



## Health, Safety, and Security

Health, safety, and security constitute an integral part of our commitment to conducting our business in a responsible way. We continuously aim to improve our employees' ability to work through integrated health management. We build on sustainable safety for protecting people by providing a safe and healthy workplace and ensuring the integrity of our plants. And we protect people and assets from emerging intentional malicious threats.

OMV's long-term business success is dependent on our ability to continually improve the quality of our business activities while protecting people, the environment, assets, and our reputation. The Health, Safety, and Security strategic focus area emphasizes reducing health and safety risks for OMV employees and customers, as well as protecting assets, information, and operations against any threat. Particularly in a global pandemic, our Company's resilience is dependent upon our emergency and crisis management capabilities, our health initiatives, and the steps we take to improve our employees' integrative well-being.

### Health, Safety, and Well-Being

#### Material Topic: Health, Safety, and Well-Being

Reducing health and safety risks for OMV employees, customers and third parties, such as communities, and promoting physical and mental health in an integrative way.

#### Key GRI

- ▶ GRI 403: Occupational Health and Safety 2018
- ▶ GRI 416: Customer Health and Safety 2016

#### NaDiVeG

- ▶ Employee and social concerns

#### Most relevant SDGs



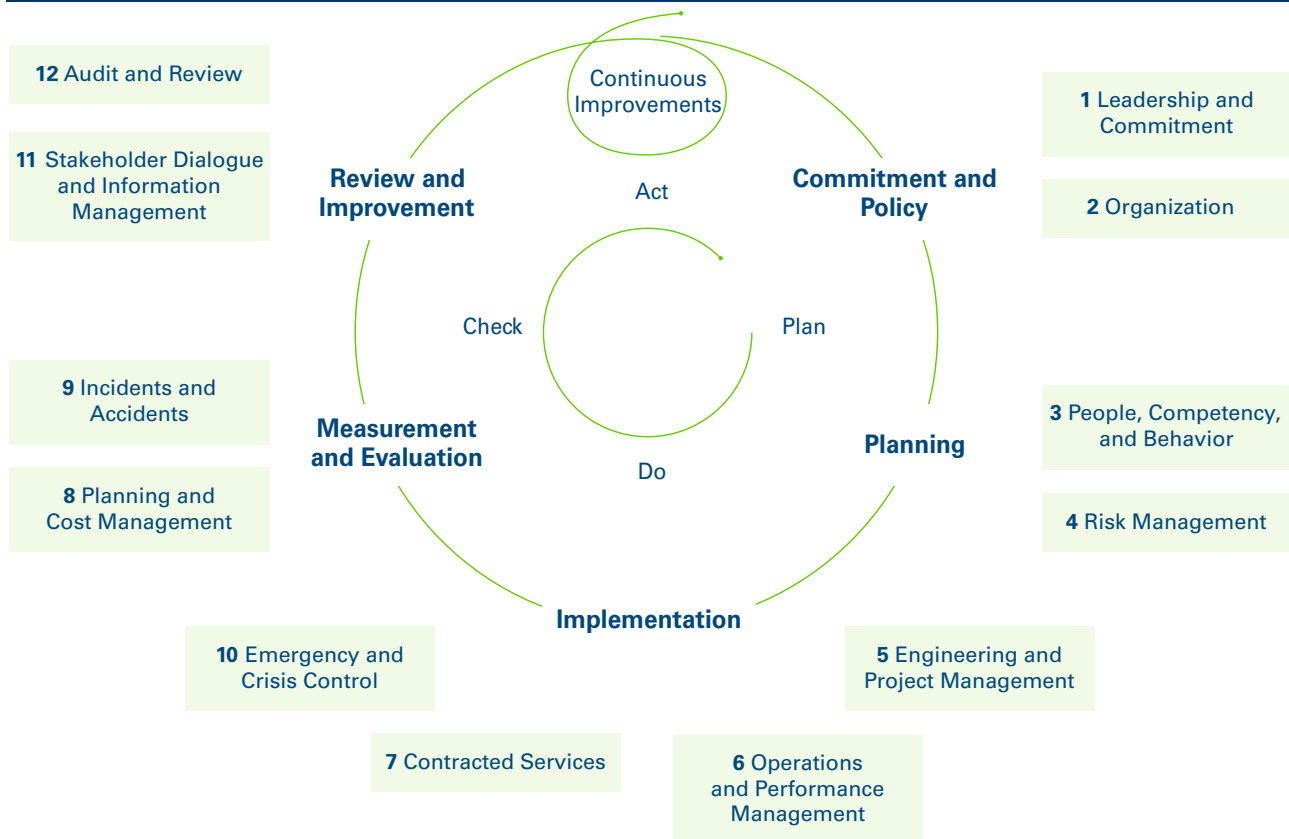


Ensuring the health, safety, and security, of our employees, contractors, and assets is essential for OMV. Employee well-being and health are the foundation for successful company performance as they are core elements of ensuring the ability to work. OMV aims to adhere to the highest standards to provide its employees and contractors a safe workplace.

