Sustainability report

RAG Austria AG

ENGLISH

RAG Austria AG at a glance

Total number of employees
(incl. temporary workers)

225 total

171 | 76 % men

54 | 24 % women

Maternity / Paternity leave

7 | 3,1 % maternity leave

11 | 4,9 % paternity leave

6.9 million euros Research and development expenses

49.8 million Euro Total investments

40.000 kg LNG sale per month

Training costs

230,000
Total training costs in euros

1,022
Training costs per employee in euros

7 AFFORDABLE AND CLEAN ENERGY

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

13 CLIMATE ACTION

6 billion cubic meters of storage capacity

50 % of natural gas deposits have been converted into sustainable gas storage facilities

74.32 %
Percentage of purchasing-relevant purchase order volume for deliveries and services in Austria

Foreword

Dear Reader,

We are pleased to present our company's first Sustainability Report to all stakeholders.

RAG Austria AG has been operating in Austria since the 1930s and in recent years has become the fourth largest energy storage company in Europe. We use our many years of know-how to store natural gas in depleted natural underground gas reservoirs. In this way, we ensure that these depleted gas reservoirs are used sustainably and with significant economic benefits for Austria. After all, securing energy supplies for the future with sustainable and affordable energy while simultaneously reducing greenhouse gas emissions and improving energy efficiency is one of the greatest challenges facing the world today.

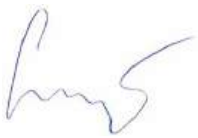
This report is intended to give you an overview of the concrete measures we are taking to positively support the achievement of the defined climate and energy goals. We see our role in particular in working with innovative research projects on the production of renewable gas - projects that are also funded by the Austrian Climate and Energy Fund.

RAG's sustainability strategy relates not only to our energy services themselves, but also to how we provide these services and deal with our business partners, neighbours and employees.

We hope that our remarks will give you an interesting insight into our current work and our visions for the future.

The Management Board of RAG Austria AG

Markus Mitteregger



Michael Längle

Kurt Sonnleitner

Vienna, July 2019

About this report

This publication, which is the first sustainability report to be compiled by RAG Austria AG, contains information on sustainability issues relating to the 2018 financial year. The company's financial year runs from January to December. The content of this report exclusively pertains to its locations in Austria.

Transparency is one of the 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. However, we do not wish to conceal from them the areas where we still see room for improvement and the action that will need to be taken in future.

This report has been prepared in accordance with the GRI Standards: Option Core. The report was approved by the RAG Austria AG Executive Board without being externally audited.

Elisabeth Kolm | Stefan Pestl
Corporate Communications

Contact:
verantwortung@rag-austria.at

In future, we will inform our stakeholders regularly on our action and progress. The next report is planned for 2021, and will cover the 2019 and 2020 financial years. Unlike this report, the second one is to comply with the GRI core option, and will be audited by an independent auditor. The editorial deadline for this report was 1 July 2019.

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

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

[GRI 102-1, GRI 102-50, GRI 102-54, GRI 102-56, GRI 102-32, GRI 102-52, GRI 102-53]

Table of contents

About RAG Austria AG

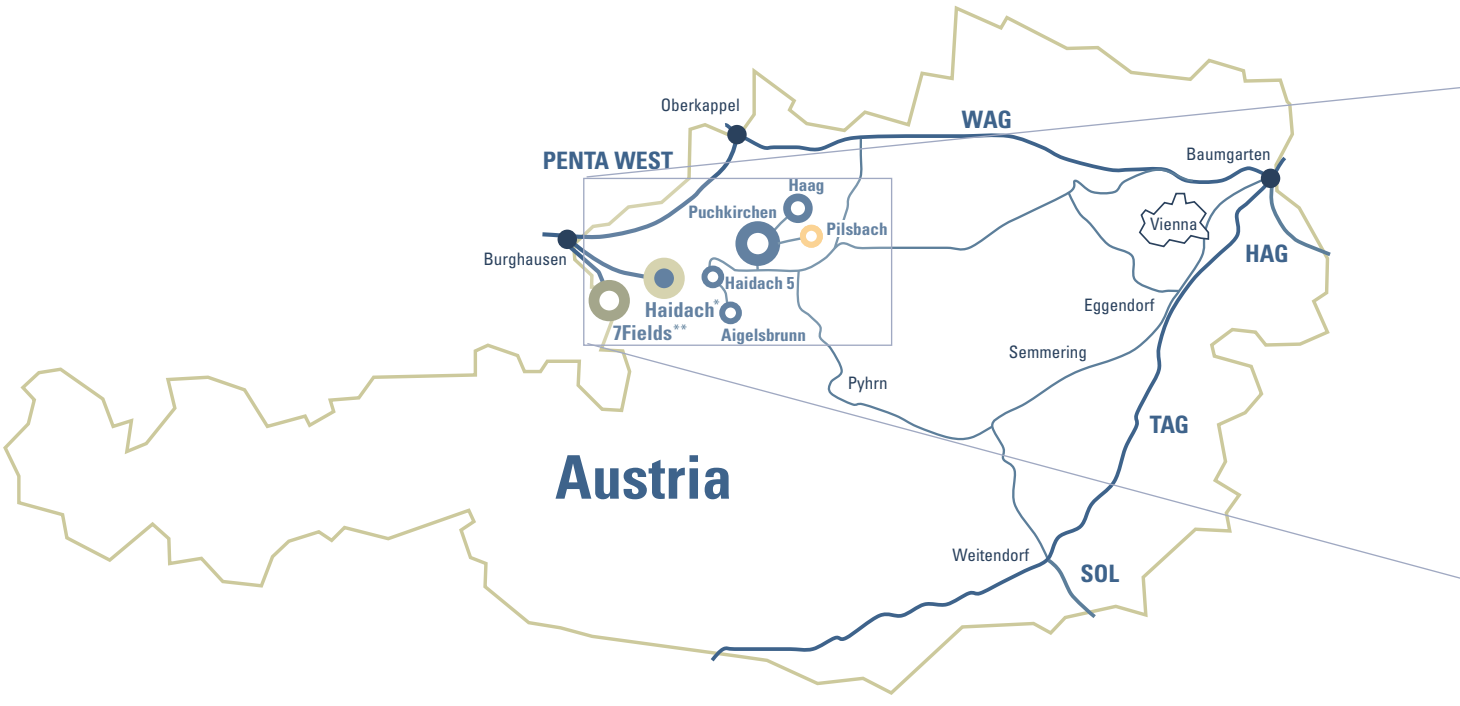
Objects of business

RAG Austria AG is Austria's largest gas storage operator – and hence energy storage provider – and one of Europe's leading storage facility operators.

In addition to gas storage, its core business includes developing innovative new energy technologies. Its operations also extend to gas production, supply and trading, as well as the use and marketing of gas as a transport fuel. This enables RAG Austria AG to play an indispensable role in the sustainable stewardship of Austria and Central Europe's raw material and energy supplies.

RAG's goal is to provide its customers with safe, efficient, environmentally friendly and affordable energy and gas storage services – sustainably and responsibly.

With storage capacity totalling around six billion cubic metres (bcm), RAG makes a major contribution to security of supply in Austria and Central Europe as a whole.



* Haidach: Joint Venture with Gazprom export and Wingas ** 7Fields: Joint Venture with Uniper Gas Storage

[GRI 102-2, GRI 102-6]

Locations in Austria

Headquartered in Vienna, the company's sites are primarily located in Upper Austria and Salzburg, where it is developing and operating four of its own storage facilities and a further two under joint ventures.

RAG Austria AG produces gas, CNG and LNG from classic and in future renewable sources. In 2017, RAG built Austria's first LNG (Liquefied Natural Gas) filling station at Ennshafen in Upper Austria and operates – in addition to this one – two public self-service CNG (Compressed Natural Gas) filling stations in Gampern and Kremsmünster.

- **RAG gas storage facility**
- **RAG joint venture gas storage facility**
- **RAG joint venture gas storage facility / RAG gas storage facility**
- **Underground Sun Storage / Conversion**
- **Storage connecting pipeline**

Management structure

Last updated 20 March 2019

Executive Board

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, Gas 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.
Kurt Sonnleitner became Chief Technical Officer, with responsibility for the Exploration and Production departments, in 2007.

Supervisory Board

Stefan Szyszkowitz, Chairman
Axel Wietfeld, Deputy Chairman
Franz Mittermayer
Martin Graf
Peter Weisbier
(delegated by the works council)
Anneliese Neubacher
(delegated by the works council)

AUSTRIA AG

RAG Austria AG goes back to Rohöl-Aufsuchungs AG. In 2018 the company decided to focus on energy storage and gas. This shift is reflected in the all-new logo design, which features dynamic round lettering inspired by gas pipelines.

The letters a and g create an endless loop which references RAG's sustainable business model as well as the endless cycle of energy conversion. The new logo also stands for the company's highly-promising new areas of business, such as converting solar energy into gas.

The fluid connection between the letters in the logo also symbolises the company's collaborative relationship with its business partners and workforce.

The tail of the final letter, g, leads underground, to where our gas storage facilities and gas reserves lie. The Austria AG baseline grows out of this g, creating a link with the start of the logo, and thus in turn a cycle from the r to the g via the a.

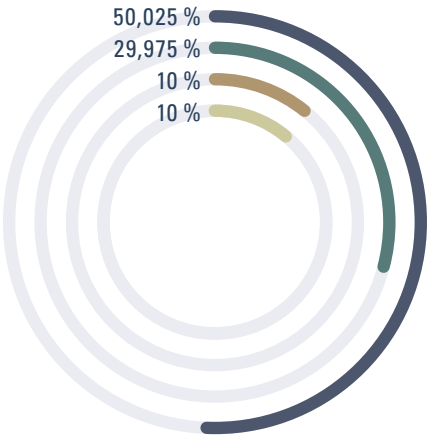
[GRI 102-18, GRI 102-23]

Company structure

In 2018 Rohöl-Aufsuchungs AG, Austria's oldest-established oil and gas exploration and production, and gas storage company, was split into two new businesses: RAG Austria AG and RAG Exploration & Production GmbH.

RAG Austria AG ownership structure

- EVN AG
- Uniper Exploration & Production GmbH
- Energie Steiermark Kunden GmbH
- Salzburg AG



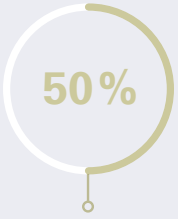
Subsidiaries and investments

RAG Energy Storage GmbH

RAG Exploration & Production GmbH

RAG Energy Drilling GmbH*

RAGSOL GmbH



Silenos Energy GmbH

* RAG Energy Drilling GmbH was sold to UOS United Oilfield Services on 2 July 2019.

[GRI 102-10, GRI 102-5, GRI 102-45]

Financial performance and key indicators

The economic performance and key figures presented here include the following RAG Austria AG Group as a whole, including the investments shown on page 9, as of 2018.

Key financial figures (in million euros) - Group in accordance with IFRS	2018
Balance sheet total	762.5
Shareholders' equity	262.6
Net debt	123.9
Revenues	509.4
Operating profit (= EBIT)	60.2
Profit after tax	44.7
Cash flow from operating activities	80.0
Total investments (cash flow from investing activities)	49.8
Research and development expenses	6.9

509.4 Sales revenues

49.8 Total investment

6 billion cubic meters of storage capacity

[GRI 201-1, GRI 102-7, GRI 203-2]

Figures of storage facilitites operated by RAG

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

Puchkirchen/Haag gas storage facility		
Working gas volume	12.2 TWh	1,080 mn cu m
Max. withdrawal capacity	5.9 GW	520,000 cu m/h
Max. injection capacity	5.9 GW	520,000 cu m/h

Aigelsbrunn gas storage facility		
Working gas volume	1.5 TWh	130 mn cu m
Max. withdrawal capacity	565 MW	50,000 cu m/h
Max. injection capacity	565 MW	50,000 cu m/h

Haidach 5 gas storage facility		
Working gas volume	181 GWh	16 mn cu m
Max. withdrawal capacity	226 MW	20,000 cu m/h
Max. injection capacity	226 MW	20,000 cu m/h

7Fields (RAG) gas storage facility		
Working gas volume	4.9 TWh	435 mn cu m
Max. withdrawal capacity	2.6 GW	226,600 cu m/h
Max. injection capacity	1.7 GW	151,100 cu m/h

Haidach gas storage facility		
Working gas volume	31.4 TWh	2,780 mn cu m
Max. withdrawal capacity	13.1 GW	1.2 mn cu m/h
Max. injection capacity	11.3 GW	1.0 mn cu m/h

