of the Interior definition, in January 2018</small>			
> 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			
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

Climate and environmental protection

Climate protection (Environmental protection in 2018)

Goals	Measures	Status	Target year
Ongoing reductions in emissions and waste	Implementation of recommendations made during the ISO 50001 certification process, TÜV certification	●	2021/22
	Continued use of green vehicles in the fleet (CNG and LNG)	●	2021/22
	Subsidisation of private purchases of fleet vehicles by employees	●	2019/20
	Preparations for the deployment of electric vehicles at suitable locations and on suitable routes (shorter distances)	●	
Reduction of indirect CO2 emissions to 0 by 2022 at RAG's own facilities	Structured evaluation for retrofitting of stationary combustion engines, replacement or new construction of boilers etc.	●	2021/22
	Purchase of „green external electricity“	●	2021/22
> 25% share of renewable energy in energy use by 2025	By 2025, more than 10% of our supply needs will be met by carbon-neutral energy from our own production facilities by converting well sites into solar energy plants	●	2025
	Evaluation of further measures in all business areas	●	2025

● 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

Reduction of methane emissions due to technical reasons through the use of innovative technologies – 50% reduction by 2025	The main focus is on avoidance at the company's own facilities through optimal planning of maintenance and consolidation of assessments	●	2025
	Additional construction measures designed to reduce emissions	●	2025

Environmental protection

Goals	Measures	Status	Target year
Raising awareness of environmental protection	Implementing internal RAG sustainability initiatives including suggestions collected during the annual kick-off event in 2019	●	2020
	Raising employees' awareness of sustainability issues during the annual field office meetings	●	2021/22
Biodiversity			
Nature conservation	Sensitive project planning and decision-making in the light of environmental analyses	●	2021/22
Reducing our environmental footprint	Continued restoration of abandoned gas field developments "Greenfield to greenfield"	●	2021/22
	Fulfilment of our post-closure care obligations by means of documented decommissioning, in consultation with independent experts and public agencies	●	2021/22
Careful consideration of flora and fauna in our projects and at our locations	Regular consultation and collaboration with the BOKU, environment agency, hunters and local authorities	●	2021/22
Waste			
Ongoing reductions in waste	Further updating of the waste management concept and the drilling waste plan	●	2020
Proper disposal and waste avoidance	Regular exchange between operation and waste management officers on waste avoidance, waste disposal and recycling	●	2021/22
Use of own resources			
Targeted and economical use of non-renewable resources, reuse of equipment, giving preference to renewable alternatives, and circular economy	Continuation of digital conferences and meetings	●	2021/22
	Establishment of a continuous improvement process for energy-saving measures	●	2021/22
	Raising awareness of efficient use of resources	●	2021/22

Sustainable procurement (Procurement processes in 2018) – see also "Responsible management"

Goals	Measures	Status	Target year
Sustainable procurement criteria	Phased introduction of sustainability criteria for some product groups	●	2019
Increasing awareness of the topic of sustainability	Stakeholder dialogue with three to five suppliers on the topic of sustainability	●	2021/22
Closer integration of sustainability into contract award procedures	Full-life-cycle approach to products	●	2021/22
CO₂-neutral electricity procurement	Procurement of electricity from renewables for the Puchkirchen, 7Fields and Haidach storage facilities	●	2021/22

Sustainable energy solutions

Sustainable energy solutions (Sustainable products in 2018)

Goals	Measures	Status	Target year
Continued development of environmentally sound energy supply and storage	Field trial of the pilot plant in Pilsbach as part of the Underground Sun Conversion R&D project, expansion through second well	●	2019/20
	Development of follow-up projects, building on the Underground Sun Storage project, aimed at large-scale, seasonal energy storage	●	2019/20
	Integration of, and holistic approach to energy supply technologies (gas, electricity, heat and transportation)	●	2019/20
	Raising public awareness of CNG through incentive payments in the form of fuel vouchers to local customers for purchases of CNG-driven vehicles	●	2019/20
	Admixture of green gas	●	2025
	Launch and expansion of LNG production in Austria Roll-out of LNG logistics to supply filling stations	●	2025
	Modernisation and increased availability of district heating plants (e.g. in Kremsmünster)	●	2019/20
Research and development: energy storage and services			
Development of innovative technologies to shape the market and drive energy market transformation in the direction of sustainable, regenerative products	Conclusion of the Underground Sun Conversion project (final report)	●	2021
	Launch of the Underground Sun Conversion – Flexible Storage (USC-FlexStore) project; 2020-2023: development and establishment of the USC process	●	2020 – 23
	Coordination (as consortium leader) and technical support for the methane splitting project at the University of Leoben Examining options for constructing a pilot plant in Austria under the operational management of RAG. Medium term: creating a prototype methane splitting plant	●	2025
	USS 2030: development of project for construction of a hydrogen storage facility by 2025 (Rubensdorf hydrogen storage facility)	●	2021 – 25
Geothermal	Construction of a geothermal plant in Bruck/Garching a. d. Alz (Germany)	●	2020
Reuse of depleted gas production sites			
Use of existing reservoirs for energy storage and the production of renewable gas RAG has already converted 50% of its depleted gas reservoirs into gas storage facilities	Ongoing evaluation of all depleted gas reservoirs for potential use as gas storage, or Underground Sun Storage or Underground Sun Conversion facilities	●	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

Goals	Measures	Status	Target year
Sustainable energy mining: reuse of gas production facilities, sites and reservoirs once production ends	Drawing up a technical plan for the future supply of the company's own needs from renewable PV production (energy storage and transportation plan)	●	2021
	Ongoing evaluation of the expansion of PV arrays on remediated sites, open spaces and rooftops	●	2025
	Gradual implementation of the solar energy plants project starting in 2021 to ensure all plants are supplied with carbon-neutral energy from the company's own PV generation activities; construction and commissioning of the first solar energy plant, Sierning 6	●	2021 ff.
	Heat storage: reuse of flooded reservoirs as waste heat and process heat storage facilities	●	2030
LNG			
Sustainable supply of energy to transport sector in the form of LNG	Technological development and conversion of ULTC to liquefaction of natural gas (with regard to forthcoming admixture for renewable LNG/LBG) in collaboration with development partner: cooperation with Hitachi Zosen	●	2021/22
	Construction of a new LNG filling station in Upper Austria in collaboration with marketing partner	●	2021

Responsible employer

Responsible employer

Diversity and anti-discrimination (Non-discrimination in 2018)

Goals	Measures	Status	Target year
Equal opportunities and no discrimination when it comes to recruitment and career opportunities	Signing, providing information on and bringing to life the Diversity Charter. Internal appointment of diversity officer	●	2021/22
Promotion of basic scientific and technical literacy among school-children	Partnerships with schools in Vöcklabruck, Braunau, Wels and Salzburg that have received the MINT quality seal (see also "Local links")	●	2021/22