OMV's HSSE vision is "ZERO harm – NO losses." The vision is embedded in the [HSSE Policy](#), which is OMV's public commitment to health, safety, security, and the environment. Our chemicals subsidiary, Borealis, is committed to implementing the guidelines of the Responsible Care Global Charter, which is the chemical industry's voluntary initiative aimed at continuous improvement in health, safety, and environmental performance.

HSSE management is governed by the internal HSSE Directive, which defines key expectations in compliance with internal HSSE regulations at various levels of the organizational structure as well as across Group and local functions. This internal Directive sets out the principles and rules for the management of HSSE-related risks and activities throughout the life cycle of the Group's business and activities, including capital projects, mergers, and acquisitions. The Directive also defines key HSSE responsibilities for all OMV Group employees, partners, and contractors. It additionally stipulates the continuous improvement of HSSE performance. The HSSE Directive defines core aspects of HSSE management, grouped into twelve elements revolving around the "Plan-Do-Check-Act" cycle. For each element, the HSSE Directive defines the approach to follow for effective HSSE management.

### Core Aspects of HSSE Management



Other corporate regulations governing the topic are HSSE Risk Management, Process Safety Management, Occupational Safety Management, Contractor HSSE Management, Management of Hazardous Substances, and Personnel Transportation, as well as Reporting, Investigation, and Classification of Incidents, which together provide the framework for safety management. Our Major Accident Prevention Policy sets out the overall aims and guidelines for controlling the risk of a major accident as part of OMV Group's operations. Acknowledging that the risk of major

accidents in onshore or offshore operations related to oil and gas extraction, transportation, refining, and distribution activities is significant, and recognizing that such major accidents can have severe consequences for the environment and affected persons, OMV firmly believes that a strong safety culture is the foundation for all of its operations and relationships with contractors. Our Contractor HSSE Management Standard defines the minimum requirements for integrating HSSE issues into all phases of the contract life cycle and into the contractor management



process. The standard aims to define a standardized process for the HSSE management of contractors, from selection through contract close-out.

In 2021, all OMV Group HSSE regulations were subjected to an intensive review process, with the aim of facilitating alignment between OMV Group and Borealis regulations. As a result, we identified and agreed on important updates, stemming not only from this alignment process but also from practical experience with implementation at OMV and OMV Petrom. A full set of 15 of OMV Group's HSSE regulations were updated.

## Governance

The health and safety of the people who work for us are key priorities at OMV. The HSSE Strategy and its implementation are aligned with and fully embedded in the Corporate Strategy and the corporate governance structure. Leadership responsibility is assigned to the members of the Executive Board.

The Executive Board's remuneration is subject to a "Sustainability Multiplier." Key safety KPIs, such as fatalities and the TRIR, are part of the Sustainability Multiplier. In addition, a Health, Safety, Security, and Environmental (HSSE) malus may also be applied to overall target achievement. In situations where a severe health, safety, and security, or environmental breach has occurred, the Remuneration Committee can reexamine the level of the Long-Term Incentive Plan (LTIP) payout and, depending on the extent of the infraction, reduce it at its reasonable discretion, to zero if necessary.

In 2021, we defined focus areas related to safety, with an Executive Board member assigned as the owner of each. For instance, one OMV Executive Board Member serves as the focus topic owner for process safety performance in the OMV Group. In regular update meetings, the owners discuss updates on process safety challenges and achievements.

Group HSSE is responsible for coordinating health and safety topics across the Group. Group HSSE is led by the SVP HSSE, who reports directly to the Chief Executive Officer. The OMV Group HSSE department is organized in specialized teams with experienced experts in the following areas:

- ▶ Development and implementation of OMV's HSSE strategy, regulations, and processes
- ▶ HSSE risk assessment
- ▶ Incident investigation
- ▶ HSSE data analysis and reporting
- ▶ Health management

- ▶ Occupational safety management
- ▶ Environmental management
- ▶ Process safety management
- ▶ Security and resilience management

This is supplemented by local HSSE officers at each site along with local subject matter experts. For example, in each refinery, we have a dedicated employee who heads up the process safety management. This person is in direct contact with and actively collaborates and communicates with all departments that manage process safety as part of their daily business. This person also receives process safety guidance from a centralized Process Safety Advisor overseeing the whole of the Refining business unit.

In addition, there are HSSE departments at OMV Petrom and Borealis, which oversee their specific issues and coordinate their local HSSE officers and experts. The OMV Petrom and the Borealis HSSE departments report functionally to the SVP HSSE at Group level.

In line with the HSSE Directive, clear roles and responsibilities are defined for all staff, line management, and senior management. Line management is responsible for ensuring that HSSE issues are integrated into all business decisions and activities. They are required to demonstrate commitment and leadership by acting as role models and taking appropriate measures to control and manage all HSSE risks in their spheres of responsibility. OMV's HSSE management includes interaction with employees or their representatives (work councils, trade unions) as a channel of engagement regarding issues that are particularly important and necessary for improvement. For instance, Borealis has HSE Forums at each location where employee representatives are consulted and informed about the HSE management system. The HSSE department organizes HSSE Days for OMV's various units to inform employees about HSSE topics.

## Health

The well-being and physical and mental health of our employees are the foundations for a successful company. Health management at OMV is both a strategic and an operational system. Its success depends on leadership, commitment, and participation at all levels and functions in the organization, from medical specialists and partners to employees.