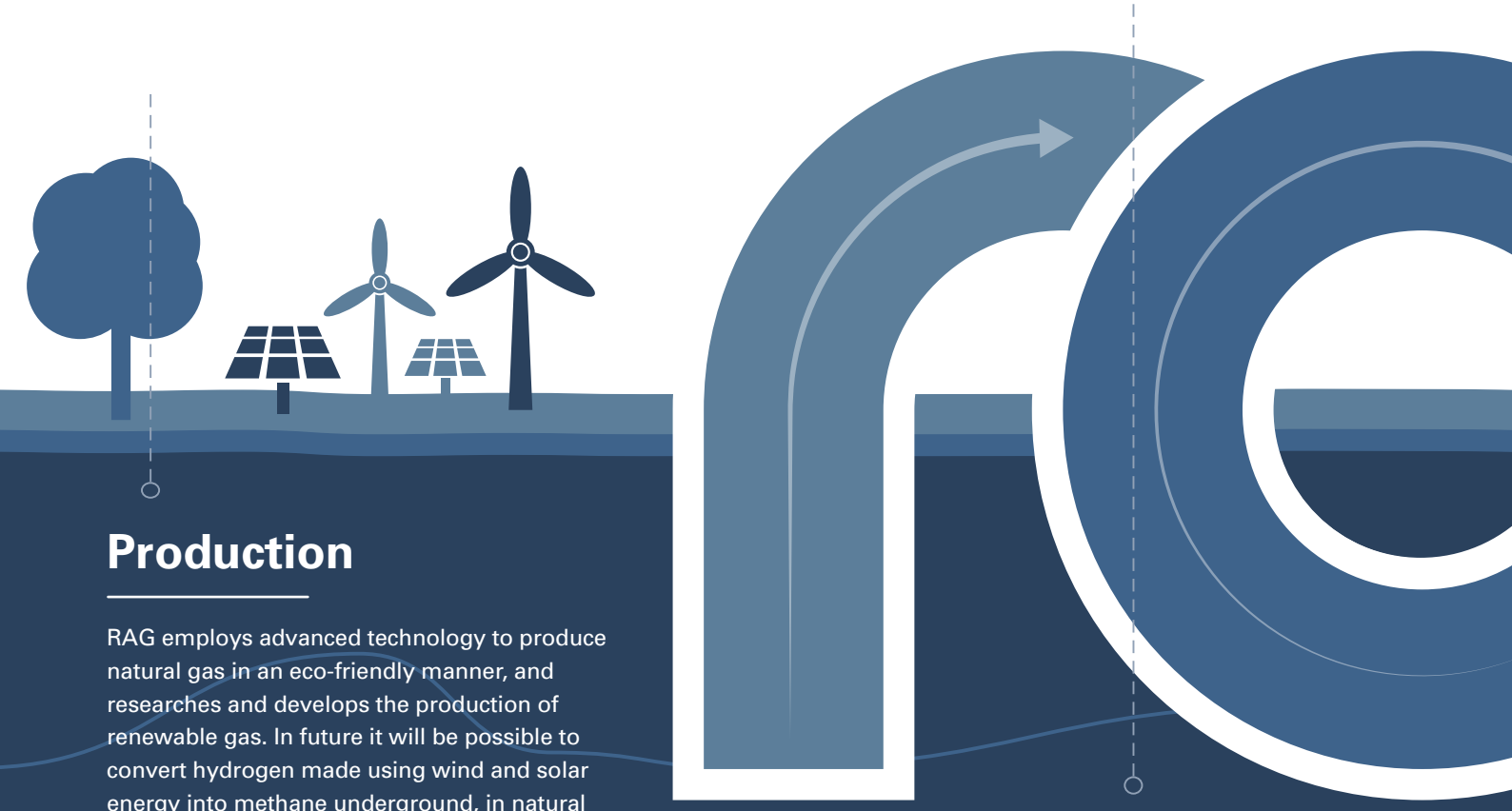
7Fields (UNIPER) gas storage facility		
Working gas volume	17.5 TWh	1,550 mn cu m
Max. withdrawal capacity	9.1 GW	807,300 cu m/h
Max. injection capacity	6.1 GW	538,200 cu m/h

Total storage capacity		
Working gas volume	67.7 TWh	5,991 mn cum
Max. withdrawal capacity	31.5 GW	2,783,900 cu m/h
Max. injection capacity	25.8 GW	2,279,300 cu m/h

[GRI 102-7]

Our value chain

- Natural gas production: about 15% of the gas required by Austria for private households, industry and power generation is produced domestically. RAG contributes about 70 million cubic metres to domestic production.
- LNG and CNG production: production of liquefied and compressed natural gas for use as fuel for heavy goods vehicles (LNG) and private transport (CNG).
- Generation of heat and electricity from geothermal energy: exploitation of geothermal energy at existing and new wells.
- Sun Conversion research project: generation of renewable gas from wind and solar energy
- Gas storage facilities: with storage capacity totalling around 6bcm, RAG makes a major contribution to security of supply in Austria and Central Europe as a whole.
- Compulsory emergency reserves: RAG offers its customers a storage service to help them comply with the statutory minimum reserves



Production

RAG employs advanced technology to produce natural gas in an eco-friendly manner, and researches and develops the production of renewable gas. In future it will be possible to convert hydrogen made using wind and solar energy into methane underground, in natural gas reservoirs, and store large amounts of this gas in them. We are also committed to geothermal energy projects.

Storage

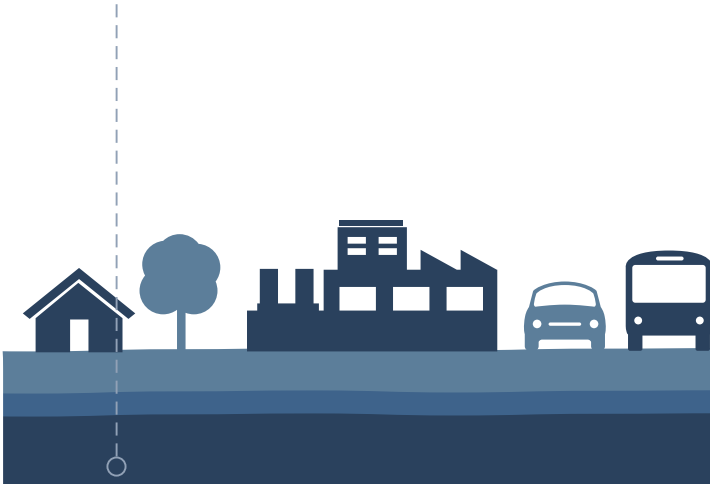
We store large volumes of gaseous energy (natural gas and hydrogen) in natural underground reservoirs.
RAG's storage capacity is marketed by its subsidiary RAG Energy Storage GmbH.

[GRI 102-2, GRI 102-9]

prescribed by Erdölbevorratungs- und Meldegesetz (EBMG).

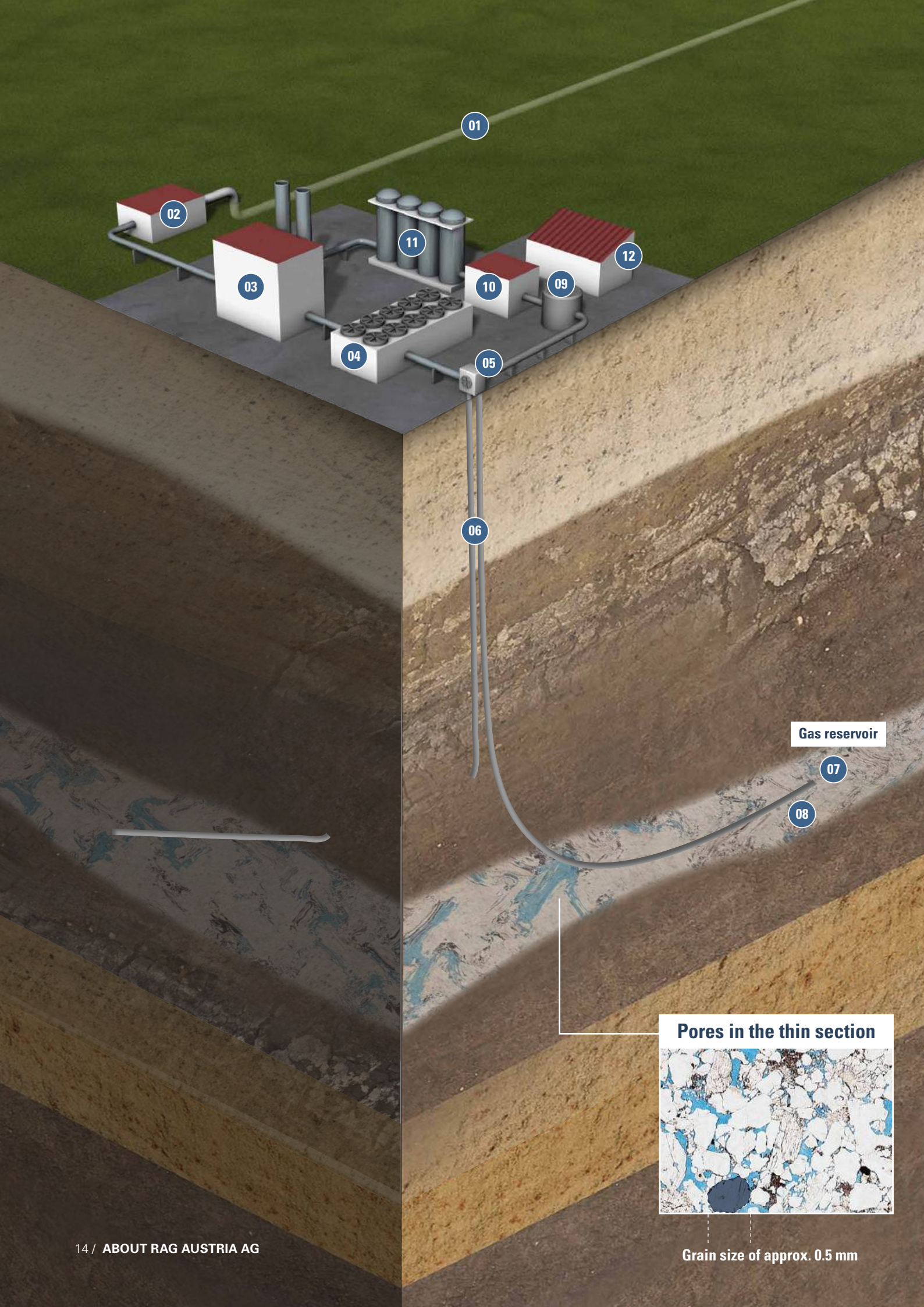
- Underground Sun Storage research project: the Underground Sun Storage project has demonstrated that the integrity of gas storage facilities is not compromised by sustainable hydrogen.

- Three CHP plants supplying heat and power
- Mobile gas supplier to power generators and system operators
- LNG and CNG filling stations
- Gas trading



Supply

We provide our customers with reliable storage services, 24 hours a day, 365 days a year. As our natural gas and geothermal energy comes from our own production, we can offer secure, flexible, import independent and hence secure supplies of natural gas and geothermal. We have international gas trading operations, and supply customers in Austria and abroad.
RAG provides transport fuel via two public CNG stations and one LNG filling station.


01
02
03
04
05
06
07
08
09
10
11
12
Gas reservoir
Pores in the thin section
Grain size of approx. 0.5 mm

How do gas storage facilities work?

01 Public grid

02 Metering station

03 Compressor station

04 Cooling units

05 Wellhead

06 Well

07 Reservoir

08 Working or cushion gas

09 Preheater

10 Pressure reduction station

11 Drying unit

12 Control room and stores

When gas arrives at a storage facility via a pipeline network, it first enters a metering station where it is filtered, and the quantity and quality are measured. Injection and withdrawal take place via a number of wells. Where necessary, compressors bring the incoming gas up to the right injection pressure. Since compression raises the temperature, the gas must then be cooled before being conveyed to the wellhead and injected via the probes into the natural rock formations. The pressure that originally prevailed in the reservoir is not exceeded.

A certain amount of natural gas is left as cushion gas in the reservoir to minimize the number of wells. The cushion gas assists the pressure released after the natural gas has been exhausted and optimizes the storage facility for operation. The so-called „working“ gas is injected and withdrawn as needed. In this way, the natural gas storage can be operated economically and ecologically at the highest level.

The gas is withdrawn when it is needed, and processed accordingly. It must be dried as it will have absorbed moisture in the reservoir. Once it is on-specification it enters the public grid and is transported to the consumer.


31.5
GW maximum withdrawal capacity from all gas storage facilities operated by RAG
50 %
of gas reservoirs converted into sustainable gas storage facilities

RAG's sustainability approach

Our sustainability strategy

The goals of Austria's "mission 2030" climate and energy strategy include the expansion of renewable energy generation, a 36% reduction in greenhouse gas emissions and decarbonised power generation by 2030. RAG Austria AG has the right strategy in place to play a key role in attaining these objectives.

The energy transformation represents a paradigm shift towards greater sustainability, to be achieved by greater energy efficiency, fuller integration of renewable energy and cutting greenhouse gas emissions. The desired reduction in energy consumption and shift in the energy mix towards more renewables does not simply mean conserving resources – it demands improvements in efficiency, and a sensible interplay of renewable and conventional energy sources. Its versatility means that gas – and prospectively "green gas" – offers a secure and affordable supply of energy using existing infrastructure (the gas grid, storage facilities, heating systems and power stations).

Gas is a flexible fuel for power generation, heating and industry. Gas underpins financially viable, socially acceptable and rapid climate action.

RAG Austria AG sees itself as an energy storage and supply company with strong sustainability credentials. We are working towards the notion of an energy cycle society (carbon cycle).

[GRI 102-15]

Security of supply

The energy transformation can only succeed if security of supply is guaranteed. The good existing gas infrastructure, including storage facilities, means that sufficient energy is always on tap when it is needed. Austria's unique geological structures and its location in the heart of Europe put it in a position to underpin security of supply by acting as an energy storage leader.
Over the past 20 years, RAG has converted around half of all its gas reservoirs into storage facilities. The working gas capacity of more than 6bcm in place at storage facilities operated by RAG, used by domestic and foreign customers, corresponds to some 6% of the total EU storage volume. This proves the important international transit and storage function of the RAG storage facilities in the centre of Europe.

Challenge

In a situation of climbing global energy consumption, intensive research and major technological breakthroughs are essential if today's climate change targets are to be met. Recent studies show that although extensive decarbonisation represents a considerable challenge, rapid technological progress makes it feasible, and it has a chance of being economically viable. These structural changes in the energy sector present an enormous opportunity for innovative technologies, services and ideas.
For some time now, RAG has been working on promising solutions that respond to the changed situation with regard to energy policy and the energy sector.
RAG can use these solutions to contribute towards meeting the following United Nations Sustainable Development Goals (SDGs):

Sustainable Development Goals

SDG 7:
Ensure access to affordable, reliable, sustainable and modern energy for all.

SDG 9:
Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

SDG 13: Take urgent action to combat climate change and its impacts.

[GRI 102-12]

RAG's goal is to provide our customers with safe, efficient and affordable energy and gas storage services. We want to build on our core competency as a technology leader by linking conventional energy forms and renewables.

Our strategy has the following pillars:

1

Increasing energy storage capacity

We want to support the expansion of renewable energy sources by increasing our storage capacity, thereby playing an important part in strengthening security of supply in Austria and Europe.

2

Development of leading-edge sustainable technologies: "green gas"

The potential of innovations such as "power-to-gas" is to be harnessed to synthesise gas from wind and solar energy.

3

Promoting decentralised, renewable and energy-efficient energy generation and use

Our aim is to exploit all the potential synergies in power generation. These range from gas production, waste heat utilisation and geothermal energy through to the use of gas (LNG/CNG) in the transport sector.

4

Stronger engagement with customers and stakeholders

We seek to provide our stakeholders with comprehensive information and to engage in open dialogue with them, whilst also transparently involving all concerned in official procedures.

5

Continuous improvement of our health, safety and environmental standards

We are aiming for zero accidents in all of our activities. Our internal health, safety and environment (HSE) management system is regularly evaluated and refined as we work towards this goal. Fulfilment of our aftercare obligations when decommissioning gas production installations protects the immediate surroundings, local residents and our employees.

[GRI 102-15]

Our sustainability management approach

Embedding corporate social responsibility (CSR) in organisational structures

When addressing social and environmental issues, RAG takes its lead from the ISO 26000 international CSR standard. We regard CSR as an integrative approach, and our CSR working group is therefore made up of representatives of all the relevant operations in the Group who have the necessary expertise. This team is coordinated by head of Corporate Communications and is supported by external consultants as required.