Staff development (New work culture in 2018)

Staff development activities	Drive to expand staff development activities associated with the RAGkademie, and short-term job rotation opportunities aimed at enhancing knowledge transfers and interdisciplinary collaboration	●	2020
	Staff development activities focused on executive development and project management	●	2020

Goals	Measures	Status	Target year
Retain and build on expertise and capacity for innovation at the company	Implementation of the RAGkademie programme with internal and external trainers, HR business meetings	●	2021/22
	RAGkademie – internal: training and knowledge transfer: project management, Personal Efficiency Programme (PEP)	●	2021/22
	Participation in Great Place to Work programme	●	2021
Inform prospective employees of the opportunities on offer at RAG Austria AG	Reaching out to schoolchildren and students: appearance at trade fairs such as Teconomy 2022	●	2022
Flexible employment models (New work culture in 2018)			
Offering alternative working time models	Updating and expanding pre-retirement part-time working arrangements	●	2019/20
Digitalisation of HR processes	Making HR processes more efficient and user-friendly for employees and managers, including goal-setting agreements made during performance reviews	●	2019/20
	Mobile use of SAP applications (EAP8 update), and optimisation of the travel expense reimbursement process	●	2021
Mobile working – lessons from the coronavirus crisis	More flexible mobile working models for certain employees based on what the company has learned from the coronavirus crisis	●	2021/22

Workplace health and safety (Occupational health management in 2018)

Goals	Measures	Status	Target year
Keeping employees fit	Workplace health promotion “Movement and awareness raising” and “Listen to your gut” strands	●	2019/20
	“Listen to your gut”: preventive measures as part of a six-pillar programme: healthy eating, awareness, exercise, relaxation, work and environment, medical care	●	2021/22
	Addition of a “return to the workplace” process to the workplace health promotion programme (project in cooperation with the IfGP [Institute for Health Promotion and Preventive Medicine] and the VAEB [Insurance Institution for the Austrian Railways & Mining Industry])	●	2019
	Introduction of height-adjustable desks to prevent postural damage	●	2019/20
	Introduction of myClubs subscriptions as an additional dimension to the sport and health activities	●	2019/20
	Gym – WIEN	●	2019
	MA-Welt – Corplife – discounts for employees	●	2019
Safety: 50% reduction in accident/LTIF rates for RAG employees and contractors by 2025	Systematic and consistent assessment of incidents and accidents, and communication using case studies	●	2021/22 ff.
	Holding safety talks and training sessions with a focus on workplace changes	●	2021/22 ff.
	Continuation of aforementioned preventive measures with a focus on working processes and systems: prevention, Schau hin!, 5x5 matrix LMRA campaigns ¹²	●	2021/22 ff.

¹² 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?)

FACTS AND FIGURES

Company profile

Management structure

Executive Board member

Markus Mitteregger joined the RAG Austria AG Executive Board in 2003. He was appointed Chief Executive Officer and Executive Board Chairman in 2008. He is responsible for the Strategy, Storage, Green Gas Technology and Business Development departments.

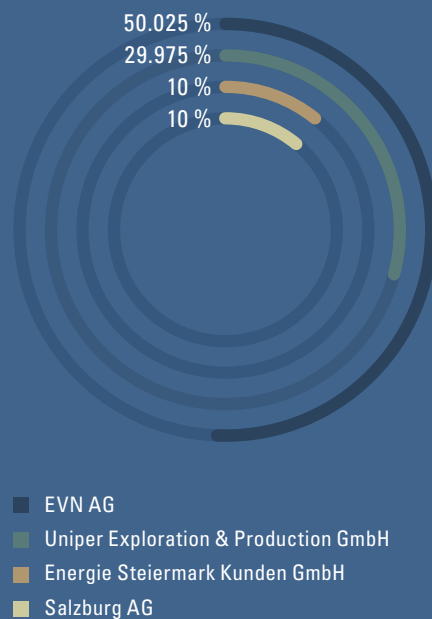
Michael Längle was appointed Chief Financial Officer in 2011. His responsibilities include the Downstream (energy trading) department, as well as the Group finance and accounting, controlling, purchasing, IT and human resources functions.

Supervisory Board

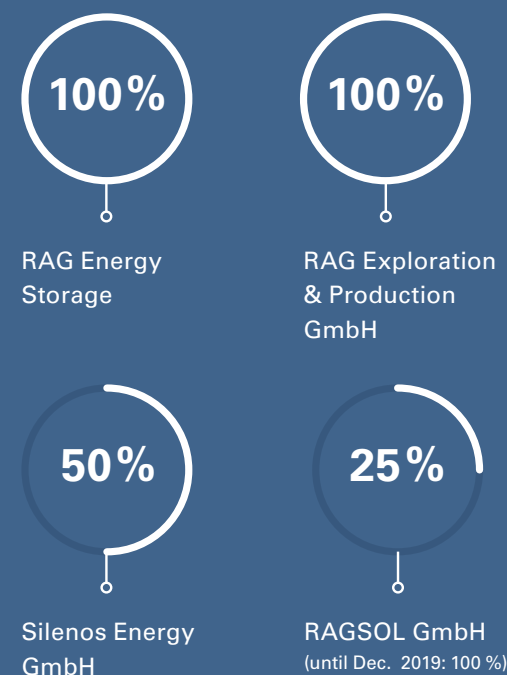
- Stefan Szyszkowitz, Chairman
- Axel Wietfeld, Deputy Chairman
- Franz Mittermayer
- Martin Graf
- Anneliese Neubacher-Firmhofer (delegated by the Works Council)
- Johannes Pichelbauer (delegated by the Works Council)

Company structure

RAG Austria AG ownership structure



Subsidiaries and partnerships



Membership of associations

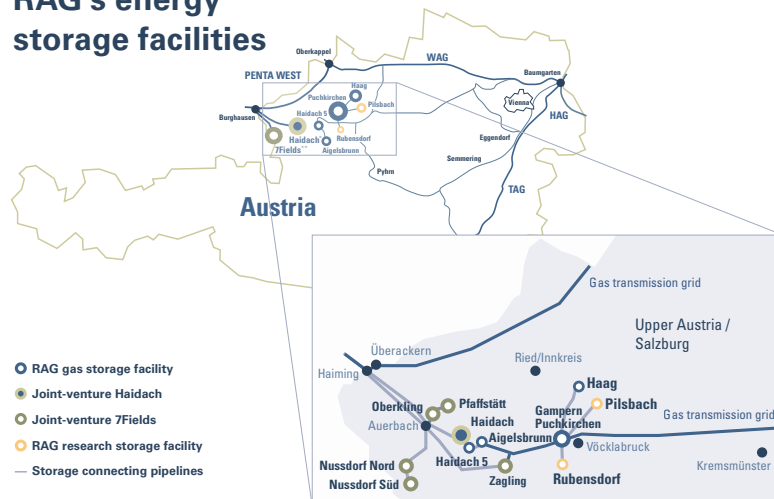
Joint ventures

Interests

The Haidach storage facility was planned and built by RAG under its concession. Since its construction, RAG has operated the facility for partners Gazprom export (Russia) and Wingas (Germany) and holds a one-third interest. GSA and Astora market the capacity.