### Specific Policies and Commitments

We have established a Group-wide health care standard to ensure a high level of care for employee health across the Company. OMV's internal Group Health Standard describes the main principles, roles and responsibilities, and lines of communication within the OMV Group. The standard



provides a framework for managing preventive health measures and curative health care as well as collaboration among HSSE specialists. It supplements local legal requirements, allowing us to establish a harmonized level of health care services and access to medical facilities at all OMV sites.

The Group Health Standard governs the work of operative medical service providers in relation to the following areas:

- ▶ Planning of human resources, medical facilities and services, and local health plans
- ▶ Operational health risk assessment and management, emergency preparedness, preventative initiatives such as targeted health promotion campaigns, health programs and trainings, and curative care
- ▶ Minimum equipment and materials for our clinics – both on land and offshore – such as electrocardiograms (ECG), defibrillators, suction units, rescue devices, and emergency medication
- ▶ Checks and audits of medical suppliers (laboratories, partner clinics, pharmacies), hygiene in food facilities, customer satisfaction
- ▶ Reporting
- ▶ Collaboration with contractors and subcontractors on health and safety

## Management and Due Diligence Processes

### Risk Assessments

OMV applies its own risk management standard which provides for a thorough assessment of possible risks, including health-related risks. We have therefore developed guidelines – based on international guidelines from IOGP/PIECA – for health risk assessments covering such risks as harm from chemical agents, psychological strain, physical injuries, and others.

### Preventative Care

OMV maintains or works with a total of 43<sup>22</sup> medical units at all locations where we have operating facilities. To mitigate occupational health risks, our medical staff carries out specific preventive examinations in accordance with the legal regulations of the countries in which we operate. These examinations include blood tests for employees working with specific hazardous substances and hearing tests for employees exposed to noise. We offer general health screenings to our workforce. In addition, we run seasonal campaigns to provide free vaccinations against flu and tick-borne encephalitis in affected areas.

### Audits

A special health audit program developed by the Corporate Health Management department serves as an evaluation tool to ensure that our common corporate health care standard is implemented and followed throughout the

Group. The program stipulates that all clinics and medical partners be audited every three years, and clinics also report on a self-conducted audit every year. Due to the COVID-19 pandemic and the travel restrictions imposed, only very few audits could be completed on-site in 2020 and 2021 – all other clinics carried out self-audits. Audit findings serve as the basis for identifying areas for further improvement and analyzing the effectiveness of our health management approach.

### 2021 Actions

Every year, we organize health promotion activities to enhance the knowledge of our employees on health-related issues.

7 clinics audited  
**40,968** voluntary health screenings  
**6,085** vaccinations  
**104,700** medical consultations  
**15,242** occupational health examinations  
**10,294** physiotherapy treatments  
**1,532** psychological consultations

- ▶ In 2021, we conducted the “Passport for Health” campaign at OMV Petrom for the sixth time. This campaign aims to raise awareness of health care to encourage employees to participate in voluntary health programs and to start living a healthy lifestyle. Like other activities, this year’s program was held online.
- ▶ At the Health Circle in Gänserndorf (Austria), employees gather regularly to address work-related health issues and create customized solutions in collaboration with the local health team. In 2021, the main issues discussed were how to deal with the impact of COVID-19, skin protection, and flu vaccinations.
- ▶ The Corporate Health Department and the Learning Department also developed a new collaborative initiative for raising awareness on health issues. In 2020, webinars were launched that focus on issues such as ideas for achieving a better work-life balance and correct lifting and work ergonomics, inspired by the European Agency on Safety and Health at Work. In 2021, this was expanded to regular hour-long HealthConnects sessions, where employees share knowledge and personal health promotion experiences – like exercise activities or ideas for mechanisms for coping with daily stress – and provide mutual motivation and inspiration.

In 2021, as in 2020, our health promotion activities focused on the impact of COVID-19.

<sup>22</sup> All health data excluding Borealis



### COVID-19

Based on the experiences of 2020, the medical staff and HSSE colleagues in collaboration with the Corporate Emergency Team started to integrate the necessary protective measures and procedures into a business continuity approach. The teams around the world observed the trends and development of the pandemic and implemented tailor-made programs based on national law and regulations.

The medical staff in the countries in which we operate regularly informed employees, supported infected employees, and conducted testing. In those countries where vaccines were available, they assisted with local COVID-19 vaccination campaigns or provided vaccinations in Company offices. In other countries, they focused on raising awareness about wearing masks, hygiene, and physical distancing. Collaboration with other oil and gas companies participating in the IOGP/IEPCA Health Committee helped us learn from best practice on specific issues like the most effective testing regimes or vaccinations.

COVID-19 forced OMV and OMV Petrom to develop new ways of working. The lockdown also brought challenges for employees. For many, our medical staff was the first point of contact for mental health needs. The Health Management department held special online trainings on coping with stress for working groups in Russia, the UK, Austria, and other regions. We also organized helplines for our employees, which those feeling overwhelmed by the current situation could use to talk to specially trained occupational psychologists.