Functions represented in the CSR working group:

- Regulatory liaison
- Procurement
- Energy production and storage facilities
- HSE management
- Internal audit and strategic security management
- Human resources
- Corporate communications

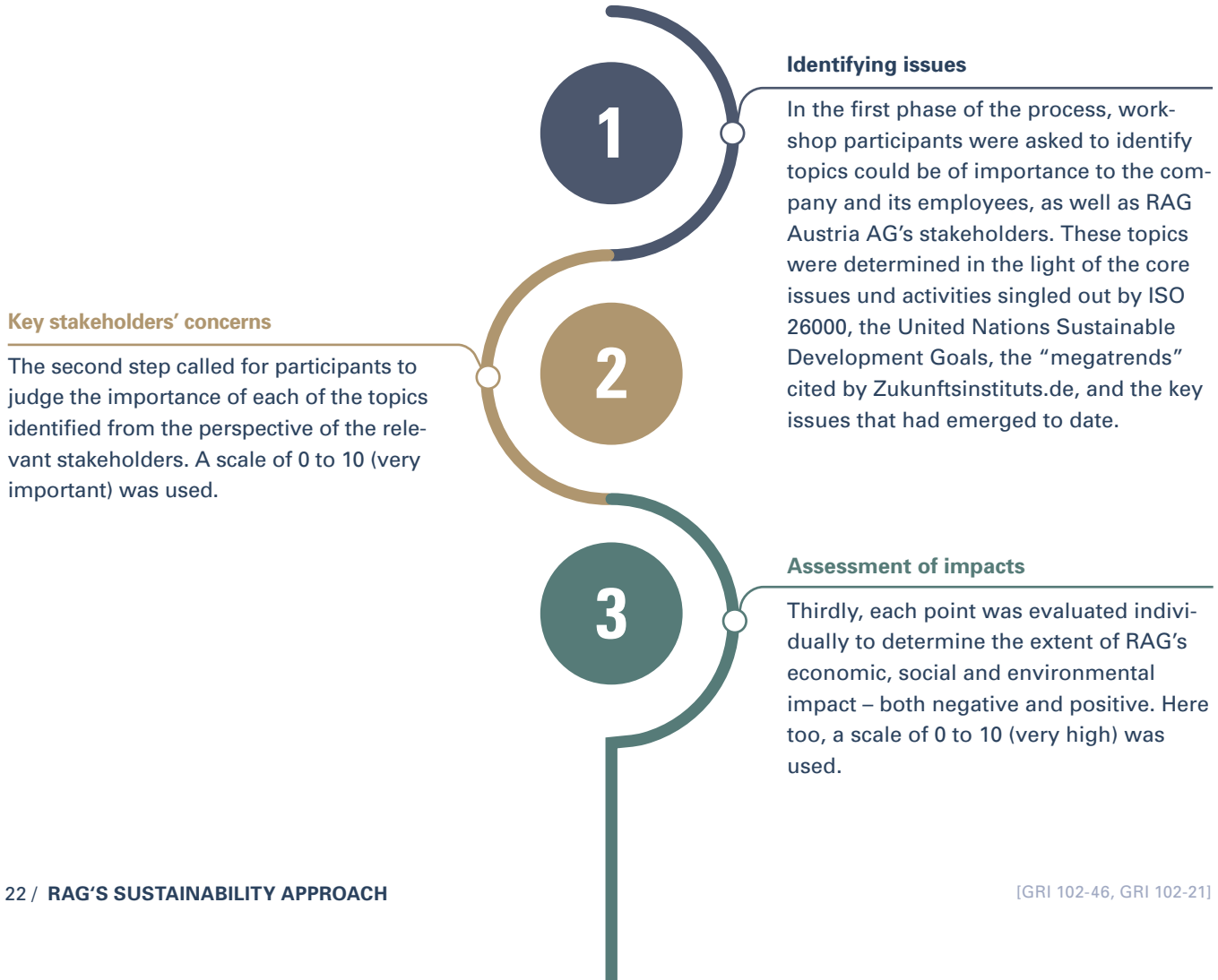
Measures taken as part of the CSR activities are reviewed and evaluated at regular intervals to determine whether additional steps need to be taken. The meetings are minuted and activities recorded, enabling us to continuously improve our sustainability performance. The Executive Board is kept in touch with the progress of the CSR activities and takes the strategic decisions required.

[GRI 102-18, GRI 102-20, GRI 103-2, GRI 103-3]

Materiality analysis

A materiality analysis was conducted for the first time in 2013 with the support of representatives of corporate functions. We looked at the then core issues in 2015 and conducted another materiality analysis in 2018 at an internal workshop attended by the CSR working group.

Materiality analysis in three steps



Identifying issues

In the first phase of the process, workshop participants were asked to identify topics could be of importance to the company and its employees, as well as RAG Austria AG's stakeholders. These topics were determined in the light of the core issues und activities singled out by ISO 26000, the United Nations Sustainable Development Goals, the "megatrends" cited by Zukunftsinstituts.de, and the key issues that had emerged to date.

Key stakeholders' concerns

The second step called for participants to judge the importance of each of the topics identified from the perspective of the relevant stakeholders. A scale of 0 to 10 (very important) was used.

Assessment of impacts

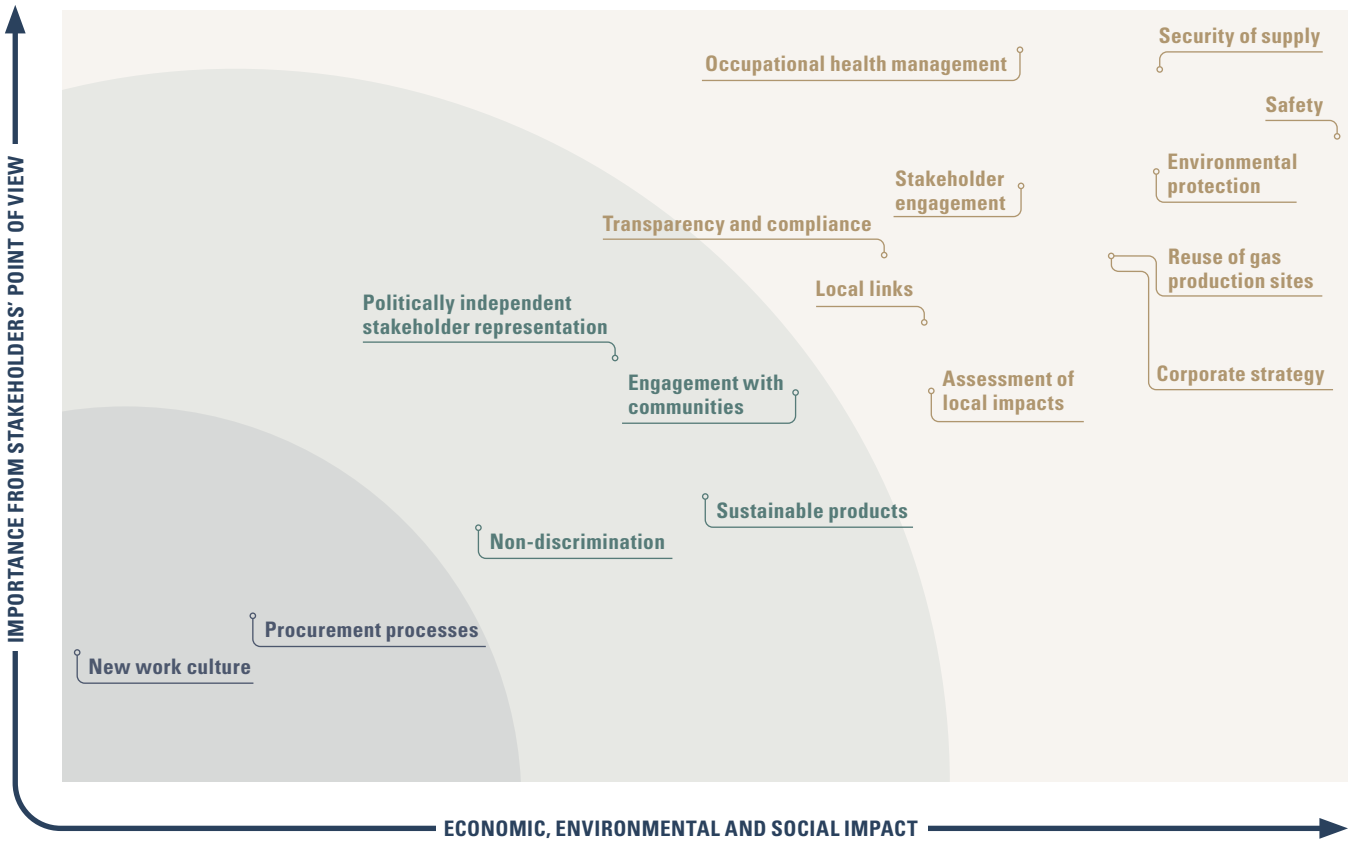
Thirdly, each point was evaluated individually to determine the extent of RAG's economic, social and environmental impact – both negative and positive. Here too, a scale of 0 to 10 (very high) was used.

[GRI 102-46, GRI 102-21]

Materiality matrix

The results of the stage two and three appraisals were used to draw up a materiality matrix.

As we are aware that external stakeholders should be involved in the process of defining and evaluating the core topics, they will be invited to participate in our next materiality analysis in 2019/2020. In future, we want to develop our sustainability activities through ongoing exchange and dialogue with stakeholders.



Our core issues

To aid understanding, RAG Austria's core issues are outlined below, together with references to the sections of this report that discuss them and the associated activities.

Safety

… means prioritising the elimination of all of the risks, hazards and actual harm facing RAG's employees and contractors, communities and residents of areas affected by its operations, and the environment at large, at all of the facilities operated by it. Accident prevention goes beyond mere compliance with statutory requirements. We are aiming for zero accidents in all of our activities.

See: Safety; Responsible approach to the environment

Occupational health management

… means accepting our company's responsibilities as an employer by actively promoting employees' health in a constantly changing working environment.

See: Our responsibilities to employees

Environmental protection

… means that we develop actions and processes within our HSE management system for the sustainable use of resources and the ability of the planet to support life. This includes minimising environmental risks, avoiding environmental burdens, and continuing to reduce our environmental footprint by restoring abandoned gas field developments.

See: Responsible approach to the environment

[GRI 102-47, GRI 103-1]

Security of supply

… means the reliability of the equipment for gas injection into and withdrawal from RAG's gas storage facilities.

RAG makes a sustainable contribution to energy supply security in Austria. Our gas storage facilities assure an uninterrupted supply of this vital energy source to the country's industry and power generators. We are committed to building a carbon cycle society.

See: Responsible management; Safety

Corporate strategy

… means providing our customers with safe, efficient, environmentally friendly and affordable energy and gas storage services – sustainably and responsibly. We aim to maintain a high level of technical and financial performance, and innovate to underpin our long-term competitiveness.

See: RAG's sustainability approach; Responsible management

Reuse of gas production sites

… means assessing all of our existing gas reservoirs with regard to their long-term suitability for storage, for producing renewable gas or for geothermal generation.

See: Sustainable products

Stakeholder engagement

… means proactive dialogue with our stakeholders. This takes place via our website as well as face-to-face discussions with residents, neighbours and local communities, e.g. during open days and tours of our operations.

See: Responsible management

Transparency and compliance

… means that RAG operates in a socially responsible manner and in conformity with the relevant legislation. It also means that our decisions are transparent for suppliers and customers, and are communicated openly.

See: Responsible management; A fair partner and a good neighbour

Local links

... means that we talk openly and honestly with local authorities, residents and public agencies, and act as a reliable partner to host regions. RAG sees itself as part of the communities that host its facilities.

See: A fair partner and a good neighbour

Assessment of local impacts

... means that an environmental analysis is performed when selecting every site and pipeline route, so as to minimise intrusion in nature and nuisance to local residents.

See: Responsible approach to the environment

Politically independent stakeholder representation

... means that RAG is politically neutral, but argues its case and stands by its position in dealings with public bodies with regard to matters that affect the company itself, and its employees, customers or share-holders.

See: Responsible management

Interacting with communities

... means treating civil society figures with respect, and constantly striving for transparent and open communications in the interests of good partnerships with them.

See: A fair partner and a good neighbour

Sustainable products

... means developing leading-edge sustainable technologies designed to make renewable energy efficient and accessible to consumers in large quantities.

We are working on projects that will enable us to provide eco-friendly large-scale energy storage.

See: Sustainable products

Procurement processes

... means that our procurement policy is transparent and understandable to suppliers, and that we aim to increasingly include sustainability criteria in our tendering documentation in future.

See: A fair partner and a good neighbour

Non-discrimination

... means respect towards all of our colleagues and people outside the company, and rejecting discrimination in all its forms.

See: Our responsibilities to employees

New work culture

... means offering adapted and flexible working time arrangements in both employees' and the company's own interests, with a view to expanding these schemes in step with growing digitisation.

See: Our responsibilities to employees

Responsible management

Responsible corporate behaviour is vital to the future of energy supply security. Diligent handling of valuable energy resources, protecting the environment and the climate, and good relations with our neighbours are more important to RAG's commercial success than ever.

Corporate principles

Our corporate principles, and corporate governance, compliance and integrity regulations are at the heart of everything we do. Together, they are the foundations of RAG's success.
Our responsibilities to our employees, customers, shareholders and suppliers, as well as to society, the environment, residents and communities, are enshrined in our philosophy. These six areas of responsibility are inextricably linked, and are an integral part of our decision-making processes.
Management constantly strives to apply these principles when weighing up priorities, and to make sound business decisions on the basis of these assessments. The criteria applied to investment and spending decisions are not purely commercial; they also take account of social, environmental and safety aspects.