7Fields was planned and built by RAG under its concession. RAG operates the facility for German partner Uniper Energy Storage (formerly E.ON Gas Storage) and has an interest of 50%. RAG Energy Storage GmbH and Uniper, which market the capacity of the interconnected storage network, have respective holdings of 74% and 26%.

RAG's energy storage facilities



BVEG	Bundesverband Erdgas, Erdöl und Geoenergie e.V. (Federal Association of Natural Gas, Petroleum and Geoenergy) Germany (Hanover)
BVG	Bundesverband Geothermie e. V. (German Geothermal Association) Germany (Berlin)
DGMK	Deutsche Wissenschaftliche Gesellschaft für Erdöl, Erdgas und Kohle e.V. (German Society for Petroleum and Coal Science and Technology) Germany (Hamburg) – via ÖGEW as the DGMK's preferred partner
DVGW	Deutscher Verein des Gas- und Wasserfaches (German Technical and Scientific Association for Gas and Water) Germany (Bonn)
EAGE	European Association of Geoscientists & Engineers Netherlands (Houten)
EASEE-gas	European Association for the Streamlining of Energy Exchange-gas Belgium (Brussels)
ECH2A	European Clean Hydrogen Alliance Belgium (Brussels)
FGW	Fachverband Gas Wärme (Association of Gas and District Heating Supply Companies)
FVMI	Fachverband der Mineralölindustrie (Austrian Petroleum Industry Association)
GIE	Gas Infrastructure Europe Belgium (Brussels)
GTÖ	Verein für Geothermie Österreich (Austrian Geothermal Society)
HIPS-NET	Hydrogen in Pipeline Systems - Network Belgium (Brussels)
IIA Austria	Institut für Interne Revision Österreich (Austrian Institute of Internal Revision)
IV	Industriellenvereinigung Österreich (Federation of Austrian Industries)
NGVA Europe	Natural & bio Gas Vehicle Association Belgium (Brussels)
ÖCI	Österreichisches Controller Institut (Austrian Controller Institute)
ÖGEW	Österreichische Gesellschaft für Energiewissenschaften (Austrian Society of Energy Sciences)
ÖGG	Österreichische Geologische Gesellschaft (Austrian Geological Society)
ÖPWZ	Österreichisches Produktivitäts- und Wirtschaftlichkeits-Zentrum (Austrian Productivity and Economic Efficiency Centre)
ÖVGW	Österreichische Vereinigung für das Gas- und Wasserfach (Austrian Association for the Gas and Water Industry)
WIVA P&G	Wasserstoffinitiative Vorzeigeregion Austria Power & Gas (Hydrogen Initiative Flagship Region Austria Power & Gas, WIVA P&G)
WK	Wirtschaftskammer Österreich (Austrian Federal Economic Chamber)
ZG	Zukunft Gas e.V. Germany (Berlin)

(in alphabetical order)

Company disclosures

RAG Austria AG Group incl. subsidiaries: key financial indicators

GRI	Consolidated financial indicators – in accordance with IFRS (EUR m)	Basis	2018	2019	2020
201-1, 102-7	Total assets	EUR m	762.5	746.0	677.6
	Equity	EUR m	262.6	253.6	258.5
	Net debt	EUR m	123.9	130.8	71.2
	Revenue	EUR m	509.4	388.2	279.5
	EBIT	EUR m	60.2	69.5	61.2
	Profit after tax	EUR m	44.7	42.8	45.3
	Cash flows from operating activities	EUR m	80.0	71.1	138.9
	Total investment (cash flow from investment activities)	EUR m	49.8	36.1	37.3
203-2	Research and development expenditure	EUR m	6.9	5.9	4.3
201-1	Donations	EUR '000	79.0	36.0	32.5

Disclosures: Responsible management

GRI	RAG Austria AG Group	Basis	2018	2019	2020
102-9	Total number of suppliers	Number	573	565	574
204-1	Percentage of orders for goods and services placed in Austria	%	74	83	78
205-1	Operations assessed for risks related to corruption	Number	0	0	0
205-2	Proportion of salaried employees who have received anti-corruption training	%	> 90	> 90	> 90
205-3	Confirmed incidents of corruption and actions taken	Number	0	0	0
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Number	0	0	0
307-1	Total monetary value of significant fines; total number of non-monetary sanctions due to non-compliance with environmental laws and regulations	Number	0	0	0
415-1	Political contributions	EUR	0	0	0
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
419-1	Non-compliance with laws and regulations in the social and economic area	Number	not specified	0	0

RAG gas storage facility capacity statistics

TWh, GW, MW ... thermal, reference GCV 11.30 kWh/cu m

	2018		2019		2020	
Gas storage facility Puchkirchen/Haag						
Working gas volume	12.2 TWh	1,080 mn cu m	12.2 TWh	1,080 mn cu m	12.2 TWh	1,080 mn cu m
Max. withdrawal capacity	5.9 GW	520,000 cu m/h	5.9 GW	520,000 cu m/h	5.9 GW	520,000 cu m/h
Max. injection capacity	5.9 GW	520,000 cu m/h	5.9 GW	520,000 cu m/h	5.9 GW	520,000 cu m/h
Gas storage facility Haidach 5						
Working gas volume	181 GWh	16 mn cu m	190 GWh	16 mn cu m	181 GWh	16 mn cu m
Max. withdrawal capacity	226 MW	20,000 cu m/h	227 MW	20,000 cu m/h	227 MW	20,000 cu m/h
Max. injection capacity	226 MW	20,000 cu m/h	227 MW	20,000 cu m/h	227 MW	20,000 cu m/h
Gas storage facility Haidach						
Working gas volume	31.4 TWh	2,780 mn cu m	32.9 TWh	2,900 mn cu m	32.9 TWh	2,900 mn cu m
Max. withdrawal capacity	13.1 GW	1,160,000 cu m/h	13.1 GW	1,160,000 cu m/h	13.1 GW	1,160,000 cu m/h
Max. injection capacity	11.3 GW	1,000,000 cu m/h	11.9 GW	1,050,000 cu m/h	11.9 GW	1,050,000 cu m/h
Gas storage facility Aigelsbrunn						
Working gas volume	1.5 TWh	130 mn cu m	1.5 TWh	130 mn cu m	1.5 TWh	130 mn cu m
Max. withdrawal capacity	565 MW	50,000 cu m/h	567 MW	50,000 cu m/h	567 MW	50,000 cu m/h
Max. injection capacity	565 MW	50,000 cu m/h	567 MW	50,000 cu m/h	567 MW	50,000 cu m/h
Gas storage facility 7Fields (RAG)						
Working gas volume	4.9 TWh	435 mn cu m	5.7 TWh	500 mn cu m	6.2 TWh	550 mn cu m
Max. withdrawal capacity	2.6 GW	226,600 cu m/h	2.6 GW	226,600 cu m/h	2.6 GW	226,600 cu m/h
Max. injection capacity	1.7 GW	151,100 cu m/h	1.7 GW	151,100 cu m/h	1.7 GW	151,100 cu m/h
Gas storage facility 7Fields (Uniper)						
Working gas volume	17.5 TWh	1,550 mn cu m	17.6 TWh	1,550 mn cu m	17.6 TWh	1,550 mn cu m
Max. withdrawal capacity	9.1 GW	807,300 cu m/h	9.1 GW	807,300 cu m/h	9.1 GW	807,300 cu m/h
Max. injection capacity	6.1 GW	538,200 cu m/h	6.1 GW	538,200 cu m/h	6.1 GW	538,200 cu m/h
Total storage capacity						
Working gas volume	67.7 TWh	5,991 mn cu m	70.0 TWh	6,176 mn cu m	70.5 TWh	6,226 mn cu m
Max. withdrawal capacity	31.5 GW	2,783,900 cu m/h	31.5 GW	2,783,900 cu m/h	31.5 GW	2,783,900 cu m/h
Max. injection capacity	25.8 GW	2,279,300 cu m/h	26.4 GW	2,329,300 cu m/h	26.4 GW	2,329,300 cu m/h