The presence of OMV first aid facilities benefits the local population, as it often provides necessary medical help in remote areas where medical services might not be easily accessible quickly (e.g., in Yemen). In 2021, OMV first aid facilities supported around 1,461 individuals in the local population in need of urgent care. From this perspective, our assistance to the local population provides a positive impact outside OMV's operational boundaries, thereby contributing to building a good relationship with our neighbors. (Read more about our engagement on SDG 3 – Good Health and Well-Being in the [Community Investments section](#).)

### Outlook

Due to COVID-19, we were forced to cancel many first aid courses and emergency drills. We plan to focus on carrying out this training in 2022, especially as the International Federation of Red Cross and Red Crescent Societies has issued new guidelines on first aid.

Unfortunately, the year 2022 will still be influenced by COVID-19, so we have to continue to focus on new pandemic developments, vaccines, health protection, and treatment. Mental health needs have come to the forefront due to COVID-19 in particular. We will continue to step up our efforts toward providing mental health support with training and other measures.

Health promotion also has to serve local needs. Therefore, we will ask our medical workforce to think about the health risks specific to their locations and develop promotion activities – like a health hour or vaccination campaigns.

## Occupational Safety

OMV aims to adhere to the highest standards to provide its employees and contractors a safe workplace. This is a moral obligation and also necessary for seamless operations without costly shutdowns or delays in operations.

### Management and Due Diligence Procedures

#### Risk Assessments and Audits

Major risks and the respective mitigation measures are evaluated and monitored within the Enterprise-Wide Risk Management (EWRM) process, documented in a Group-wide database (Active Risk Management System; ARMS), and reported to top management twice a year or on an ad-hoc basis whenever issues arise. Senior management is directly involved in the review of risks identified as a top priority. Sites are audited regularly based on a Group-wide HSSE audit program. In 2021, we visited Borealis sites and conducted a safety culture review at Borealis.

#### Incident Reporting and Investigation

All employees and contractors are encouraged to bring to the attention of line management unsafe conditions and behaviors in order to identify and resolve potential issues that might otherwise lead to future incidents or accidents. We acknowledge these suggestions for improvement submitted by employees and contractors locally in the Report of the Month and at corporate level in the Report of the Quarter. These are one-pagers that we distribute widely to facilitate the sharing of lessons learned.

This year we focused on quality review and analysis of data entered in our central HSSE reporting tool (OMV Synergi). All incidents, hazards, HSSE walks, audits, findings, and defined actions are reported and tracked in this tool.



Regular online training is being organized via the My Success Factors learning platform to ensure effective use of the new tool by highlighting the importance of data input quality. Dashboards for the significant HSSE data and relevant KPIs (e.g., LTIs, TRIs, HiPos, process safety events, action status, etc.) were set up and made available to various management levels throughout the Group. Our aim here was to increase awareness regarding OMV Synergi entries to boost their quality and transparency, and to improve data owner accountability.

We continued to investigate incidents and accidents using the knowledge of our incident investigator pool members and other technical experts. Our aim was to find the root causes of incidents and carry out suitable and necessary measures to prevent the occurrence of more severe incidents. At the same time, we remained focused on verifying the effectiveness of actions implemented in the past years after severe and high-potential incidents (HiPos), including process safety incidents. We also further developed the incident investigation process and established a sub-process to share HSSE information and promote our lessons learned as an organization. Our Incident Investigation Panel met on a quarterly basis to obtain a clear overview regarding the whole process and to implement practical actions for its improvement.

#### **Training, Awareness Raising, and Safety Promotion Activities**

All staff is required to be familiar with the HSSE Policy, internal HSSE regulations, and the relevant legislation. They actively contribute to and further develop HSSE awareness as part of the corporate culture, stop and report unsafe or irresponsible acts and conditions, and report any incidents and non-compliance. OMV employees at all levels are regularly trained on their roles and responsibilities. Moreover, our Life Saving Rules are presented and discussed regularly during awareness programs, workshops, management walk-arounds and safety walks, as well as during various meetings.

Education and training are important for informing workers and managers about workplace hazards and controls so they can work more safely and be more productive. In 2021, we produced two training videos to address the risk of dropped objects and working next to high-voltage power lines. These training videos will be rolled out in the organization in 2022.

We believe that promoting open dialogue and establishing a culture in which health and safety are integrated into every employee's role are effective ways to empower people to work safely. Workers are engaged in launching, implementing, evaluating, and improving health and safety programs. They work closely with their managers to find joint solutions to common problems, which helps

managers pinpoint issues, while workers are motivated and encouraged to improve their own safety. We continued to concentrate on quality over quantity in terms of reporting, HSSE walks, safety walks, and action close-outs. In addition, we continued our efforts to make safety a top priority in the minds of employees. We are focusing more attention on improving our HSSE walks and safety walks by encouraging open dialogue during these. This promotes understanding of the challenges in the operating fields and increases trust between the workforce and management.