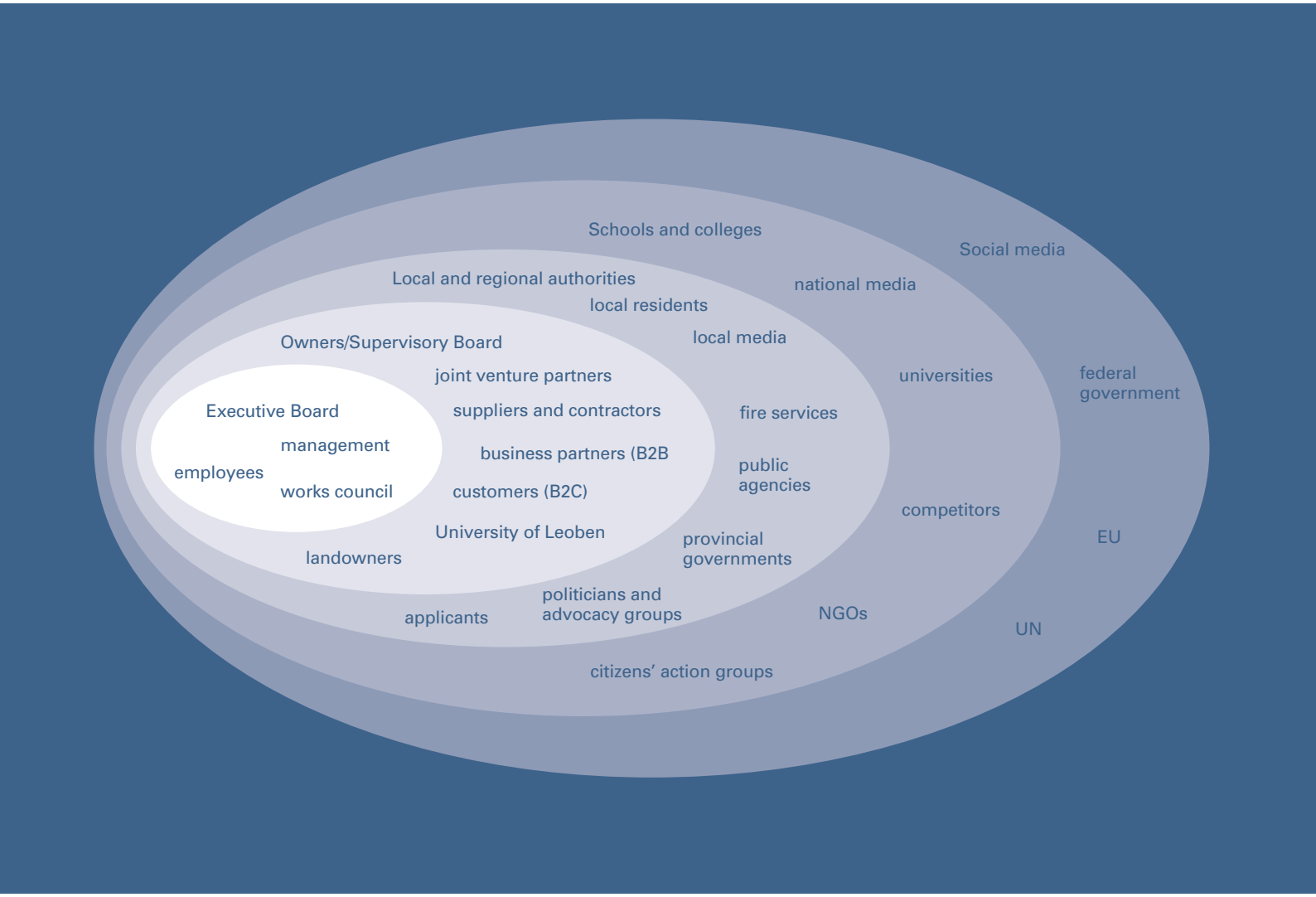
Our responsibilities to stakeholders

Owing to the importance of its activities for the economy and individuals, RAG believes that open, proactive communication is essential. Providing all stakeholders with transparent, comprehensive information is one of our company's responsibilities.
RAG regards all of the groups directly affected by its decisions and activities as stakeholders. We treat them with respect and endeavour to take account of their interests as far as possible.

In recent years we have made increased efforts to engage with our various stakeholders. A strategy for communicating with local residents and public authorities has been developed to ensure that they receive still fuller information at the various stages of projects, to widen our interaction with them, and to reach all concerned in official planning procedures in good time and in a transparent manner.

[GRI 103-2, GRI 103-3, GRI 102-16]

Our main stakeholders



Our motive for engaging in honest and sincere stakeholder dialogue is our desire to maintain the trust in our company, as this holds the key to our ability to implement our projects at affordable cost, to spot and resolve potential conflicts early on, and to maintain a continuous improvement process.

In 2013 we defined our stakeholders for the first time following an analysis by our CSR working group and management. This analysis has been regularly reviewed, and was last updated in June 2018. RAG was heavily involved in the consultations between ministries, regulators and stakeholders during the formulation of the Austrian climate and energy strategy.

[GRI 102-40, GRI 102-42]

Examples of involvement of EXTERNAL stakeholders

Examples of involvement of INTERNAL stakeholders

Information
providing transparent information

2018 Sustainability Report; corporate information on rag-austria.at; rag-erdgas-mobil.at; public information on current projects; press releases; events (project presentations, open days, plant tours, and trade fairs e.g. the Teconomy careers fair, and transport and alternative energy shows); brochures; information films; community and schools talks

Staff newsletter; info mails and e-learning on current topics (e.g. compliance and anti-corruption); weekly HSE reports; newsboard features with an HSE focus; staff events

Consultation and dialogue
Listening and learning, and open exchange

Attendance of conferences; regular meetings with public agencies, local authorities, residents and landowners; hosting of open days for local residents; participation in industry associations; face-to-face talks with prospective partners and customers; operating community offices; attendance of the Austrian Workers' Compensation Board accident prevention fair; seats on health and safety committees (BVEG committee)

Personal discussions; expert feedback rounds; works council discussions; management retreats; staff workshops; training courses and workshops (e.g. on data protection and anti-corruption); surveys following internal health events (automated feedback via email)

Participation
Active cooperation

Joint venture projects; research projects in conjunction with universities, and Climate and Energy Fund; participation in industry association and stakeholder working groups; site inspections; drills held in conjunction with service companies, contractors and emergency services (e.g. fire brigades)

Cooperation projects with various universities, especially University of Leoben, as well as undergraduates and summer work placements; internal audits, suggestions and recommendations regarding potential improvements as part of interdepartmental cooperation; workshops; working groups; participation in collective bargaining negotiations

[GRI 102-43]

The future interests me far more than the past, as I intend living in it.

Albert Einstein

Outlook for 2019

At a staff event in January 2019 RAG set up four counters, each of which focused on issues of long-term importance to the company. One was devoted to "Sustainability as a corporate objective". Employees were asked to note their take on the subject and attach their comments to a pinboard. This generated a mass of suggestions for internal improvements. The CSR working group will assess the issues raised and initiate appropriate action, to be covered by the next report.

Corporate governance and compliance

RAG Austria AG operates with a strong sense of social responsibility and in conformity with the relevant legislation.
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 shareholders. This relates to memberships or involvement in working groups held by various industrial associations.
See page 88 for a list of our memberships.

Anti-corruption and transparency

Our corporate philosophy states that RAG employees are forbidden from requesting or accepting preferential treatment or inducements, and from offering or providing such advantages to others. This applies to all transactions and all individuals, irrespective of whether they are private individuals or businesspeople, or public office holders. Our employees must avoid conflicts of interest between their personal affairs and the duties they perform for the company.
Employees are taught to distinguish between small gifts and inducements that breach the bribery threshold at mandatory annual training courses. Anything that goes beyond a minor benefit, such as those related to events attended in the company's interests, must be recorded in the internal reporting system. These reports must be submitted to the Executive Board and the Audit Committee at least once a year. The overarching principles here are transparency and disclosure of all such occurrences.
Donations and sponsorship of third parties requires the express permission of the Executive Board. All such activities are registered centrally and reported in summary to the Executive Board once a year.

[GRI 102-16, GRI 103-2, GRI 103-3]

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, a four-eyes principle, separation of functions, and internal guidelines for business processes.

Since 2008, selected critical business processes have been subject to systematic controls to assure their effectiveness and efficiency. Under the process-oriented ICS, individual steps are documented and checks are made to ensure they are carried out. All business transactions concluded on behalf of RAG must be booked or documented in accordance with the applicable regulations, and must be verifiable. Annual evaluations by the officer responsible for the process ensure that the ICS is kept up to date, and its effectiveness is also monitored by the internal audit function. The primary focus of the ICS is on the financial reporting system.

Data protection

Our data protection policy has been amended in accordance with the EU's 2018 General Data Protection Regulation (GDPR). It governs the treatment of personal data at the company, the conditions for processing data, the rights of data subjects, and reporting obligations. A data protection management process has been established to ensure effective data protection. This provides for annual reporting to the Executive Board. If employees have any questions they can contact the designated data protection officer, the HR department or the legal department. Prior to the entry into force of the GDPR the senior executives were advised by a data protection team. During these discussions an internal survey was conducted to register existing processing activities relating to personal data, and those concerned were sensitised to the need for data protection.

In 2018 all of our employees completed a mandatory e-learning course on the key aspects of our data protection policy and the GDPR. This course was followed up by a test of knowledge the award of a certificate for those who passed. New recruits are also trained.

In addition to the general data protection statement on the RAG Austria AG website, a separate data protection notice, on data protection relating to land management, has been published.

Key indicators for 2018

0	100 %	0	0	0
Political contributions (euro)	Percentage of employees who have received anti-corruption training	Confirmed incidents of corruption and actions taken	Reasonable complaints regarding breaches of protection and loss of customer data	Legal proceedings due to anti-competitive behaviour, cartel and monopoly formation

GRI 415-1, GRI 205-2, GRI 205-3, GRI 418-1, GRI 206-1

Goals	Measures implemented in 2018	Measures planned for 2019/20
Corporate strategy		
Acceleration of renewable energy R&D projects	✓ Conclusion of the Underground Sun Storage research project	
	✓ Execution of the second Underground Sun Conversion research project	• Implementation of additional phases of the Underground Sun Conversion research project – second well
Further development of the energy storage business model	✓ Optimisation of the organisational structure; new organisational units	• Ongoing optimisation of the organisational structure to reflect the increased emphasis on the innovative business development areas in the midstream (e.g. "green gas", LNG and CNG technology) and upstream (geothermal) sectors
	✓ Organisational merger of some businesses (RAG Austria AG, RAG E&P GmbH, RED, RAGSOL)	
Security of supply		
Interruption free provision of energy	✓ Maintaining the functioning of all plant and systems	• Modernisation of power circuits and substation at the Kremsmünster tank farm to ensure that the power supply and hence operation of the facility is uninterrupted
		• Increasing energy storage capacity in line with market demand
	✓ Expanding the redundancy of critical infrastructure	• Ongoing
		• Training and establishing an emergency response group to prevent power network outages and maintain the independent power supply
Protecting RAG Austria AG as critical infrastructure *Note: RAG Austria AG was assigned 'critical infrastructure' status, in accordance with the Federal Ministry of Internal Affairs (BMI), in January 2018.	✓ Setting up a separate project and organisational structure to implement the measures required to protect critical infrastructure	• Perception of the obligations implied by critical infrastructure and increasing resilience in blackout scenarios
		• Implementation of property protection measures
	✓ Creation of the post of Chief Information Security Officer (CISO) and preparation for the requirements of the network information security (NIS) directive	• Additional preparations for the transposition of the NIS directive

Goals	Measures implemented in 2018	Measures planned for 2019/20

Politically independent stakeholder representation

Industry wide cooperation to align and safeguard interests

- ✓ Publicising "green gas" cooperating with organisations including the Austrian FGW and Germany's Zukunft Erdgas e.V.

- Continued drive to raise awareness among political decision makers of the possibility of producing renewable gas ("green gas")
- Highlighting the potential of "green gas" as a means of hitting the climate targets

Stakeholder engagement

Increased involvement of key stakeholders

- ✓ Publication of the 2018 sustainability report in 2019

- Online employee surveys for staff and relevant external stakeholders
- Hosting an open day for local residents
- Interaction with internal and external stakeholders

Transparency and compliance

Improving internal transparency

- ✓ Ongoing measures to sensitise employees to the importance of transparent and honest conduct

- Continuation of compliance training courses focusing on transparency, anti-corruption and avoidance of conflicts of interest

Compliance with data protection regulations

- ✓ Training for all employees on our privacy policy and the General Data Protection Regulation (GDPR)

- Further efforts to sensitise employees to the need for careful treatment of personal data, and improvements to technical and organisational data protection measures

Safety

HSE management system

RAG's top priority is eliminating any exposure of its employees and contractors, and residents and areas affected by its operations, as well as the environment at large to risks, hazards and harm.
RAG has a proprietary health, safety and environment (HSE) management system. This establishes the framework and standards for all HSE activities, as well as mechanisms for identifying and assessing related weaknesses, the necessary corrective action, and verification of the latter.

The HSE management system establishes:

- ✔ Group HSE policies and objectives
- ✔ Clear responsibilities
- ✔ Organisational structures
- ✔ Applicable risk assessment methods
- ✔ Monitoring and corrective action
- ✔ Continuous improvement

[GRI 103-2]

Safe plant and work processes

Safe installations and work processes are paramount in gas production and storage, and the development of new energy technologies. The prime objective of our HSE policies is eliminating any exposure of the Group's employees and contractors, and residents and areas affected by its operations, as well as the environment at large to risks, hazards and harm; we aim to contribute to sustainable development.

Risk analysis

Our approach to risk identification and appraisal is based on risk analysis. An analysis is performed annually, as part of the HSE management review, and lays the groundwork for action to manage risk.

Attention is paid to identifying and assessing potential health and safety hazards at the planning stage of new projects. Projects are kept under observation throughout their life cycle, from start-up to ultimate decommissioning.

Zero accident goal

RAG's accident prevention efforts go beyond mere compliance with statutory regulations. In all our activities we follow the zero accident goal. To achieve this, we have established a dedicated managerial unit which systematically monitors adherence to our targets on the basis of the internal HSE management system, and supports its continuous implementation and improvement.

Besides the health and safety measures designed to protect our own workforce, we also integrate contractors closely in our safety activities. Thanks to clearly defined processes, good communications, and specific guidelines and instructions, we are able to provide these workers with maximum health and safety protection. We set out to strengthen awareness of executives', employees' and contractors' direct responsibility for health and safety. For example, prior to commencement of a project, we insist on all concerned performing 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 103-3, GRI 102-11, GRI 102-15]

All companies working on gas production installations must submit annual reports on accidents and environmental incidents. Safety measures and training are targeted at locations we see as potentially hazardous or incident prone. The HSE management system assigns clear responsibilities, and management is fully involved in the continuous monitoring and improvement process.