Disclosures: Occupational health and safety

GRI	RAG Austria AG Group	Basis	2018			2019			2020		
			Own employees	Contractors' employees	Total	Own employees	Contractors' employees	Total	Own employees	Contractors' employees	Total
403-9	Disclosure										
	Work-related fatalities	Number	0	0	0	0	0	0	0	0	0
	Work-related fatalities	per million hours worked	0	0	0	0	0	0	0	0	0
	High-consequence work-related injury	Number	0	0	0	0	0	0	0	0	0
	High-consequence work-related injury rate	per million hours worked	0	0	0	0	0	0	0	0	0
	Total accidents (TRI)	Number	2	3	5	2	5	7	0	2	2
	Total recordable injury frequency (TRIF)	per million hours worked	3.03	8.82	5.00	5.26	15.63	10.00	0.00	6.29	2.86
	Near misses (BU)	Number	61	19	80	16	61	77	32	5	37
	Lost workdays	Number	0	93	93	28	148	176	0	62	62
	Hours worked	Number	660,000	340,000	1,000,000	380,000	320,000	700,000	382,000	318,000	700,000
	Lost time incidents (LTIs)	Number	0	1	1	1	5	6	0	2	2
	Lost time incident frequency (LTIF)	per million hours worked	0.00	2.94	1.00	2.63	15.63	8.57	0.00	6.29	2.86
	Severity of injury	Lost workdays/LTI	0.00	93.00	93.00	28.00	29.60	57.60	0.00	31.00	31.00
403-1	Occupational health and safety management system	The occupational health and safety and environment management system is continuously updated before being approved by the Executive Board. The RAG occupational health and safety management system sets out the following points: the company's health and safety policy, health and safety goals, clear responsibilities, safety organisational structure, applicable risk assessment methods, control measures, corrective actions and continuous improvement									
403-2	Hazard identification, risk assessment, and incident investigation	Workplace evaluation (risk assessment) is carried out in accordance with the legal requirements, and monitored if necessary, with the aim of making improvements in working conditions. The results are summarised in the corresponding health and safety protection documents. Evaluation is conducted in consultation with prevention experts, specialists and the Works Council.									

403-3	Occupational health services	<p>Occupational health physician: occupation health topics are discussed with employees as part of the regular site visits. Both group and one-on-one consultations are offered. Occupation health inspections of the workplace are conducted during these visits. The occupational health physicians summarise their findings in a report which is sent to the HR Department, health and safety officer, Works Council and the individual participants.</p> <p>The physicians provide a summary of their activities to the Health Committee and the Occupation Health and Safety Committee, and are also involved in the evaluation process for approving working materials. Together with safety experts they make decisions regarding the performance of measurements to determine workplace concentrations. If they suspect that investigation is necessary in accordance with the Gesundheitsüberwachungs-Verordnung (Health Monitoring Ordinance) they notify the company and suggest suitable measures. Mental health officer: mental health support requirements are discussed and determined by the Health Committee.</p> <p>The required mental health support programme is selected with the support of the mental health officer based on the Committee's findings. Evaluating the results of the workplace mental health support programme is the responsibility of the mental health officer, who communicates the anonymised findings to the company. If acute support is required, the mental health officer will be consulted with the involvement of the Works Council but not the Health Committee (who will be kept informed).</p>
403-4	Worker participation, consultation, and communication on occupational health and safety	<p>All employees are involved in the industrial safety and preventive health care process in the regular inspections of companies, bases, storage areas, facilities and training sessions. Worker participation, consultation and communication on occupational health and safety: Industrial safety committee: Executive Board, Chairman of the Central Works Council, occupation health physician, HSE department head, safety expert, safety officer, various heads of operations and department, specialist workers such as fire safety officer, explosion prevention officer, Seveso officer.</p>
403-5	Worker training on occupational health and safety	<p>All relevant training is documented and stored in the RAG training database to ensure that time-limited qualifications (e.g. first aid) do not lapse.</p>
403-6	Promotion of worker health	<p>RAG offers a broad selection of options to promote workers' health. One such example is the health account, which offers various activities for holders. Health programmes start by addressing employee wellbeing. The goal is to take preventive measures to protect and promote employee health. Examples include healthy eating, exercise and stress prevention programmes, vaccination campaigns and check-ups. Drawn up on an annual basis, the health programme is tailored to individual groups such as shift workers and desk workers. Additionally, there is a different health focus each year, such as "Psychological wellbeing" and "Fit and healthy at work".</p>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>The basis for the prevention and mitigation of negative health impacts comprises: regular site inspections by safety experts, consultation with occupational health and safety physicians, mental health officers and physiotherapists, mandatory annual training (CMR, hazardous materials, VEXAT, PSA, etc.) and Schau Hin! notices which outline measures put in place to prevent accidents.</p>
403-8	Workers covered by an occupational health and safety management system	<p>Employees can book individual health activities using their <i>Gesundheitskonto</i> health account.</p>