#### **Focus on Contractor Safety**

The safety of our contractors is just as important as the safety of our own employees. For this reason, we have established processes that require contractors to work according to our standards. Our Contractor HSSE Management Process begins when we issue the scope of work with information about HSSE requirements and the HSSE key performance indicators (KPIs). The process continues through the tender stage with the HSSE evaluation and capability audit, if needed. Once the contract terms are agreed and the contract is awarded, but before work begins at the site, we reinforce our expectations and requirements during kick-off meetings, HSSE induction, site specific trainings, and other joint meetings. The presence of contractors at our sites is monitored permanently using an electronic registration system (refineries) or paper sign system (e.g., presence sheet, permit to work, induction sheet, etc.). During the contract period, we monitor our contractors by way of audits, inspections, joint HSSE or safety walks, service quality meetings, forums, and workshops, using the outcomes to share information and encourage improvement of our HSSE performance as a team. In order to increase the awareness and knowledge of contract owners, contract holders, procurement staff, and HSSE experts about our Contractor HSSE Management Process, we continued to deliver specific training explaining how HSSE requirements and tools are embedded in the source-to-contract process. We revised our Contractor HSSE Management Standard in 2021, and these training sessions will be promoted even more in 2022.

#### **2021 Actions**

In our operations, we recognized safe behavior and good safety practices to improve the relationship between the workforce and management, and to encourage safe behavior in a positive manner.



**42%** of sites are certified to ISO 45001 (covering 33% of OMV employees)

**52** formal joint health and safety committees comprising management and worker representatives were organized at OMV Group sites.<sup>23</sup>

**42,838** unsafe condition and behavior reports were collected in our reporting tool.<sup>23</sup>

- ▶ We acknowledged the safe behavior of individuals and teams on the spot during various site visits and the “stop work” actions in online forums, or at periodical management meetings.
- ▶ On April 28, 2021, we again held an open online session with more than 300 participants from throughout the Group to celebrate the UN’s World Day for Safety and Health at Work. We informed the participants about recent incidents and lessons learned, the Integrated Risk Register, and our progress on Life Saving Rules training. We also had a session on the prevention and management of work-related musculo-skeletal disorders based on the “Healthy Workplaces Lighten the Load” campaign 2020–2022.
- ▶ We organized two safety culture owners meetings, where initiatives from sites were presented. These included a safety culture initiative during work-over operations in Yemen, the Logistics East road safety program at OMV Petrom, a hazard hunt initiative in Tunisia, the Safety Leaders program from the development group in the refineries, and the Social Psychology of Risk (SPoR) program and Safety Centers at Borealis.

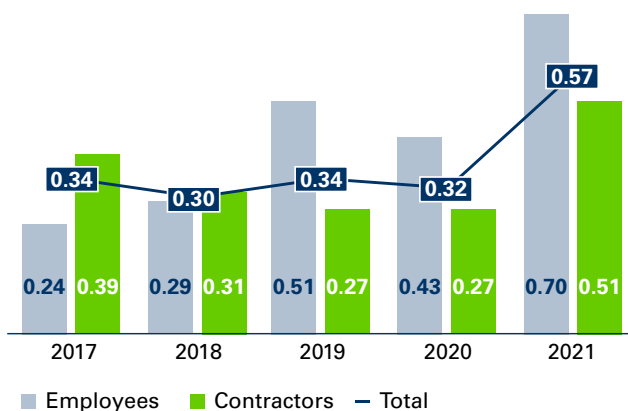
- ▶ In 2021, we again organized two meetings of focus area owners to discuss key initiatives related to HSSE aspects in contractor management with senior management. The subjects covered were supplier management (source-to-contract and sustainable procurement at OMV, an offshore rig intake audit done side by side with suppliers in Norway), the contractor preparation process for an upcoming turnaround in the Schwechat refinery, and the contractor management (COMA) process and Go4Zero initiative at Borealis.

Despite these initiatives, our occupational safety performance declined in 2021. In 2020, we had no fatalities and a significant reduction of lost work day incidents (LWDIs). Unfortunately, this very positive trend did not continue in 2021. Three contractor employees died in road transportation activities. As a reaction to these tragic events, we harmonized the contractual safety obligations for transportation contractors in our operations, so that the requirements for contractors working in all business divisions are the same. We also increased our auditing and inspection efforts to verify implementation of our road transportation management requirements.

The number of injured personnel also increased, both among our own employees as well as contractors. We therefore rolled out a Hazard Hunt campaign throughout the organization. Employees at all locations were encouraged to report hazards and unsafe conditions and to develop actions for improvement.

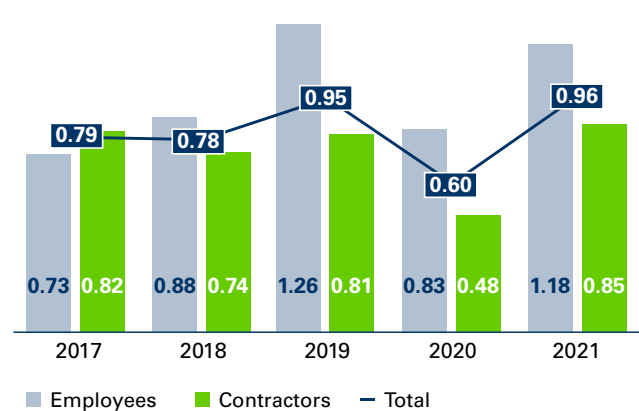
### Lost-Time Injury Rate<sup>24</sup>

Per 1 mn hours worked



### Total Recordable Injury Rate<sup>25</sup>

Per 1 mn hours worked



<sup>23</sup> Data excluding Borealis

<sup>24</sup> Lost-time injuries are any occupational injuries resulting in fatalities, permanent total disabilities, and lost workday cases, but excluding restricted work cases and medical treatment cases.