LTI (Lost time incident - more than 1 day downtime)

Plan 2018	Actual 2018	Plan 2019
≤ 3	1	0

LTIF (Frequency of LTI to 1 million working hours)

Plan 2018	Actual 2018	Plan 2019
≤ 3	1	0

Last-minute risk analysis – 5 x 5 minutes for five “W”s

Key Figures Safety 2018

safety indices	computation	Own employees	Employees of contractors	Total (own employees and contractors)
Occupational fatalities (FAT)	Number	0	0	0
Occupational accidents with lost working time (LWDC)	Number	0	1	1
Industrial accident with restricted Working capacity (RWDC)	Number	1	1	2
Occupational accidents with medical treatment (MTC)	Number	1	1	2
Omissions with fatal consequences	Number	0	0	0
Omission accidents (WU)	Number	7	0	7
Days lost due to work (LTI)	Number	0	1	1
Total of all accidents (TRI)	Number	1	2	3
Accident frequency rate (LTIF)	per million hours worked	0	1	1
Frequency of general reporters Accidents at work (TRIR)	per million hours worked	0	1	1
Frequency of fatal accidents at work	per million hours worked	0	0	0
Days absent due to serious accidents / LTI		0	93	93
Near misses (BU)	Number	5	1	6
Representation of employees in formal employer-employee committees for occupational safety and health protection	Occupational Safety Committee: Representative of the highest management, Chairman of the Central works council, occupational physician, head of GSU department, safety specialist, Safety representative, various company/area managers, specialists such as Fire Protection Coordinator, Explosion Protection Officer, Seveso Officer			

1 Occupational accidents with lost time (LWDC)

0 Omission accidents resulting in death

3 Total of all accidents (TRI)

0 Frequency of fatal accidents at work per million working hours

FAT: Fatality, accident with fatal consequences; LWDC: Lost Work Day Case; RWDC: Restricted Work Day Case; MTC: Medical Treatment Case; LTI: Lost Time Injury; TRI: Total Recordable Incident, sum of all accidents without first aid; LTIF: accident frequency rate

[GRI 403-2, GRI 403-1]

Integrity management

In the interests of still safer operation of our plant, beyond the existing measures, in 2018 a high-level integrity manager was appointed to look after all areas of integrity management and draw up a Group report. This rates our assets in terms of their resilience in the face of disturbing influences and exceptional operating states. For example, steps can be taken to reduce the risk of an outage and to enhance system recovery capability. This particularly relates to critical infrastructure, which is assessed for its performance in black-out scenarios.

Crisis and emergency management

The purpose of emergency management is to get to grips quickly with events that threaten the environment, operating facilities or human health. In consultation with the responsible authorities, we have drawn up emergency plans for our main sites which include external emergency services.
If necessary, an internal crisis management team can also be put in place, to lighten the burden on the emergency management system and advise the Executive Board on strategic decisions.
Regular training courses and drills, held in cooperation with the local emergency services, are used to prepare the emergency teams and crisis task force for real-life emergencies.

Cybersecurity

While digital protection is reinforced by firewalls and malware detection software, our people's awareness of the danger of cyberattacks is raised by newsletters and training courses. Key data is also protected by encryption systems, and other technical and organisational measures.
In preparation for the applicable requirements of the NIS Directive, and in particular to safeguard our process control system, the position of a Chief Information Security Officer (CISO) has been created. This will bring an improvement in all other aspects of information security, besides IT security as such.
These activities are being supported by the implementation of an information security management system.
In addition, we receive support from Austrian Energy Cert (AEC), the Computer Emergency Response Team for all members of the Austrian electricity and natural gas industry. It supports us in the detection of cyber attacks and the handling of security incidents. Within the framework of the EU NIS Directive, the AEC is the reporting office for mandatory reporting of security incidents by operators of critical infrastructure facilities.

[GRI 103-2]

Safety

Goals	Measures implemented in 2018	Measures planned for 2019/20
Improving the HSE management system	✓ HSE documentation incorporated in the management system	• Efficiency and quality gains through tailoring of the HSE management system to the organisational and operating environment, as well as process optimisation
	✓ Fulfilment of the integrity management targets across the entire RAG Group	• Group-wide compliance with the integrity management standards - Pipeline integrity management - Well integrity management - Facility integrity management
	✓ Implementation of the safety standards in the engineering design functions and integration of operational expertise	• Ongoing
		• Improved personal protective equipment
	✓ Help for users of the new IT application for updating health and safety documentation Computer aided provision of the plant safety documentation (evaluated workplaces wherever there are hazards)	• Computer aided generation of HSE (Sige-) documentation by means of a workplace evaluation carried out in the run-up to projects (database)
	✓ Implementation of the Seveso-III Directive	• Implementation of the Seveso-III Directive and auditing by the authorities
No incidents	✓ Servicing and maintenance by internal and external specialists	• Ongoing
	✓ Compliance with the general guidelines for plant construction: our own standards and regulations, and those of our suppliers, must be stricter than the statutory regulations	• Ongoing

Goals	Measures implemented in 2018	Measures planned for 2019/20
Emergency management and planning	✓ Adaptation of the emergency plans to new requirements	• Emergency drills held in conjunction with local emergency services
Crisis management	✓ Adaptation of the crisis task force to the organisation's current needs	• Training and emergency drills for the new crisis task force Updating of the emergency manual Information for local residents
Repulsion of cyberattacks targeting personal data	✓ Periodical newsletter and warnings about current incidents	• Internal awareness raising course aimed at better defence against cyberattacks on personal data
Strengthening of employees' awareness of their direct responsibility for health and safety (executives and non-executive employees and contractors)	✓ Staff training and development ✓ Systematic and consistent assessment of incidents, accidents and communication using case studies	• Advanced staff training courses • Ongoing
Prevention of incidents	✓ Focus on hand injuries, lifting and outdoor work ✓ Safety meetings at individual plant/departmental level, prevention programmes, alertness training, and 5x5 matrix LMRA (last minute risk analysis)	• Ongoing • Ongoing

Responsible approach to the environment

Environmental protection

Together with safety, environmental protection and responsible stewardship of Austria's natural resources are paramount in everything we do – especially gas storage. In order to underpin a systematic approach and continuous improvement, these policy areas are built into our health, safety and environment (HSE) management system.
As a result, the related processes and tasks are unambiguously defined, and the responsibilities concerned clearly assigned. In addition, outside experts are involved in these areas of our activities, ensuring that we keep up with the latest technological developments.
All the processes at storage facilities operated by RAG are designed for maximum environmentally friendliness. Minimising energy use and emissions, utilising waste prevention technology, and employing new technology to monitor and test the plant and pipelines are particularly vital. This is where internal control and an energy management system certified according to the ÖNORM EN ISO 50001:2011 standard come in.

Risk analysis

To spot potential environmental hazards in good time, we carry out risk analyses when planning plant construction projects, and employ combinations of technical and organisational countermeasures. Our facilities are monitored using intelligent systems that immediately spot deviations from the normal operational status and trigger automated responses followed up by action rapidly initiated by well trained staff. The preventive measures to protect the environment also include state-of-the-art maintenance management and fault detection systems.

[GRI 103-2, GRI 103-3, GRI 102-11, GRI 102-15]

Nature conservation

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. The „Green meadow to green meadow“ process, which tracks the history of a field development from the first intervention in the virgin site through to its restoration, follows the entire operational life of every single production system through to its abandonment as reflected in the administrative records and rights of way.
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 the dismantling of the technical installations and the removal of all foreign materials from the soil the land is completely recultivated and returned to its original, “greenfield” state.
When constructing permanent facilities such as those for gas storage, RAG is 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.

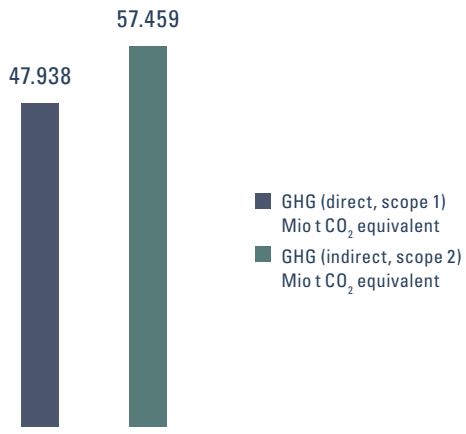
Efficient use of energy and resources

We strive to employ and distribute the energy required by our own installations as efficiently as possible. Bringing combined heat and power (CHP) plants onstream in Strasswalchen and Kremsmünster has enabled us to make exceptionally efficient use of power and heat from our production and storage facilities, and to inject this energy into public networks.

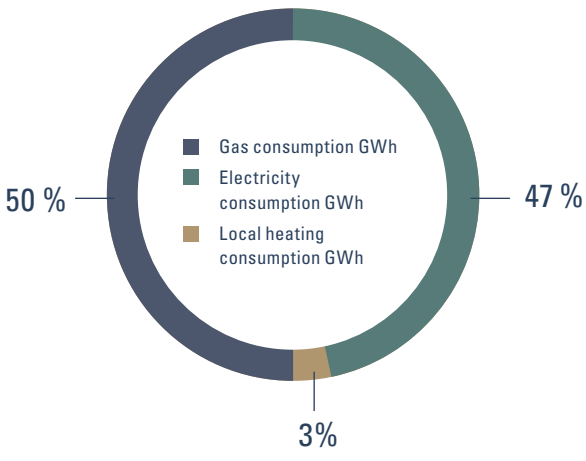
A vehicle emission reduction project, already under way for several years, involves changing over to a gas driven fleet, and rolling out the necessary refuelling infrastructure. This will slash carbon dioxide (CO2) emissions as compared to conventional fuels, and almost entirely eliminate emissions of fine particulates. The aim is to make it easier for RAG employees and customers, and the general public to switch to technology that is both affordable and more eco-friendly. For example, our workforce are being offered opportunities for internal purchases of CNG driven company cars which we subsidise with filling vouchers.

In addition, measures have been and are being taken in the area of processes and lighting to achieve savings of more than 3,500 MWh per year.

Emissions 2018



Energy Consumtion 2018



[GRI 305-5]

Key Figures Environment 2018

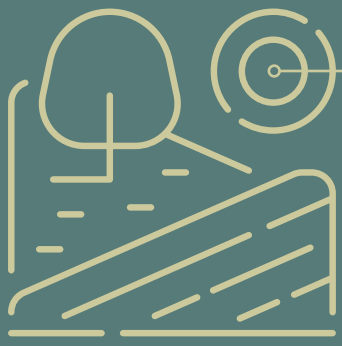
Energy		
Total energy demand*	GWh	355.7
Gas consumption	GWh	178.8
Electricity consumption	GWh	167.6
Local heating consumption	GWh	9.3
Energy intensity of storage**	GJ/to	0.197
biodiversity		
Deconstructions „Green Meadow - Green Meadow“	m²	101,321
emissions* **		
GHG (direct, scope 1)	thousand t CO2 - equivalent	47,938
GHG (indirect, scope 2)	thousand t CO2 - equivalent	57,459
Water		
Water consumption	m³	3,483
Waste water	m³	2,732

* The energy demand is covered almost exclusively by natural gas and electricity. Most of the electrical energy is purchased externally or directly from the Strasswalchen, Krift and Puchkirchen power plants. The local heat is supplied 100% from our own power plants.

** The energy intensity of the storage facilities describes the specific energy input required for the storage and retrieval of natural gas. This is thus an indicator of the efficiency of the gas storage facilities. However, the energy intensity fluctuates with the annual storage utilisation (nomination, max/min TOV - status) and thus does not always reflect the continuous increase in efficiency.

*** Scope 1: Includes all fuel/heating gas emissions generated at the sites. Including all consumption of the energy systems (combined heat and power plants, boilers); Scope 2: Determined from the product mix of the electricity suppliers for external electricity procurement.

[GRI 302-1, GRI 302-3, GRI 304-3, GRI 305-1, GRI 305-2, GRI 306-1]



101,321 m² Deconstructions „Green Meadow - Green Meadow

We are obliged to dismantle mining facilities that are no longer needed and restore them to their original „greenfield state". RAG Austria AG proceeds very thoroughly and extremely conscientiously with these dismantling works (liquidations).
If contamination is detected during the dismantling work, it is completely removed under the supervision of an expert, properly disposed of and confirmed in an expert opinion that the soil is free of contamination.

waste

1,003
tons oil-water mixture

27,378
tons of crude oil contaminated soil

1,135
tons of wastewater

22
commercial waste

3,483
m³ Water consumption

0 kg

Significant leakage of harmful substances

0 €

fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations

Key Figures Environment 2018

Waste		Mining	Waste Management Act	Total
Hazardous waste: RAG				
Waste electrical and electronic equipment	t		0,5	0,5
Waste oils	t		1,3	1,3
Oil-water mixture	t	1.002,7		1.002,7
Soil contaminated with crude oil	t	27.378,2		27.378,2
Oily workshop waste	t		3,0	3,0
Solvent-based halogen-free	t	37,1	11,6	48,7
solvent-water mixtures without halogenated solution	t	6,0		6,0
Other	t		0,2	0,2
Total hazardous waste	t	28.424,0	16,6	28.440,6
Non-hazardous waste				
Waste wood	t		4,2	4,2
waste paper, paper and Cardboard uncoated	t		2,3	2,3
Used metal	t		0,8	0,8
Waste electrical and electronic equipment	t		0,7	0,7
Waste water	t	1.117,4	17,9	1.134,5
Commercial waste	t		21,8	21,8
Other	t		0,5	0,5
Kitchen + canteen waste	t		1,7	1,7
Surface water	t		81,8	81,8
Sand trap contents	t	235,8		235,8
Washing and process water*	t	78,4		78,4
Total non-hazardous waste	t	1.431,7	130,8	1.562,5

Waste disposer

Bernegger GmbH, BME Bauer + Moosleitner Entsorgungstechnik GmbH, Bunzl & Biach GmbH, Energie AG Umwelt Service GmbH, FCC Austria Abfall Service AG, Fischer Entsorgungs- und Transport GmbH, Gemeindeamt Auerbach, Gemeindeamt Überackern, Kranzinger Franz GmbH Spezialerden Erzeugung, Municipal Department 48, Frankenmarkt Market Municipality Office, Strasswalchen Market Municipality, Reisswolf Akten- und Datenvernichtung GmbH, Rieger Austria Entsorgung u Verwertung GmbH, RHV Mattig-Hainbach, Salzburger Abfallbeseitigung GmbH, Saubermacher Dienstleistungs AG, UWEG Umweltschutz und Wertstoff-Recycling GmbH & Co KG

Significant leakage of harmful substances	kg	0

Significant leakage of harmful substances is a significant environmental hazard. Through technical and organisational measures, RAG strives to prevent such leakage from the outset or to reduce its effects. Such occurrences are recorded in the operating diaries according to reportable and non-reportable incidents.
No such occurrences were recorded in the year under review.