Disclosures: Climate and environmental protection

GRI	RAG Austria AG Group	Basis	2018	2019	2020
306-2	Waste				
	Hazardous waste (total)	t	30,075.79	5,655.17	5,903.00
	Soil, excavated material, demolition waste and cuttings contaminated with oil	t	28,315.02	5,547.04	5,634.13
	Other hazardous waste	t	1,760.77	108.13	268.87
	Non-hazardous waste (total)	t	2,014.89	13,126.36	15,697.00
	Soil, excavated material, demolition waste and cuttings not contaminated with oil	t	0.00	11,308.89	10,350.96
	Other non-hazardous waste	t	2,014.89	1,817.47	5,346.04
	<p>Note on reduction of hazardous waste: we are obliged to dismantle former productions sites on third-party land and restore them to their original greenfield status. RAG Austria AG conducts this dismantling (decommissioning) and restoration work very thoroughly and extremely conscientiously. If any contamination is identified during the process it is completely removed under expert supervision before being properly disposed of. A report is subsequently compiled to confirm that the ground is free of contaminants. In 2018 there was an increase in the number of dismantling projects involving contaminated soil. Waste volumes were lower in 2019 and 2020 as less dismantling work was conducted. Note on hazardous waste: extension wells were drilled at two gas storage facilities in 2019 and 2020. This process generated cuttings that were transferred to a certified waste disposal company. No extension wells were drilled in 2018.</p>				
	<p>Waste disposal: Bauer und Moosleitner Entsorgungstechnik GmbH, Bernegger GmbH, Buchschartner ErdbauAbbruch GmbH, Daniela Hillinger, Alteisen und Metalle, Dinc Murat, Energie AG Oberösterreich Umwelt Service GmbH, Fischer Entsorgungs- und Transport GmbH, Franz Kranzinger GmbH, Spezialerdenerzeugung, Franz Steiner GmbH&Co.KG, G. Spindler Erdbau GmbH, G.Thonhofer Alteisen-Metalle e.U., G.u.G. Spindler, Gebrüder Gratz Ges.m.b.H., Intereroh Product Cycle GmbH, Karl Müllecker, local authority waste collection services, Mayr Entsorgungs- und Transport GmbH, Mikrobiologische Abfallbehandlungs GmbH, Reinhalteverband Trumerseen, Reisswolf Österreich GmbH, RFE - Gase GmbH, Rieger Austria Entsorgung und Verwertung GmbH, Salzburger Abfallbeseitigung G.m.b.H, Schlechmair GmbH, Schneeberger Günter e.U., Scholz Rohstoffhandel GmbH, Socius Betriebsgesellschaft m.b.H., Spindler GmbH, Spitzbart Transport Ges.m.b.H., UWEG_Entsorgung_GesellschaftmbH, Vorwagner Kreislaufwirtschaft GmbH</p>				
303-5	<p>Water consumption: not specified; available data not of sufficient quality. Data collection is to be improved in time for the next report and total consumption for office buildings and storage facilities disclosed. Water consumption for WC facilities: with the exception of the office building in Gampern, all office buildings are supplied with water from the public (municipal) water system. Gampern has its own well. Waste water is diverted into the sewage system, or, if no connection is available, collected by an authorized waste water treatment company. Surface water from collection tanks is collected by an authorized waste water treatment company. Process water: Reservoir water is recirculated during normal operation to maintain reservoir pressure and ensure that operations are cost-effective.</p>				
306-3	Significant spills	t	0	0	0
	<p>A significant spill is a critical environmental issue. RAG is committed to preventing such spills from happening in the first place and stemming their impact through technical and organisational measures. Such occurrences are recorded in the operations logs as reportable or non-reportable incidents. No such incidents were recorded during the reporting period.</p>				
307-1	Total monetary value of significant fines; total number of non-monetary sanctions due to non-compliance with environmental laws and regulations	EUR	0	0	0
	<p>Providing the essential economic service of ensuring security of supply influences the environment. To minimise the impacts of this activity, various laws, ordinances and notices are in effect that provide the framework for the company's commercial operations. A compliance management system at RAG helps to ensure conformity with these statutory requirements. And this has been successful – in the years covered by this report no significant fines or non-monetary sanctions were imposed due to non-compliance with environmental laws and regulations.</p>				

GRI	Biodiversity	Basis	2018	2019	2020
304-3	Remediation "greenfield to greenfield"	m ²	142,536	26,676	40,680

GRI	Energy and emissions	Basis	2018	2019	2020
302-1	Total energy consumption within the organisation	GWh	426.2	385.6	257.0
	Fuel consumption within the organisation ¹	GWh	300.8	264.5	218.0
	Electricity consumption ²	GWh	166.8	157.0	78.2
302-3	Energy intensity of storage facilities ³	MWh/m Nm ³	41	57	33
305-1	GHG (direct, Scope 1) ⁴	'000 t CO ₂ -equivalent	72.1	64.0	54.3
305-2	GHG (direct, Scope 2) ⁵	'000 t CO ₂ -equivalent	57.7	66.5	23.7

Energy demand is met almost exclusively by natural gas and electricity. The majority of the required electricity is either procured externally or generated by the company's own power stations. Surplus electricity and heat are supplied to other users (for a fee).

Changes in the totals for 2018 related to the inclusion of energy consumption for oil production and calculation of total energy consumption in accordance with GRI disclosure 302-1.

¹ Includes total fuel consumption at the facilities as well as consumption for electricity and heat generation at power plants

² Only includes externally procured and consumed electricity; own generation is included under fuel consumption

³ Energy intensity of the storage facilities refers to the use of energy specifically for injection of gas into and withdrawal from storage facilities. As a result, this value is also an indicator of the efficiency of gas storage facilities. Energy intensity fluctuates in line with annual storage use (nomination, max./min. TOV) and therefore does not necessarily reflect the continuous efficiency gains.

⁴ Scope 1: Based on the global warming potential set out in the IPCC Fourth Assessment Report (AR4 – 100 years, GWP 25); the Umweltbundesamt (Environment Agency Austria) factor of 2.025 is used to calculate direct carbon dioxide emissions from the combustion of methane.

⁵ Scope 2: Determined according to the product mix stated on the invoices of external electricity suppliers.