<sup>25</sup> Total recordable injuries are any injuries resulting in fatalities, permanent total disabilities, lost workday cases, restricted work cases, and medical treatment cases.



## Outlook

In 2022, we will focus on the alignment of contractual obligations related to road transportation safety and more

specific audits of road transportation safety at contractors to prevent tragic accidents from occurring as they did in 2021.



### Targets 2025

- ▶ Achieve a Total Recordable Injury Rate (TRIR) of around 1.0 per 1 mn hours worked
- ▶ Achieve zero work-related fatalities

### Targets 2030

- ▶ Stabilize Total Recordable Injury Rate (TRIR) at 1.0 per 1 mn hours worked
- ▶ Achieve zero work-related fatalities

### Status 2021

- ▶ TRIR: 0.96 per 1 mn hours worked
- ▶ 3 fatalities

### Relevant SDGs



**SDG targets:**

- 3.9** By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination
- 8.8** Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment

## Process Safety

Process safety management comprises the systematic use of uniform instructions, practices, and specifications to achieve and maintain safe and reliable production. The fundamental components include our organization, resources, management processes, people and equipment performance, the prevailing safety culture, and documented regulations and practices (for a list of regulations, refer to Occupational Safety). It covers management of the hazards associated with the chemical and physical properties of the substances we handle in our oil, gas, and chemical activities. OMV and Borealis process large quantities of flammable and/or toxic materials under high pressures and temperatures that, if not properly handled, could potentially lead to serious process safety incidents. In a worst-case scenario, leaks, fires, or explosions could also cause fatalities. In addition, this could result in a substantial disruption of the supply to customers along with additional costs.

## Management and Due Diligence Processes

OMV has implemented comprehensive measures to ensure process safety.

### Risk Assessments

Process safety risks are systematically assessed through a variety of process hazard assessments such as HAZOP (Hazard and Operability) studies, QRAs (Quantitative Risk Assessments), and risk assessments according to the Seveso Directive, the main EU regulation dealing with the control of onshore major accident hazards involving dangerous substances.

Prior to start-up of a new facility, after major modifications, or following a turnaround, we conduct an independent pre-start-up safety review to ensure that the facility is safe for start-up and operations.

### Emergency Management Plans

Process safety events could at times affect communities in the vicinity of our operations. For this reason, we have





robust emergency management plans in place which are coordinated with the surrounding communities.

Different levels of emergency management plans outline roles and responsibilities, structures, communications, and the interfaces required for emergency and incident management teams. Emergency response plans include specific emergency procedures and alerting and notification requirements to ensure that emergency response is managed in a coordinated manner.

### Inspection and Maintenance

Comprehensive inspection and maintenance programs are carried out by dedicated departments for inspection, maintenance, and plant integrity. These conduct regular inspections of process equipment, pipelines, tanks, and more, and manage safety equipment testing as well as plant maintenance and turnarounds.

### Investigations and Audits

All incidents are identified and reported in an appropriate and timely manner. Work-related incidents with potential consequences for people, environment, assets, or reputation are adequately investigated to determine direct causes, root causes, and systemic causes to learn from and prevent the recurrence of similar incidents. Tier 1 and Tier 2 process safety events provide baseline performance information and are measured each year for a consistent overview of the Company's process safety performance. In addition to Tier 1 and 2 process safety incidents, we monitor Tier 3 process safety events for a better assessment of the critical barriers. The monitoring and reporting of Tier 3 events provides an overview of challenges to safety systems to identify and correct weaknesses within the barriers at facility level.

### Training

Employee competence in the field of process safety is ensured by a well-defined training plan as well as continuous communication of process safety topics and sharing of lessons learned and other relevant process safety information. Scenario-based emergency drills involving the site emergency management team are conducted quarterly in the refineries in addition to regular drills by the fire service.

We have set up an OMV Group Process Safety Network, creating an online collaboration platform, including a reference library, discussion board, and other features. We host regular virtual sessions for exchanging process safety knowledge across the Group, with participants from a variety of OMV countries working in different fields of expertise to foster continual learning. Top management participation in these online sessions sends a clear mes-

sage that process safety is important and demonstrates process safety leadership and commitment.

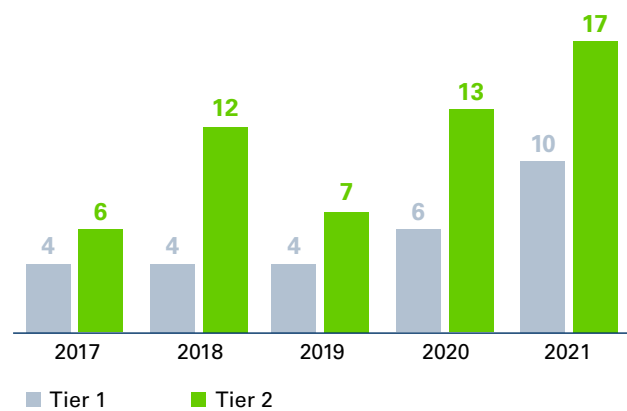
### 2021 Actions

In 2021, we saw an increasing trend in the number of Tier 1 and Tier 2 PSEs<sup>26</sup> compared to previous years. This reflects the increased number of reporting sites, in particular chemical sites, due to the integration of Borealis.