Fines and total number of non-monetary Sanctions for non-compliance environmental protection laws and regulations	€	0

Naturally, RAG's activities have a negative impact on the environment. In order to keep these to a minimum, legislative measures - laws, ordinances, notices - are used to draw up guard rails for the company. A legal management system helps to ensure compliance with these legal requirements. With success - no fines or other non-monetary sanctions were imposed in the year under review for non-compliance with environmental protection laws, ordinances or official notice requirements.

[GRI 306-2, GRI 306-3, GRI 307-1]

Goals	Measures implemented in 2018	Measures planned for 2019/20
Environmental protection		
Raising environmental awareness		• Implementing internal RAG sustainability initiatives including suggestions collected during the "Jahresauftakt 2019" - event • Raising employees' awareness of sustainability issues during the semi-annual field office meetings
Ongoing reductions in emissions and waste	✓ Receipt of ISO 50001 certification and continuous improvement of performance ✓ Updating of RAG's waste management concept ✓ Deployment of eco-friendly vehicles (CNG cars and LNG trucks) in the fleet ✓ Subsidisation of private purchases of fleet vehicles by employees – EUR 150 per year (over a four-year period)	• Implementation of recommendations made during the ISO 50001 certification process • Further updating of the waste management concept and the drilling waste plan • Continued use of green vehicles (CNG and LNG) in the fleet • Preparations for the deployment of electric vehicles at suitable locations and on suitable routes (shorter distances)
Assessment of local impacts		
Nature conservation	✓ Sensitive project planning and decision-making in the light of environmental analyses	• Ongoing
Reducing our environmental footprint	✓ Restoration of exploited gas field developments in accordance with the "Green meadow to green meadow" process ✓ Fulfilment of our post-closure care obligations by means of documented decommissioning, in consultation with independent experts and public agencies	• Continued restoration of abandoned gas field developments • Ongoing

Sustainable products

One of today's key policy goals is to develop and produce renewable energy from wind, water and the sun. However these energy sources have a major drawback: their output does not respond to energy demand, and is not storable.

The electricity grids cannot store power generated at peak times, so grid operators must currently adjust generation precisely to demand.

For some time now, RAG has been mounting a major drive to develop leading-edge sustainable technologies designed to make renewable energy accessible to consumers efficiently and in large amounts. Only when this has been achieved will energy supplies be secure despite the growing output fluctuations due to periods of weak sunlight and low water.

Key Figures 2018

6.9 million €

Research and development

1.02 million €

Financial support from the public sector: grants

50 %

Number of depleted reservoirs that will be stored in energy storage facilities until 2018 have been converted

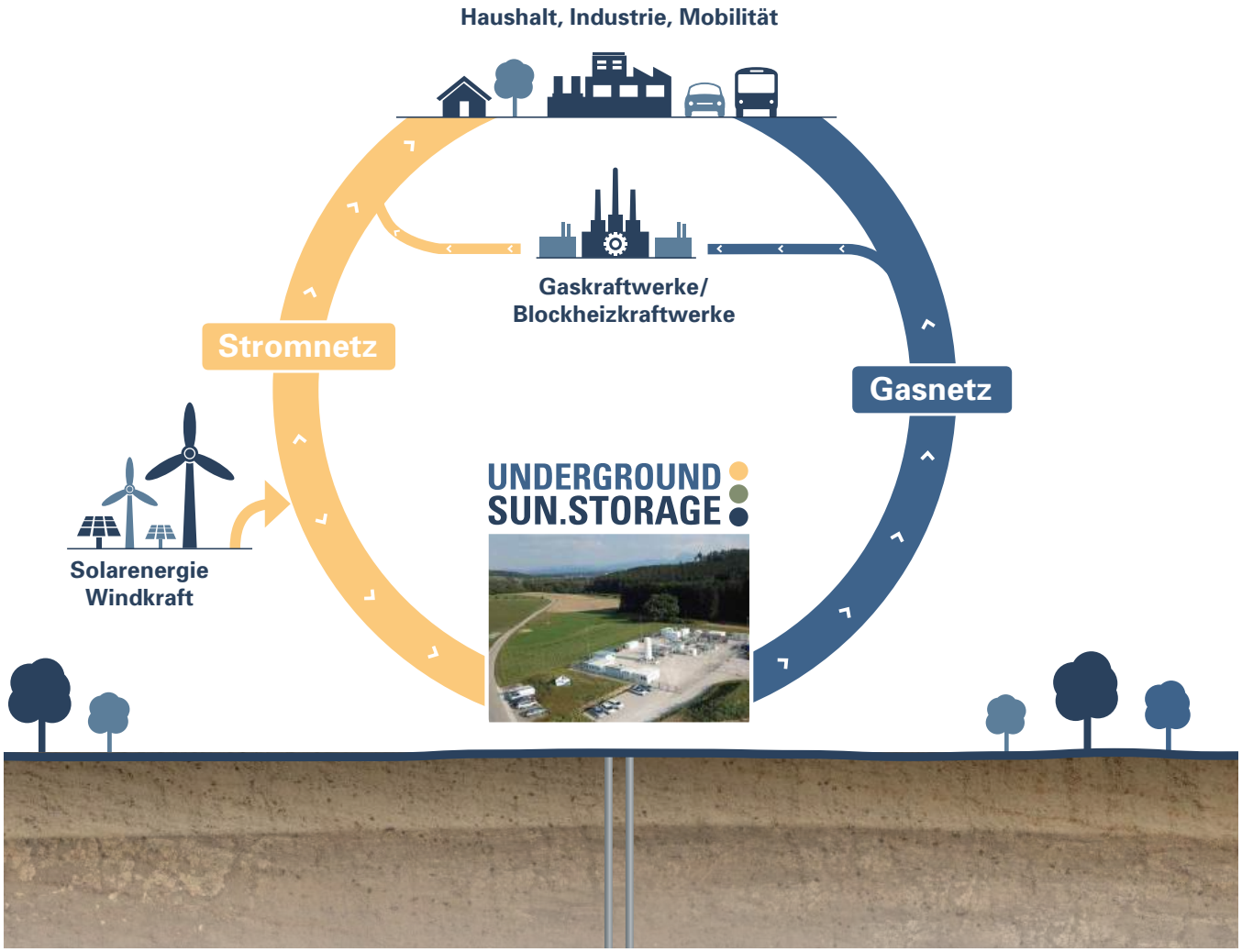
[GRI 103-2, GRI 203-2, GRI 201-4]

Underground Sun Storage

Research and development (R&D) project aimed at storing wind and solar energy underground

Seasonal conversion and storage

UNDERGROUND SUN.STORAGE



The storability of hydrogen produced by converting solar energy has been demonstrated at a small depleted gas reservoir in Upper Austria.

The Underground Sun Storage project was launched in 2013 and completed in 2017. Its purpose was to investigate the hydrogen tolerance of storage infrastructure, so as to demonstrate the feasibility of large-scale seasonal storage of renewable energy in former gas reservoirs by means of the admixture of hydrogen produced from renewables to the natural gas in place.

In nature, carbon and hydrogen have evolved as primary sources of energy, and the main ways in which energy is stored. We have taken these processes as a model and imitated them with so-called "power-to-gas" technology. This permits the conversion of surplus electricity into hydrogen or synthetic methane, large quantities of which could then be stored in existing gas infrastructure.

Building on the knowledge gained from the Underground Sun Storage project, RAG initiated a follow-up project, carried out by an international consortium that has been under way since March 2017. This lighthouse project is being financed by Austria's Climate and Energy Fund as part of its energy research programme.

Energy is never lost …

Hermann Ludwig Ferdinand von Helmholtz

Underground Sun Conversion

R&D project aimed at producing natural gas from renewable energy

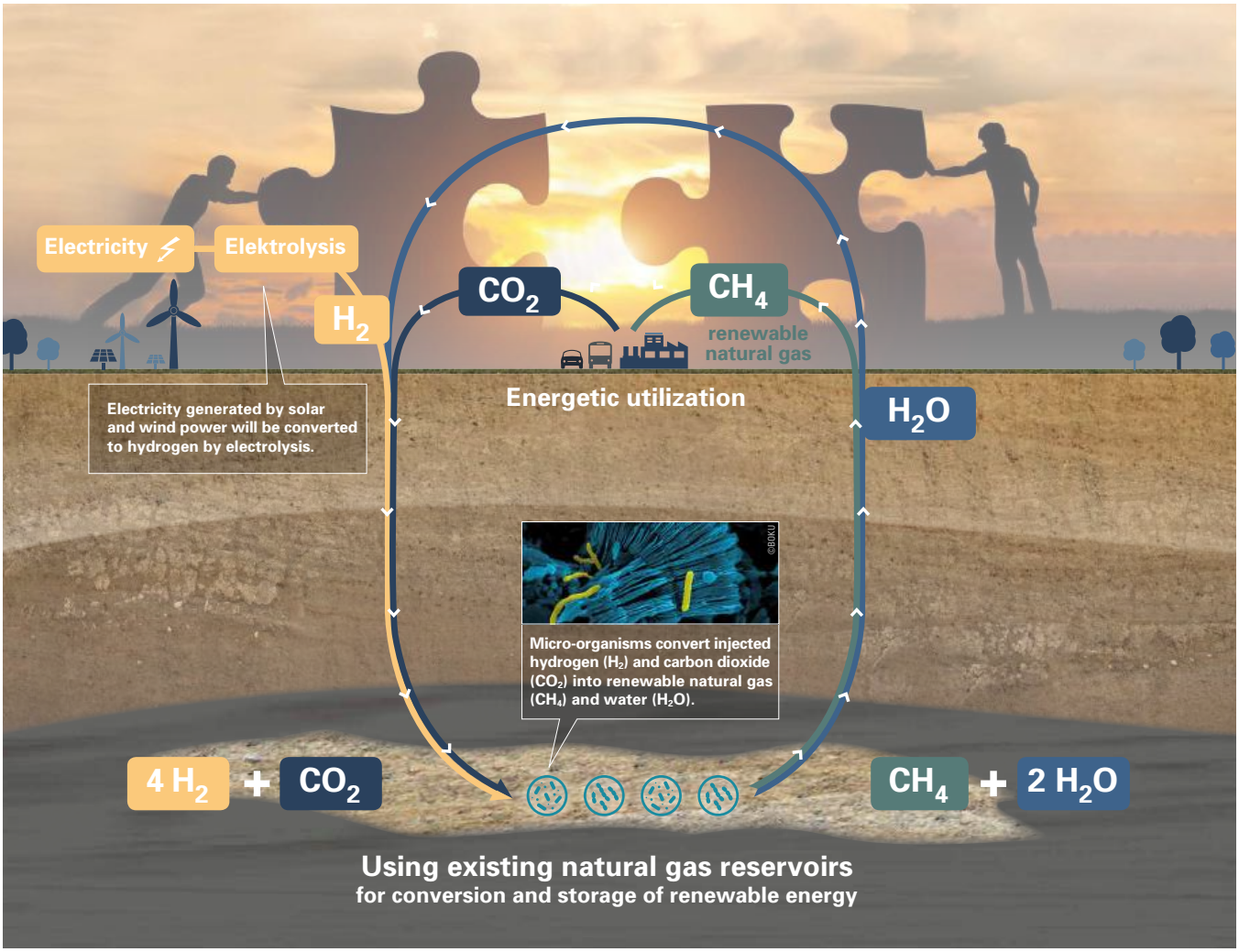
The aim of this R&D project is to produce and store renewable natural gas by converting hydrogen, from surplus renewable energy, together with CO2 (e.g. from biomass plants), with the aid of natural microorganisms, in an environmentally friendly manner, in natural underground reservoirs. It is designed to permit unlimited continued use of existing natural gas infrastructure in future.

For the first time, the formation of natural gas underground, long ago, is being emulated by a microbiological process – but shortened by millions of years.

First, hydrogen is produced from solar or wind energy and water in an above-ground facility (power-to-gas technology). Together with CO2 this hydrogen is then injected into an existing pore reservoir. At a depth of over 1,000 metres, naturally occurring microorganisms relatively quickly convert these substances into renewable natural gas.
Laboratory tests, simulations and scientific field tests are being carried out at an existing RAG reservoir. The project is due for completion by 2020, and it is hoped that it will yield useful information on the production of renewable synthetic natural gas ("green gas").

Sustainable Carbon Cycle

UNDERGROUND SUN.CONVERSION



Benefits

Carbon neutral

Renewable natural gas is carbon-neutral when it is used, because carbon dioxide is introduced and captured int the production process. This creates a sustainable carbon cycle.

Renewable energy becomes storable

Solar and wind power output fluctuates due to changing weather conditions, meaning that production cannot be adjusted to demand. The problem of storing renewable energy is solved by converting it into renewable natural gas.

Use of existing infrastructure

Existing infrastructure can be fully used for the natural production process, as well as for underground storage in natural gas reservoirs, and environmentally friendly transportation to consumers.

Natural gas on the move

Transportation is indispensable to any functioning economy. Unfortunately, however, road traffic causes about 45% of all emissions in the European Union.

The binding EU climate targets for heavy-duty vehicles require CO2 emissions from new trucks to fall by 15% by 2025, and by 30% by 2030 (reference level 2019).
The use of gas as a fuel can make a major, direct and immediate contribution to hitting the climate targets as natural gas is by far the most eco-friendly conventional energy source. Because of this numerous EU initiatives call for the increased use of CNG and LNG, as well as electric vehicles.

LNG – Liquefied Natural Gas

LNG is natural gas that has been converted to a fluid state by cooling it to a temperature of around -160°C.
The expansion ratio of natural gas from liquid to gaseous form is 1:600, meaning that large volumes of energy can be transported and stored as LNG.
Because of this LNG is suitable for long-distance, heavy vehicle traffic. In comparison with diesel, emissions of sulphur oxide and fine particulates from vehicles running on LNG are 95% lower, while nitrogen oxide emissions are over 80% and CO2 emissions up to 20% lower. Noise emissions from LNG vehicles can be up to 50% lower than those of diesel vehicles.

RAG aims to market LNG made from renewables ("green gas") for use as a transportation fuel and thus to offer a „climate-neutral" fuel („e-fuel").