Disclosures: A responsible employer

GRI	RAG Austria AG Group	2018		2019		2020	
		Absolute	%	Absolute	%	Absolute	%
	Disclosure						
102-7	Total employees (incl. part time)	255		228		220	
102-8, 405-1	Total head count (inc. agency workers)	271		246		234	
	Male	205	75.65 %	182	73.98 %	170	72.65 %
	Female	66	24.35 %	64	26.02 %	64	27.35 %
	Age			0		0	
	Aged under 30	13	4.80 %	12	4.88 %	7	2.99 %
	Aged 30-50	193	71.22 %	182	73.98 %	177	75.64 %
	Aged over 50	65	23.99 %	52	21.14 %	50	21.37 %
	Persons with disabilities	not specified	not specified	4		5	
	Austrian citizens	not specified	not specified	234		220	
	Total full time	238	87.82 %	209	84.96 %	191	81.62 %
	Male	196	82.35 %	173	82.78 %	155	81.15 %
	Female	42	17.65 %	36	17.22 %	36	18.85 %
	Total part time	35	12.92 %	37	15.04 %	43	18.38 %
	Male	10	28.57 %	11	29.73 %	15	34.88 %
	Female	25	71.43 %	26	70.27 %	28	65.12 %
	Total alternative part-time arrangements (pre-retirement part time, four-day week and sabbaticals)	36	13.28 %	24	9.76 %	18	7.69 %
	Male	27	75.00 %	15	62.50 %	17	94.44 %
	Female	9	25.00 %	9	37.50 %	1	5.56 %
102-41	Percentage of salaried employees covered by collective bargaining		100 %		100 %		100 %
102-8	limited vs. unlimited contracts	Only in the case of new employments the contracts are limited for one year. After that, the contracts become permanent employment contracts.					
401-3	Total parental part-time working	17	6.27 %	15	6.10 %	17	7.26 %
	Male	2	11.76 %	3	20.00 %	5	29.41 %
	Female	15	88.24 %	12	80.00 %	12	70.59 %
401-3	Parental leave	21	7.75 %	15	6.10 %	11	4.70 %
	Maternity leave	13	4.80 %	7	2.85 %	5	2.14 %
	Paternity leave	8	2.95 %	8	3.25 %	6	2.56 %

GRI	RAG Austria AG Group	2018		2019		2020	
		Absolut	%	Absolut	%	Absolut	%
	Kennzahlen						
405-1 a	Total executives¹³	52	19.19 %	48	19.51 %	47	20.09 %
	Male	49	94.23 %	45	93.75 %	45	95.74 %
	Female	3	5.77 %	3	6.25 %	2	4.26 %
	Aged under 30	not specified	not specified	not specified	not specified	not specified	not specified
	Aged 30-50	not specified	not specified	not specified	not specified	not specified	not specified
	Aged over 50	not specified	not specified	not specified	not specified	not specified	not specified
	Average years of service	9.4		10.7		11.0	
401-1	Total new employees	7		3		8	
	Male	5		2		6	
	Female	2		1		2	
	Aged under 30	2		1		0	
	Aged 30-50	5		2		8	
	Aged over 50	0		0		0	
401-1	Leavers	0		0		0	
	Leavers incl. retirees	20	7.38 %	25	10.16 %	19	8.12 %
	Leavers	15	5.54 %	23	9.35 %	16	6.84 %
	Sick leave days						
	Sick leave days per employee	5.2		5.7		4.0	
	Sick leave days (inc. long-term sick leave) per employee	6.7		7.7		5.2	
	Number of employees on long-term sick leave	5		6		3	
	Training costs						
	Total training costs in euro	280.000		415.000		522.000	
	Training costs per employee in euro	1.033		1.687		2.231	
404-1	Total training hours	not specified	not specified	not specified	not specified	not specified	not specified
	Training hours per employee	not specified	not specified	not specified	not specified	not specified	not specified
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	There are no differences		There are no differences		There are no differences	
404-3	Percentage of employees receiving regular performance and career development reviews		100 %		100 %		100 %
406-1	Incidents of discrimination and corrective actions taken			0		0	

¹³ Executives are defined as employees with disciplinary leadership responsibilities.
not specified - figures were not collected during this period

APPENDIX

Material topics

Since 2018 a number of topics have been renamed or are now attributed to different topics. For example, “Engagement with communities” is part of “Stakeholder engagement” in the 2020 report. The 2020 online survey contained 22 questions for stakeholders on various sustainability topics, which were grouped according to 12 material topics following evaluation of the digital questionnaires. As a result, the twin topics of “Safe Plants” and “Resilient Plants” were brought together under a single material topic: “Secure and resilient facilities”. Below is a list of the changes to the 2018 topics and the new grouping of material topics in 2020. Changes vs. 2018 and grouping of material topics in 2020:

1. Secure and resilient facilities

2018 this topic was called “Safety”

2020 this topic contained “Safe Plants” and “Resilient Plants”

2. Security of supply

2018 Unchanged

3. Strategic focus on sustainability

2018 this topic was called “Corporate strategy”

4. Climate protection

2018 “Climate protection” was part of “Environmental protection”

2020 Energy and emissions were treated as a separate topic for the first time

5. Workplace health and safety

2018 this topic was called “Occupational health management”

6. Transparency and compliance

2018 there were two separate topics: “Transparency and compliance” and “Politically independent stakeholder representation”

2020 the “Transparency”, “Ethics and integrity” and “Politically independent stakeholder representation” were covered by “Transparency and compliance”

7. Sustainable energy solutions

2018 there were two separate topics: “Sustainable products” and “Reuse of gas production sites”

2020 this topic is called “Sustainable energy solutions” and now also extends to subterranean “Reuse of gas production sites” (reservoirs)

8. Environmental protection

2018 report included the topics “Environmental protection” and “Assessment of local impacts”

2020 “Environmental protection” covers the topics “Biodiversity”, “Effluents and waste”, “Own consumption of resources” and “Low local impacts of plants”

9. Responsible employer

2018 report included the themes “Non-discrimination” and “New work culture”

2020 “Responsible employer” covers staff development, flexible employment models and new work culture, alongside equal opportunities, diversity and non-discrimination

10. Stakeholder engagement

2018 report included the themes “Stakeholder engagement” and “Engagement with communities”

2020 both topics from 2018 are treated together under the topic “Stakeholder engagement”

11. Sustainable procurement

2018 this topic was called “Procurement processes”

12. Local links

2018 Unchanged

2020 “Local links” covers the topics “Giving preference to local suppliers”, “Local training and knowledge transfer” and “Supporting charitable organisations”

About this report

This publication, which is the second sustainability report to be compiled by RAG Austria AG, contains information on sustainability issues relating to the 2019 and 2020 financial years.

The contents of the report relate to the company's locations in Austria and extend exclusively to RAG Austria AG including its material subsidiaries.

RAG Exploration & Production GmbH (REP) was not included in the 2018 report. Plans for the potential reuse of all developed underground sandstone gas reservoirs are currently being evaluated. As a result, the Executive Board decided to include REP in this report. Domestic production of valuable crude oil for further processing in industry and the pharmaceuticals sector is an important element of the Austrian economy. RAG is already thinking ahead and assessing whether REP's reservoirs can be used for storing energy or to supply renewable energy for its own use once they have been depleted. The corresponding figures for 2018 have been adjusted to reflect this change.

Transparency is one of the main tenets of corporate social responsibility. We conform to this principle by providing information on decisions and activities that affect society and the environment. This report is intended to give our stakeholders an insight into our operations and highlight the targets and measures we have adopted to ensure that we live up to our responsibilities as a corporate citizen. In addition, we highlight potential for improvement and provide details of future activities.