The following key activities were carried out across the Group in 2021:

### Process Safety Events, Tier 1 and Tier 2

Number of events



- ▶ A Group-wide process safety knowledge- and experience-sharing platform was established, with quarterly half-day events where up to 200 individuals participate in virtual meetings and presentations, including senior management contributions.
- ▶ A register containing risk reduction measures identified in various process hazard analyses (PHAs), assessments, and safety studies was established in each operated production unit. This will be populated and will provide a consolidated overview to support prioritization and the development of risk reduction plans.
- ▶ Process safety management assessments were conducted in two refineries as well as in Group Process Safety by an external process safety consultant. In addition, two internal major accident event audits were performed remotely due to COVID-19 travel restrictions. Borealis Blue Audits are an internal audit of a location's HSE systems and requirements. In 2021, these were conducted in Taylorsville (North Carolina), Rockport (New Jersey), Beringen (Belgium), Grand-Quevilly (France), and the Linz catalyst plant and INNOTECH in Austria. Four audits were also performed at internal and external hydrocarbons logistics installations.

<sup>26</sup> Tier 1 and Tier 2 process safety events classified according to API RP 754



- ▶ Based on lessons from the fire at the Stenungsund cracker in 2020, Borealis rolled out a risk reduction program, including elements such as improving process safety competence, enhancing the project hazard review process, and initiating actions to reduce the risk landscape of sites, as well as rolling out a Group-wide assessment of the protection layers for large machines.
- ▶ Borealis defined standardized scenarios and/or safeguarding concepts for the installation of main equipment.
- ▶ Borealis published and began the roll-out of a new instruction for irreversible line breaking. Irreversible line breaking means breaking of the primary enclosure using invasive methods that cannot be reversed, for example through drilling, or cold or hot cuts in pipelines or other equipment.
- ▶ Borealis promoted process safety skills, despite the limitations caused by COVID-19, by conducting process safety in design training and hazard study leader training, as well as rolling out the OMV Group's process safety basics e-learning.
- ▶ We will extend our set of process safety KPIs by Tier 4 indicators and put additional focus on leading indicators like operational discipline and the performance of our management systems.
- ▶ We aim to reduce the number of process safety events at all our sites across the globe. Our continued efforts will focus on process hazard analyses (PHAs), the implementation of technical risk reduction measures identified in those PHAs, audits and other process safety assessments, while maintaining and monitoring the performance of existing safety barriers.
- ▶ We will continue to develop and execute process safety roadmaps at facility level.
- ▶ We are currently working to enhance our processes and tools to identify and assess hazards more effectively and address these risks in a systematic way.
- ▶ We continually improve our training offerings and will emphasize process safety content to build process safety competence and culture in the workforce and increase risk awareness.
- ▶ Borealis will focus on developing an integrated process safety road map for polyolefins (POs) and hydrocarbons (HCs) to define current and upcoming process safety initiatives for Borealis Group Process Safety, Operations Polyolefins, and Operations Hydrocarbons.
- ▶ Borealis will also conduct internal health checks on process-safety-related elements and include a process safety review in the Borealis Blue Audit.

### Outlook

To continue to improve our process safety performance, we will take the following actions in the coming years:

- ▶ We will continue to thoroughly analyze and learn from process safety events and promote the sharing of knowledge across all our divisions.



#### Target 2025 & 2030

- ▶ Maintain leading position in Process Safety Event Rate

#### Status 2021

- ▶ 0.23<sup>27</sup>

#### Relevant SDGs



**SDG target:**

**3.9** By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination

<sup>27</sup> Process Safety Event Rate: number of Tier 1 and Tier 2 PSEs per 1 mn hours worked. Work hours from the corporate functions General Management (OMV)/Executive Office (OMV Petrom) and Corporate Finance (OMV)/Finance Office (OMV Petrom) are excluded.



## Product Safety

OMV assumes responsibility for delivering safe, high-quality products. At the same time, we continuously work on exploring ways to reduce our environmental impact during our product life cycle. We take a comprehensive approach to product safety, with technologically advanced solutions used to deliver safe top-quality products, while taking action to ensure responsible use of our products.

Product safety is also particularly important for our Chemicals & Materials segment, which encompasses our chemicals subsidiary Borealis. When not properly handled, chemical substances, or products containing them, can pose risks to health, safety, and the environment. These include potentially negative health effects such as sensitization, irritation, or intoxication; physical hazards such as fires, explosions, or exposure to dust; or environmental hazards such as bioaccumulation or persistence.

### Specific Policies and Commitments

Our internal Management of Hazardous Substances standard stipulates measures to ensure regulatory compliance and guarantee that risk assessments are conducted for all products or hazardous substances contained in products.