CNG - Compressed Natural Gas

CNG has long been used in Austria as a fuel for cars, heavy goods vehicles and buses because it is exceptionally economical, safe and clean.
Since natural gas has a high hydrogen and low carbon content, up to 20% less CO2 is released than with petrol. As compared to diesel, nitrogen oxide emissions are 95% lower, and in comparison with petrol. The main emission from gas combustion is steam – and CNG vehicles emit virtually no fine particulates. Using CNG vehicles can significantly improve air quality, especially in urban areas. At the same time, CNG vehicles are 50% quieter than their petrol or diesel engined counterparts.
RAG has operated public, self-service gas filling stations at its sites in Gampern and Kremsmünster since 2014, and plans to roll out its forecourt network as market developments dictate.

50 %

lower noise emission due to CNG or LNG fuel

Reuse of natural reservoirs and wells

Geothermal projects

We are working hard on innovative, sustainable projects designed to promote decentralised energy supplies. Besides the conversion of depleted gas reservoirs into storage facilities, this involves the geothermal after-use of non-commercial or depleted wells. For example, geothermal projects in Fürstenfeld, Munich's Riem district, and the twin towns of Simbach and Braunau (on the border between Bavaria and Upper Austria), as well as some Styrian spas (Loipersdorf, Blumau and Waltersdorf), go back to previous drilling by RAG.
A successful pilot project – a deep borehole heat exchanger working in tandem with a local biomass plant – supplied more than 100 households in Neukirchen an der Vöckla with environmentally-friendly heating tapped 2,850m below ground.

RAG is one of the partners in Wien Energie's GeoTief Wien R&D project, which is carrying out a geological survey of eastern Vienna and its outskirts with a view to identifying the potential for environmentally friendly heating sourced from deep hot water reserves. To this end, 2D seismic was shot during the spring of 2017, and in autumn 2018 the resultant knowledge was deepened by a 3D seismic campaign.


RAG-ERDGAS-MOBIL.AT
ERDGAS TANKSTELLE

Goals	Measures implemented in 2018	Measures planned for 2019/20
Sustainable products		
Continued development of environmentally sound energy supply and storage	✓ Preparations for field trials and joint research with partners as part of the Underground Sun Conversion project	• Field trial of the pilot plant in Pilsbach as part of the Underground Sun Conversion R&D project Extension of the scheme by drilling a second well • Development of follow-up projects, building on the Underground Sun Storage project, aimed at large-scale, seasonal energy storage Integration of, and holistic approach to energy supply technologies (gas, electricity, heat and transportation)
	✓ Raising of public awareness of CNG by making incentive payments in the form of fuel vouchers to local customers for purchases of CNG-driven vehicles	• Ongoing • Admixture of “green gas”
	✓ Transitioning of the pilot ultra low temperature compression (ULTC) plant to routine operation	• Launch and expansion of LNG production in Austria Roll-out of LNG logistics to supply filling stations
		• Modernisation and increased availability of district heating plants (e.g. in Kremsmünster)
Geothermal	✓ Drilling phase of the Bruck geothermal project	• Construction of the Bruck geothermal plant in Garching an der Alz, Germany
Use of existing reservoirs for energy storage and the production of renewable gas*	✓ Ongoing evaluation of all depleted gas reservoirs for potential use as storage facilities	• Ongoing

*RAG has already converted 50% of its depleted gas reservoirs into gas storage facilities

A fair partner and a good neighbour

RAG as a business partner

RAG is known for its long-term ties with contractual partners and suppliers. These business relationships are characterised by fairness, probity, integrity and transparency. We value cooperation with companies that respect and operate in line with our principles.

We work under varied and constantly changing social, political and economic conditions. We believe that society's interests are best served by the free market. RAG advocates free competition. We set out to compete fairly and responsibly, and in conformity with current competition law. We will not prevent others from competing with us.

Transparent procurement processes

RAG is not a contracting authority according to the current classification, but is a public undertaking as defined by procurement law. As such, it forms part of the water, energy, transport and postal services sectors in the meaning of the Bundesvergabegesetz (Federal Public Procurement Act).
Since October 2018 we have been obliged to employ electronic procurement (e-procurement). All procurement procedures for supply and service contracts with a value equal to or greater than EUR 446,000, and for works contracts worth EUR 5,548,000 or more, must use electronic means. The latter include electronic notices and tenders, as well as electronic communication with interested parties, candidates and tenderers.
Our company will introduce an e-procurement process for contracts worth EUR 100,000 or more in the course of 2019. This will also extend to master agreements without fixed offtake amounts. As a result, we will be able to ensure that the best bidder in terms of the procurement criteria wins the contract, in a completely transparent procedure.

Purchasing criteria

We have included criteria with sustainability aspects in the procurement documentation for some products. This is the case with power, multi-function peripherals and printers.
The purchasing department works in close consultation with the HSE department. For example, we have strict standards, going beyond the statutory requirements, for the hazardous working materials that can be used at our installations. We regularly use internal processes to determine which hazardous working materials can be replaced by adequate substitutes. To this end, there is an internal information platform that supports cross-company cooperation.

[GRI 103-2, GRI 103-3]

RAG as a neighbour

Local links

Ongoing information exchanges with local authorities, public agencies and important local institutions are crucial to solid partnerships. Because of this, we constantly seek detailed discussions with stakeholders in order to minimise the environmental and social impact of our activities.
For example, we have developed a communication guide for local residents and councils in order to help them receive more comprehensive information at different stages of our projects, broaden interaction with them, and involve all concerned in the relevant official procedures in a timely and transparent manner.
Our motive for engaging in honest and sincerely meant stakeholder dialogue is our desire to maintain the trust in our company that determines our ability to implement our projects at affordable cost, to spot potential conflicts early on, and to maintain a continuous improvement process.

Commitment to host regions

RAG Austria AG sees itself as part of its host communities. This is shown by our preference for local procurement and job creation. Numerous guided tours of facilities, open days and partnerships demonstrate the strength of our commitment to the regions where we operate. For instance, we carry out regular training courses and drills with emergency services such as local volunteer fire brigades, and offer paid work placements and supervision of master's theses for students of the University of Leoben, as well as supporting local social welfare projects.

Indicators for 2018

74,0 %

Percentage of orders for goods and services placed in Austria

79,000 €

Donations

[GRI 102-43, GRI 204-1, GRI 201-1]

Goals	Measures implemented in 2018	Measures planned for 2019/20
Procurement processes		
Transparency of existing procurement templates	✓ Implementation of the e-procurement tool on our website: https://rag-austria.vergabe-portal.at	• Increase in the transparency of the procurement criteria (catalogue) Setting of a EUR 100,000 threshold for e-procurement of goods and services (down from EUR 446,000)
Sustainable purchasing criteria		• Phased introduction of sustainability criteria for some product groups
Treatment of the general public		
Open and transparent communication with public authorities, residents and local authorities	✓ Appearances at regional trade fairs in order to disseminate information on gas and its applications	
		• Expansion of cooperation with schools and colleges in the areas where we operate
	✓ Information talks for local communities	• Proactive engagement with our stakeholder groups (ongoing contact with local authorities and landowners)
Local links		
Community investment	✓ Assistance for local organisations of importance to host communities, such as fire brigades and social welfare associations	• Ongoing

Our responsibilities to employees

Treating employees with respect

Equal opportunities, integration and diversity are central to our corporate philosophy. RAG's workforce brings together many different nationalities, and all are treated absolutely equally in terms of pay and career opportunities, regardless of their ethnicity, gender, cultural background or religion.
We respect our employees' individual rights. We aim to provide our employees with high-quality, flexible and safe working conditions, and a stable, creative working environment, as well as deploying them as effectively as possible in line with their abilities, and promoting and supporting their personal development.
We seek to encourage our people to take a self-directed approach to tailoring their work to clear targets and responsibilities. We know that our company's commercial success depends on the commitment and collaboration of the entire workforce.

Staff training and development

In conjunction with selected institutes and professional trainers, we offer our employees a wide range of one-off training events and courses, certifications, and staff development and management programmes.

In 2019 the longstanding RAGademie is to be adapted to the changes in the organisation, and begin being more widely used again.
To promote interdisciplinary knowledge transfers and the sharing of experience with new employees, the RAGademie hosts specialised internal course modules.

[GRI 103-2, GRI 103-3, GRI 404-2]

Working time models

In both employees' and its own interests, RAG offers adapted and flexible working time arrangements, and hopes to expand these schemes in step with growing digitisation.
Some years ago, in response to a need for increased flexibility, we introduced additional working time and working practices models (part-time and teleworking, and four-day week). It is also possible to opt for various types of pre-retirement part-time working arrangements and sabbaticals.

Health at work

Under the motto "Gesundheit verbindet" („Be healthy together"), we have taken a raft of measures designed to protect and enhance employees' physical and psychological wellbeing.

This internal health programme is aimed at creating incentives to participate in health promotion activities. Employees can select activities related to movement, nutrition and relaxation. The health theme changes from year to year.

2017
"Gesunder Rücken" ("healthy back") to prevent postural damage

2018
"RAGfit und Hirngerecht Arbeiten in der Welt des Multitasking" ("RAGfit and brain-friendly working in the world of multitasking")

2019
"Bewegung und Bewusstseinsstärkung" ("Movement and awareness raising")

Every employee has a "health account" with an annual allocation of 500 health points that can be used to put together a personalised health programme. A given number of points are used up per chosen activity. In order to improve programme quality, participants are invited to give feedback on the activities selected.

The insights gained influence the following year's programme.

A number of activities can be attended free of charge. There is a choice of conventional nutrition, exercise and relaxation programmes, as well as vaccinations, check-ups and offerings reflecting the latest health trends. A regular health newsletter, designed to encourage staff to participate in the internal activities, also spotlights topical issues.

Our company has already received a number of accolades for its strong commitment to workplace health promotion:

- Workplace health promotion quality seal (2013–2015, 2016–2018 and 2019–2021)
- 2016 Preventive Medicine Award
- 2014 Austrian Award for Innovative Health Communication

Key Figures Employees 2018

Head count
(own employees)

210 total

Total head count
(inc. agency workers)

225 total

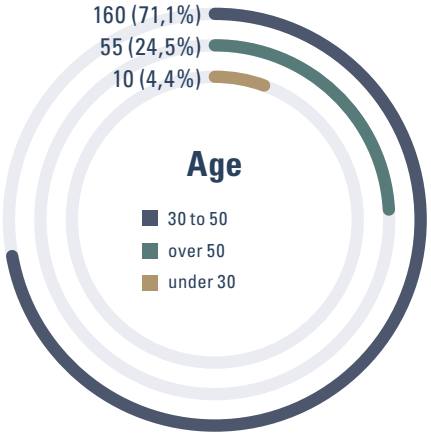
171 | 76 % Men

54 | 24 % Women

44 Executives
total | 19,6 %

41 | 93,2 %
Men

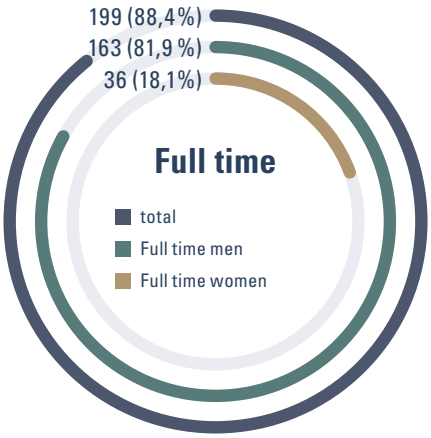
3 | 6,8 %
Women

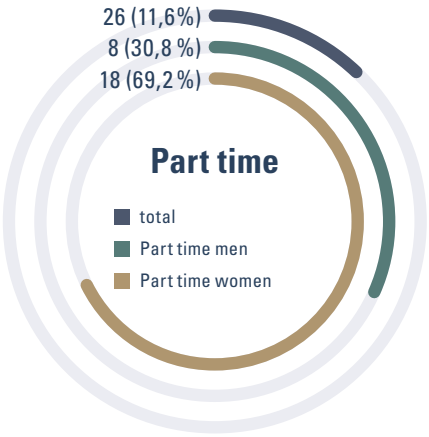


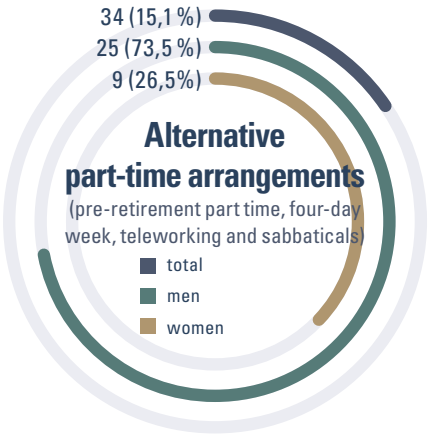
15,1 %
of employees use alternative part-time models

9,3
average years of service

12
foreign employees = 5,3 %

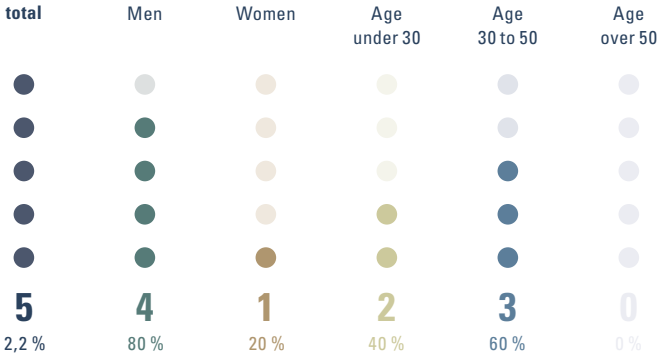




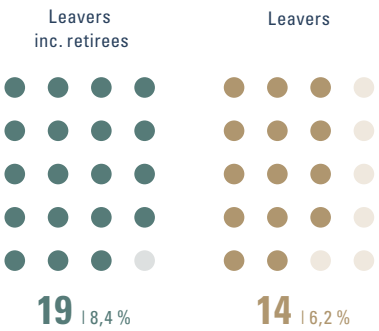


[GRI 102-7, GRI 102-8, GRI 405-1]

New employees



Leavers



Training costs

230,000
Total training costs in euro

1,022
Training costs per employee in euro

Sick leave days

5,3 Sick leave days per employee

6,9 Sick leave days (inc. long-term sick leave) per employee

4 Number of employees on long-term sick leave

Parental part-time working

11 | 4,9 % total

2 | 18,2 % Men

9 | 81,8 % Women

Maternal/ paternal leave

7 | 3,1 % Maternal leave

11 | 4,9 % Paternal leave

There are no differences

Occupational benefits that are only available to full-time employees and not to temporary staff or part-timers.