RAG is not obliged to draw up a sustainability report and have it audited by an external body, but sees the process as a valuable opportunity to use the assessor's findings to make the necessary quality improvements and generate new impetus for achieving its CSR goals. The report was assessed for conformity with the Core option of the GRI standards by Quality Austria. The report was approved by the RAG Austria AG Executive Board, which comprises Markus Mitteregger and Michael Längle.

We look forward to your feedback, and to responding on behalf of RAG Austria AG to any questions or suggestions you may have.

Up-to-date information on this subject can also be found on our website at sustainability.rag-austria.at

Stefan Pestl

Head of Corporate Communications

Contact

verantwortung@rag-austria.at

Status: June 2021

Auditor's certificate



RAG Austria AG
Schwarzenbergplatz 16
1015 Wien

Quality Austria
Trainings, Zertifizierungs und
Begutachtungs GmbH

Headquarters
Zelinkagasse 10/3
1010 Wien, Austria
Tel.: (+43 1) 274 87 47
Fax: (+43 1) 274 87 47-100

Customer Service Center
Am Winterhafen 1
4020 Linz, Austria
Tel.: (+43 732) 34 23 22
Fax: (+43 732) 34 23 23
office@qualityaustria.com
www.qualityaustria.com

Gültigkeitserklärung und Prüfbescheinigung

Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH
Zelinkagasse 10/3, 1010 Wien, Österreich

wurde als unabhängige Zertifizierungsgesellschaft von der RAG Austria AG mit Sitz in Wien beauftragt, den vorliegenden Nachhaltigkeitsbericht im Hinblick auf seine Übereinstimmung mit den internationalen Richtlinien für Nachhaltigkeitsberichte der Global Reporting Initiative (GRI) zu beurteilen.

Die Verfahren der Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH hinsichtlich der Validierung von Nachhaltigkeitsberichten basieren auf den Anforderungen der ÖVE/ÖNORM EN ISO/IEC 17021 und werden jährlich überprüft.

Dementsprechend wurde in einem Audit Einsicht in Unterlagen, Prozessdokumentation, Daten und Kennzahlen und ähnliche Nachweise genommen, um hinreichende Evidenz hinsichtlich Nachhaltigkeitskontext, Wesentlichkeit, Vollständigkeit, Ausgewogenheit, Vergleichbarkeit, Genauigkeit, Aktualität, Klarheit und Verlässlichkeit der Aussagen im Nachhaltigkeitsbericht der RAG Austria AG zu erhalten. Darüber hinaus wurde die Verankerung des Nachhaltigkeitsprozesses im Unternehmen durch Interviews mit einzelnen Verantwortungsträgern geprüft. Die Beurteilung dieses Nachhaltigkeitsberichtes erfolgt daher auf Basis einzelner Stichproben, wobei die letztendliche Verantwortlichkeit für die veröffentlichten Inhalte bei der RAG Austria AG mit Sitz in Wien liegt. Die Auditoren hatten im Berichtsprozess umfassenden Einblick in alle erforderlichen Unterlagen, die uneingeschränkt zur Verfügung gestellt wurden und bestätigen hiermit, dass der Nachhaltigkeitsbericht der RAG Austria AG mit Sitz in Wien sämtlichen Anforderungen der GRI-Standards, Option Kern entspricht.

Wien, im Mai 2021

Mag. Annelie Fischer MSc
Leitende Auditorin

Sitz: Wien, FN 234367h beim HG Wien
DVR 0953067
UID-Nr: ATU 57217835

UniCredit Bank Austria AG
BLZ 12000, Konto Nr. 50670 594 501
IBAN AT 91 1200 0506 7059 4501
SWIFT BKAUATWW



GRI content index

GRI	Description	Note/explanation	Page	SDG
GRI 102	General disclosures 2016			
	Organisational profile			
102-1	Name of the organisation		9, 87	
102-2	Activities, brands, products, and services		9,10,11,12	
102-3	Location of headquarters		9	
102-4	Location of operations		9	
102-5	Ownership and legal form		76	
102-6	Markets served		9	
102-7	Scale of the organisation		78, 84	
102-8	Information on employees and other workers		84, 85	SDG 8.5, 10.3
102-9	Supply chain		11,12, 78	
102-10	Significant changes to the organisation and its supply chain		76	
102-11	Precautionary principle or approach		23 ff., 42, 49	
102-12	External initiatives	Also a member of respACT since 2020	19, 21	
102-13	Membership of associations		77	
	Strategy			
102-14	Statement from senior decision-maker		6	
102-15	Key impacts, risks, and opportunities		23 ff.	
	Ethics and integrity			
102-16	Values, principles, standards, and norms of behaviour		29, 30, 63	SDG 16.3
102-17	Mechanisms for advice and concerns about ethics		30 ff.	
	Governance			
102-18	Governance structure		21, 76	
102-19	Delegating authority		21	
102-20	Executive-level responsibility for economic, environmental, and social topics		21	
102-21	Consulting stakeholders on economic, environmental, and social topics		22	
102-23	Chair of the highest governance body		76	SDG 16.6

GRI	Description	Note/explanation	Page	SDG
102-26	Role of highest governance body in setting purpose, values, and strategy		21	
102-29	Identifying and managing economic, environmental, and social impacts		23 ff.	
102-32	Highest governance body's role in sustainability reporting		87	
Stakeholder engagement				
102-40	List of stakeholder groups		34	
102-41	Collective bargaining agreements		85	SDG 8.8
102-42	Identifying and selecting stakeholders		34	
102-43	Approach to stakeholder engagement		35 ff.	
102-44	Key topics and concerns raised		22, 35 ff.	
Reporting practice				
102-45	Entities included in the consolidated financial statements		76	
102-46	Defining report content and topic Boundaries		22	
102-47	List of material topics		22	
102-48	Restatements of information		87	
102-49	Changes in reporting		87	
102-50	Reporting period	The reporting period is the two financial years between 1 January 2019 and 31 December 2020		
102-51	Date of most recent report	The 2018 sustainability report was published in July 2019		
102-52	Reporting cycle	Every two years; the next report on the 2021 and 2022 financial years will be published in 2023		
102-53	Contact point for questions regarding the report		87	
102-54	Claims of reporting in accordance with the GRI Standards	This report was prepared in accordance with the Core option of the GRI Standards		
102-55	GRI content index		89 ff.	
102-56	External assurance		87	
MATERIAL TOPICS AND ADDITIONAL TOPICS				
GRI 201 Economic performance 2016				
201-1	Direct economic value generated and distributed		78	SDG: 8.1, 8.2, 9.1
201-4	Financial assistance received from government	Not specified; financial assistance is disclosed for the full project lifetime and not for individual years, they cannot be accrued		
GRI 203 Indirect economic impacts 2016				
203-2	Significant indirect economic impacts		78	SDG: 1.2, 1.4, 8.2,