100 %

Percentage of salaried employees who receive regular appraisals of their performance and development

0

Incidences of discrimination and corrective action

100 %

Percentage of salaried employees covered by collective bargaining

[GRI 401-1, GRI 403-2, GRI 401-3, GRI 401-2, GRI 404-3, GRI 406-1, GRI 102-41]

Goals	Measures implemented in 2018	Measures planned for 2019/20
Gender equality		
	✓ Gender pay gap calculated	• Action to equalise pay where necessary
New work culture		
Staff development activities	✓ Staff development activities connected with the RAGkademie, aimed at broadening employees' skills and optimising interdisciplinary cooperation in the fields of surface engineering, geology, reservoir management and subsurface engineering.	• Drive to expand staff development activities associated with the RAGkademie, and short-term job rotation opportunities aimed at enhancing knowledge transfers and interdisciplinary collaboration
	✓ Programmes designed to promote the appointment of women to leadership roles, and to develop the skills of employees aged 50 and over (in cooperation with the AMS [Public Employment Service Austria])	• Staff development activities focused on executive development and project management
Alternative working time models	✓ Proactive promotion of increased use of the attractive alternative part-time working models, with the focus on pre-retirement part-time working arrangements	• Updating and expansion of the pre-retirement part-time working offers
Digitalisation of HR processes		• More efficient and user-friendly HR processes for employees and managers, including goal setting agreements arising from performance reviews, mobile use of SAP applications, and optimisation of the travel expense reimbursement process

Goals	Measures implemented in 2018	Measures planned for 2019/20
Workplace health management		
Keeping employees fit	✔ Workplace health promotion “Brain-friendly working in the world of multitasking” strand	• Workplace health promotion: Focus “Movement and awareness raising” • 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])
	✔ Introduction of height adjustable desks to prevent postural damage	• Ongoing
	✔ Introduction of “myClubs” subscriptions as an additional dimension to the sport and health activities	• Ongoing

Glossary

Term	Abb.	Description
Carbon dioxide	CO_2	Carbon dioxide is an odourless and colourless gas with an average residence life in the atmosphere of 120 years. Anthropogenic carbon dioxide arises, among other things, from the combustion of fossil fuels (coal, oil and natural gas), and accounts for most of the greenhouse effect caused by human beings. The main sources are power and heat generation, households and small consumers, transport and industrial production.
Chief Information Security Officer	CISO	The Chief Information Security Officer is the executive officer with overall responsibility for data security in the Company.
Compliance		Conformity with rules, regulations and legislation, as well as self-imposed ethical standards and other companies' requirements.
Compressed Natural Gas	CNG	Highly compressed gas which, unlike LNG, is still gaseous.
Corporate Governance		The regulatory framework governing management and its supervision. Corporate governance concerns the transparency and accountability of top management in its dealings with stakeholders.
Corporate Social Responsibility	CSR	Corporate social responsibility is the debt that a company owes to society. Businesses that are conscious that their activities influence society and the environment actively search for solutions that will minimise any negative impacts of their actions.
Decarbonisation		The combustion of fossil fuels produces carbon dioxide (CO2), which accumulates in the atmosphere and intensifies the greenhouse effect. Decarbonisation is the reduction of CO2 emissions through the use of fossil fuels in the energy industry.
Downstream		Downstream, one of the three main stages of the gas industry, is the stage that comprises the marketing and trading of natural gas.
Emissions		Pollutants released into the atmosphere, e.g. by factory chimneys, which cause air pollution. The wider definition includes all emissions of solid, liquid and gaseous materials, as well as noise, heat, light and radiation.
Erdölbevorratungsgesetz (Oil Stockholding Act)	EBG	An Austrian federal law on the maintenance of minimum stocks of crude oil and oil products.
Facility Management System	FMI	Management system for the systematic maintenance of gas plant and equipment.

Term	Abb.	Description
Geothermal		Geothermal energy is the use of heat from underground and one of the renewable energy sources. The geothermal energy can be used directly, for example for heating, or indirectly to generate electricity.
Global Reporting Initiative	GRI	An initiative aimed at developing globally applicable guidelines for sustainability reporting, and thus standardised presentation of the economic, environmental and social dimensions of companies' performance.
„Green gas"		"Green gas", i.e. renewable gas, is obtained as biogas from household waste and plant residues, and as synthetic gas from surplus power ("power to gas").
Hydrocarbons		Hydrocarbons are organic compounds which mainly consist of carbon and hydrogen. Crude oil and natural gas are mixtures of different hydrocarbons.
Institut für Gesundheitsförderung und Prävention (Institute for Health Promotion and Preventive Medicine)	IfGP	The IfGP is a subsidiary of the VAEB (Insurance Institution for the Austrian Railways & Mining Industry), the Hauptverband der österreichischen Sozialversicherungsträger (Main Association of Austrian Social Security Institutions) and the Oberösterreichische Gebietskrankenkasse (Regional health insurance organisation for Upper Austria).
	IKS	Internal Controlling System
	ISO 26000	An international CSR standard providing guidance and recommendations on how organisations of all types should operate to be regarded as socially responsible.
Liquefied Natural Gas	LNG	LNG is natural gas that has been converted to a fluid state by cooling it to a temperature of around -160°C. The expansion ratio of natural gas from liquid to gaseous form is 1:600, meaning that large volumes of energy can be transported and stored as LNG.
Methane		This colourless and odourless gas occurs naturally, and is the main constituent of natural gas.
Midstream		Midstream is a term used to describe one of the three major stages of oil and gas industry operations. Midstream activities include the storing, transporting of natural gas.
Natural gas		This term refers both to naturally occurring gaseous elements such as natural gas and to gas made from biomass. It always denotes a gas mixture, the main constituent of which is methane. While natural gas occurs as a combustible, colourless and normally odourless gas in underground reservoirs, biogas arises during the fermentation of biomass.
NIS Directive		EU directive concerning measures for a high common level of security of network and information systems across the European Union. To this end, member states are called upon, among other things, to draw up national NIS strategies, to require businesses in economically or socially essential sectors to take adequate security measures, and to report serious incidents.

Term	Abb.	Description
Pipeline Integrity Management	PIM	A management system for monitoring and assessing pipelines.
"Power to gas"		Wind + sun = gas: The revolutionary new "power to gas" technology comes down to this simple formula. The idea is to convert renewable electricity into hydrogen or methane, thereby rendering it storable.
Seveso-III Directive		The Seveso-III Directive (Directive 2012/18/EU) was adopted by the European Union with the aim of preventing major accidents involving dangerous substances in industry. It is believed that its transposition will result in a high level of protection for man and the environment.
Sicherheit und Gesundheit	SiGe	HSE Documentation - Health, Security, Environment
Sustainable Development Goals	SDGs	The United Nations' Sustainable Development Goals are a call not just to governments but also to businesses to join forces to seek common solutions to global challenges.
	SOL	South-East-Pipeline
	TAG	Trans Austria Pipeline
THG-Emissionen Scope 1		These are all direct emissions generated at the company's sites.
THG-Emissionen Scope 2		These are all indirect emissions, e.g. from the generation of electricity, steam or thermal energy, which the company obtains from external sources.
Upstream		Upstream, one of the three main stages of the gas industry, is the stage that involves the exploration and production of natural gas.
Versicherungsanstalt für Eisenbahn und Bergbau Insurance Institution for the Austrian Railways & Mining Industry	VAEB	The VAEB is responsible for the health, accident and pension insurance of ÖBB (Austrian Federal Railways), private railway and aerial ropeway employees. In the case of mining companies, the VAEB likewise looks after employees' health and pension insurance, while AUVA provides their accident insurance.
	WAG	West Austria Pipeline
Well Integrity Management	WIM	A management system for monitoring the integrity of uncompleted and completed wells, including the wellheads.

GRI standards index

GRI	Description	Page
102	General disclosures	
	Organizational profile	
102-1	Name of the organization	2
102-2	Activities, brands, products, and services	6, 12
102-3	Location of headquarters	7
102-4	Location of operations	7
102-5	Ownership and legal form	9
102-6	Markets served	6
102-7	Scale of the organization	10, 78
102-8	Information on employees and other workers	78
102-9	Supply chain	12
102-10	Significant changes to the organization and its supply chain	9
102-11	Precautionary principle or approach	40, 50
102-12	External initiatives	19
102-13	Membership of associations	88
	Strategy	
102-14	Statement from senior decision-maker	1
102-15	Key impacts, risks, and opportunities	18, 20, 40, 50
	Ethics and integrity	
102-16	Werte, Grundsätze, Standards und Verhaltensnormen	30, 34
	Values, principles, standards, and norms of behaviour	
102-18	Governance structure	8, 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	8
102-32	Highest governance body's role in sustainability reporting	2
	Stakeholder engagement	
102-40	List of stakeholder groups	31
102-41	Collective bargaining agreements	79
102-42	Identifying and selecting stakeholders	31
102-43	Approach to stakeholder engagement	32, 71
102-44	Key topics and concerns raised	23
	Reporting practice	
102-45	Entities included in the consolidated financial statements	9

GRI	Description	Page
102-46	Defining report content and topic boundaries	22
102-47	List of material topics	24 ff
102-48	Restatements of information	Nicht relevant, da erster Bericht
102-49	Changes in reporting	Nicht relevant, da erster Bericht
102-50	Reporting period	2
102-51	Date of most recent report	Nicht relevant, da erster Bericht
102-52	Reporting cycle	2
102-53	Contact point for questions regarding the report	2
102-54	Claims of reporting in accordance with the GRI Standards	2
102-55	GRI content index	85
102-56	External assurance	2
103	Management approach	
103-1	Explanation of the material topic and its boundary	24 ff
103-2	The management approach and its components	21, 30, 34, 39, 44, 50, 59, 70, 76
103-3	Evaluation of the management approach	21, 30, 34, 40, 50, 70, 76
200	Economic topics	
	Economic performance	
201-1	Direct economic value generated and distributed	10, 71
201-4	Financial assistance received from government	59
	Indirect economic impacts	
203-2	Significant indirect economic impacts	10, 59
	Procurement practices	
204-1	Proportion of spending on local suppliers	71
	Anti-corruption	
205-2	Communication and training about anti-corruption policies and procedures	35
205-3	Confirmed incidents of corruption and actions taken	35
	Anti-competitive behaviour	
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	35
300	Environmental topics	
	Energy	
302-1	Energy consumption within the organization	53
302-3	Energy intensity	53
	Biodiversity	
304-3	Habitats protected or restored	53
	Emissions	

GRI	Description	Page
305-1	Direct (Scope 1) GHG emissions	53
305-2	Energy indirect (Scope 2) GHG emissions	53
305-5	Reduction of GHG emissions	52
	Effluents and waste	
306-1	Water discharge by quality and destination	53
306-2	Waste by type and disposal method	55
306-3	Significant spills	55
	Environmental compliance	
307-1	Non-compliance with environmental laws and regulations	55
400	Social topics	
	Employment	
401-1	New employee hires and employee turnover	79
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	79
401-3	Parental leave	79
	Occupational health and safety	
403-1	Percentage of total workforce represented in formal joint management– worker health and safety committees that help monitor and advise on occupational health and safety programs	43
403-2	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities	43, 79
	Training and education	
404-2	Programs for upgrading employee skills and transition assistance programs	76
404-3	Percentage of employees receiving regular performance and career development reviews	79
	Diversity and equal opportunity	
405-1	Diversity of governance bodies and employees	78
	Non-discrimination	
406-1	Incidents of discrimination and corrective actions taken	79
	Local communities	
413-2	Operations with significant actual and potential negative impacts on local communities	51
	Public policy	
415-1	Political contributions	35
	Customer privacy	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	35

Association memberships

(in alphabetical order)

AAPG	American Association of Petroleum Geologists
AUVA Forum Prävention	Allgemeine Unfallversicherungsanstalt (Austrian Workers' Compensation Board) Prevention Forum
BVEG	Bundesverband Erdgas, Erdöl und Geoenergie e.V. (Federal Association of Natural Gas, Petroleum and Geoenergy)
BVL	Bundesvereinigung Logistik Österreich (Austrian Federal Association of Logistics)
DVGW	Deutscher Verein des Gas- und Wasserfaches (German Technical and Scientific Association for Gas and Water)
EAGE	European Association of Geoscientists & Engineers
FGW	Fachverband Gas Wärme (Association of Gas and District Heating Supply Companies)
FVMI	Fachverband der Mineralölindustrie (Austrian Petroleum Industry Association)
GBA	Geologische Bundesanstalt (Geological Survey of Austria)
GIE	Gas Infrastructure Europe
HIPS-NET	Hydrogen in Pipeline Systems - Network
IGU	International Gas Union
INES	Initiative gas storage Germany
IV	Industriellenvereinigung Österreich (Federation of Austrian Industries)
IV NÖ	Industriellenvereinigung NÖ (Federation of Austrian Industries Lower Austria)
IV OÖ	Industriellenvereinigung OÖ (Federation of Austrian Industries Upper Austria)
IV Sbg.	Industriellenvereinigung Salzburg (Federation of Austrian Industries Salzburg)
NGVA	Natural & bio Gas Vehicle Association
ÖCI	Österreichisches Controller Institut
ÖGEW	Österreichische Gesellschaft für das Erdölwesen (Austrian Society of Petroleum Engineering)
DGMK	Deutsche Wissenschaftliche Gesellschaft für Erdöl, Erdgas und Kohle e.V. (German Society for Petroleum and Coal Science and Technology)
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)
SCC	Sectorkomitee Österreich (SCC Sector Committee Austria)
WKÖ	Wirtschaftskammer Österreich (Austrian Federal Economic Chamber)
WKOÖ	WKOÖ - Wirtschaftskammer OÖ (Upper Austria Economic Chamber)
	Zukunft Erdgas e.V. Deutschland (Germany)

[GRI 102-13]

Legal information

Published by: RAG Austria AG, Schwarzenbergplatz 16, 1015 Vienna
Pictures: RAG archives, steve.haider.com, Karin Lohberger Photography and fotolia.de
Graphic design and infographics: Marianne Prutsch Werbeagentur
Sustainability consultancy: Maria-Domenica Tscherne - csr-vienna
Print: Salzkammergut Druck
Status: July 2019

UW 784

Future

"Your task is not to foresee the future, but to enable it."
Antoine de Saint-Exupery

Energy

"Energy is never lost ..."
Hermann Ludwig Ferdinand von Helmholtz

Innovation

"Utopias are often only premature truths."
Alphonse de Lamartine

RAG Austria AG
Schwarzenbergplatz 16
1015 Vienna, Austria
office@rag-austria.at
rag-austria.at
sustainability.rag-austria.at