GRI	Description	Note/explanation	Page	SDG
Material topic Transparency and compliance				
GRI 103	Management approach 2016			
103-1 bis 103-3	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach		25, 30 ff., 32	
GRI 205	Anti-corruption 2016			
205-1	Operations assessed for risks related to corruption	None	78	SDG 16.5
205-2	Communication and training about anti-corruption policies and procedures		78	SDG 16.5
205-3	Confirmed incidents of corruption and actions taken	No reported incidents of corruption confirmed during the reporting period	78	SDG 16.5
GRI 206	Anti-competitive behaviour 2016			
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	No legal actions during the reporting period	78	SDG 16.5
GRI 307	Environmental compliance 2016			
307-1	Non-compliance with environmental laws and regulations	All environmental laws and regulations were complied with during the reporting period	78, 82	SDG 16.3
GRI 415	Public policy 2016			
415-1	Political contributions	No direct or indirect financial or in-kind political contributions	78	
GRI 418	Customer privacy 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints during the reporting period	78	SDG 16.3
GRI 419	Socioeconomic compliance 2016			
419-1	Non-compliance with laws and regulations in the social and economic area	No relevant cases during the reporting period	78	SDG 16.3
Material topic: Climate protection				
GRI 103	Management approach 2016			
103-1 bis 103-3	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach		24, 47, 48	
GRI 302	Energy 2016			
302-1	Energy consumption within the organisation		83	SDG 7.2, 7.3, 8.4,
302-3	Energy intensity		83	SDG 7.3, 8.4,
GRI 305	Emissions 2016			
305-1	Direct (Scope 1) GHG emissions 83 SDG		83	SDG 3.9, 12.4,

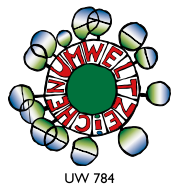
GRI	Description	Note/explanation	Page	SDG
305-2	Energy indirect (Scope 2) GHG emissions		83	SDG 3.9, 12.4,
305-5	Reduction of GHG emissions	Not specified; data will be collected in accordance with the GRI standards for the next report		SDG 13.1, 14.3,
Material topic: Environmental protection				
GRI 103 Management approach 2016				
103-1 bis 103-3	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach		26, 49	
GRI 303 Water and effluents 2018				
303-5	Water consumption	Not specified; available data not of sufficient quality. Data collection is to be improved in time for the next report and total consumption for office buildings and storage facility disclosed.	82	SDG 6.4
GRI 304 Biodiversity 2016				
304-3	Habitats protected or restored		50, 83	SDG 6.6, 14.2,
GRI 306 Effluents and waste 2016				
306-2	Waste by type and disposal method		82	SDG 3.9, 6.3,
306-3	Significant spills		82	SDG 3.9, 6.3, 6.6,
Material topic: Responsible employer				
GRI 103 Management approach 2016				
103-1 bis 103-3	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach		26, 61 f., 63, 64	
GRI 401 Employment 2016				
401-1	New employee hires and employee turnover		85	SDG 5.1, 8.5, 8.6,
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		85	SDG 3.3, 5.4, 8.5
401-3	Parental leave		84	SDG 5.1, 5.4, 8.5
GRI 404 Training and education 2016				
404-1	Average hours of training per year per employee	At present, data is only available for expenditure per employee as the number of hours is not recorded	85	SDG 4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3
404-2	Programs for upgrading employee skills and transition assistance programs		64	SDG 8.2, 8.5

GRI	Description	Note/explanation	Page	SDG
404-3	Percentage of employees receiving regular performance and career development reviews		85	SDG 5.1, 8.5, 10.3
GRI 405	Diversity and equal opportunity 2016			
405-1	Diversity of governance bodies and employees		84, 85	SDG 5.1, 5.5, 8.5
405-2	Ratio of basic salary and remuneration of women to men	Not specified at present as this disclosure is not reported. It will be included in the next report		SDG 5.1, 8.5, 10.3
GRI 406	Non-discrimination 2016			
406-1	Incidents of discrimination and corrective actions taken	No incidents of discrimination were reported during the reporting period	85	SDG 5.1, 8.8
Material topic: Workplace health and safety				
GRI 103	Management approach 2016			
103-1 bis 103-3	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach		25, 43, 65	
GRI 403	Occupational health and safety 2018			
403-1	Occupational health and safety management system		43, 80	SDG 8.8
403-2	Hazard identification, risk assessment, and incident investigation		43, 80	SDG 8.8
403-3	Occupational health services		81	SDG 8.8
403-4	Worker participation, consultation, and communication on occupational health and safety		81	SDG 8.8, 16.7
403-5	Worker training on occupational health and safety		81	SDG 8.8
403-6	Promotion of worker health		65, 81	SDG 3.7, 3.8
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		81	SDG 8.8
403-8	Workers covered by an occupational health and safety management system		81	SDG 8.8
403-9	Work-related injuries		80	SDG 3.6, 3.9, 8.8,
Material topic: Sustainable procurement				
GRI 103	Management approach 2016			
103-1 bis 103-3	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach		27, 32 f., 51	
GRI 308	Supplier environmental assessment 2018			
308-2	Negative environmental impacts in the supply chain and actions taken	With effect from 2021 supplier audits which also cover sustainability criteria are planned for suppliers with a net procurement total of EUR 1 million or high-risk suppliers with a net procurement total of EUR 50,000		

GRI	Description	Note/explanation	Page	SDG
GRI 407	Freedom of Association and Collective Bargaining			
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	No known cases, 78% of orders for goods and services placed in Austria		SDG 8.8
GRI 408	Child labour 2016			
408-1	Operations and suppliers at significant risk for incidents of child labour	No known cases, 78% of orders for goods and services placed in Austria		SDG 8.7, 16.2
GRI 409	Forced or Compulsory Labour 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	No known cases, 78% of orders for goods and services placed in Austria		SDG 8.7
GRI 412	Human Rights Assessment 2016			
412-1	Operations that have been subject to human rights reviews or impact assessments	RAG Austria AG's facilities are located in Austria, all applicable laws are complied with		
Material topic: Local links				
GRI 103	Management approach 2016			
103-1 bis 103-3	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach		27, 38 f.	
GRI 204	Procurement practices 2016			
204-1	Proportion of spending on local suppliers		78	SDG 8.3
GRI 413	Local communities 2016			
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The annual figures in the description of the GRI content index relate to the GRI standards as amended at the time of going to print.



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RAG Austria AG

Schwarzenbergplatz 16

1015 Vienna, Österreich

office@rag-austria.at

rag-austria.at

sustainability.rag-austria.at