#### REACH Compliance

We have established adequate processes and workflows to ensure our compliance with the EU regulations on Registration, Evaluation, and Authorization of Chemicals (REACH) and on Classification, Labelling, and Packaging (CLP) of substances and mixtures as well as with the Toxic Substances Control Act in the United States. We are committed to maintaining and updating our mandatory registrations so as to keep up with relevant regulatory developments. To this end, we closely follow the guidance published by the European Chemicals Agency and participate in the REACH consortia (Concawe, Lower Olefins and Aromatics, Fuel Ethers, Co-processed Refinery Products, Phenol and Derivatives, Melamine, FARM [Fertilizer And Related Materials], Eurogypsum, etc.) as well as in working groups through oil and chemical industry trade associations.

#### Banned Substances

Borealis has a Banned Substances List, which contains more than 220 substances and substance groups that we have banned for use in our production processes and products. The Banned Substances List can be found on the [Borealis website](#).

#### Responsible Care®

Borealis is committed to the principles of Responsible Care® and enforces high product stewardship standards to ensure that its products do not pose a risk at any stage along the value chain.

## Management and Due Diligence Processes

### Risk Assessments

Borealis has adopted a hazardous chemicals strategy. This follows the precautionary principle of continuously assessing the risk potential of all substances used in Borealis' products to identify critical chemicals no longer permitted to be used or that can be replaced by safer alternatives. This includes all substances which were already classified as substances of very high concern (SVHCs) according to REACH and other comparable legislation beyond the EU, or which fulfill the criteria to be considered SVHCs in the future. The risk evaluation utilizes a tailor-made analysis and assessment tool which ranks the substances according to their overall risk. It considers related HSE risk and regulatory aspects, evolving stakeholder concerns, the technical feasibility of substitution, and the financial consequences of doing so, such as the required innovation costs, approval costs, and modifications to technical equipment. Substances with the highest identified risk are further assessed by the Product Stewardship Council. The Council selects the substances to be evaluated using the Borealis Risk Matrix, which is a proprietary ranking tool to evaluate risks in detail. These assessments enable Borealis to identify, mitigate, and manage the risks posed by hazardous chemicals.

### Quality Control

All incoming chemicals used in Borealis' products are assessed, rated, and documented to ensure legal compliance before they are approved for use. Local teams then perform additional assessments at each plant to ensure the chemical meets plant-specific requirements and complies with national or community-related legislation. This process ensures that the procurement organization does not purchase any substance before the Product Stewardship team has reviewed and approved it. Once materials are approved for purchase, they are subject to Borealis' quality control to ensure they continue to comply with the agreed material properties. Detailed information is documented for all materials regarding their composition and their hazardous constituents. Proper documentation of the raw materials used is a key element of high-quality Borealis product compliance statements, such as safety data sheets (SDSs) and application-related statements, such as those on medical use, food contact, drinking water, and the origin of raw materials.

### Safety Data Sheets

Safety data sheets (SDSs) are available on the [OMV](#) and [Borealis](#) websites. These documents are regulated under REACH and include comprehensive information on potential health, safety, and environmental issues. In addition, they inform customers and employees about how to handle and use our products safely. A recent topic added to our safety data sheets is microplastics. Microplastics are found in the environment, our nutrition, and the human body. Once in the environment, microplastics do not biodegrade and tend to accumulate,



unless they are specifically designed to biodegrade in the open environment or salt water. They are often mistaken for food by birds and turtles, and swallowed particles can lead to injuries or starvation. As it is not possible to completely remove micro-plastics once they are in the environment, the priority is to prevent plastics leaking into the environment in the first place. Borealis has added instructions on how to avoid accidental release to the environment to all product safety documentation, such as SDSs and Product Safety Information Sheets (PSISs) issued from October 2020 onwards.

### 2021 Actions

The OMV Group aims to market its products in a responsible manner. Borealis offers training and education to customers.

Sharing Borealis' expert product safety knowledge with value chain partners makes an important contribution to helping customers continuously meet the highest product safety and quality standards. Collaboration in the value chain is also instrumental in mechanical recycling. Together with customers, Borealis is defining the boundaries to guarantee the safety of PCR plastics in different applications, as no established standards are available yet.

### Outlook

Our Group objective is to drive sustainability by minimizing potential hazards and risks associated with our portfolio. In 2022, Borealis will focus on implementing the long-awaited amendments to the food contact regulation for plastics.

## Security, Emergency, and Crisis Resilience

### Material Topic: Security, Emergency, and Crisis Resilience

Protecting people, assets, operations, information and reputation against any threats, incidents or crisis, thereby ensuring business continuity.

#### Key GRI

- ▶ GRI 410: Security Practices 2016

#### NaDiVeG

- ▶ Employee and social concerns

#### Most relevant SDGs



The purpose of OMV's security activities is to protect the OMV Group's personnel, assets, information, operations, value, and reputation against malicious threats. The Security, Emergency, and Crisis Resilience material topic encompasses two facets: corporate physical security and information security.

OMV's core commitments on security are laid out in our HSSE Policy. We protect against crime, malicious acts arising from geopolitical threats, and business crime. Furthermore, we develop resilience to respond and recover from incidents and ensure business continuity.

### Corporate Security

An unstable geopolitical environment in 2021 combined with complex and enduring regional conflicts resulted in Corporate Security's emphasis remaining on OMV's assets located in the Middle East and North Africa. In addition to the challenges of operating securely in Yemen, Tunisia, and

### Governance

Group HSSE is responsible for coordinating physical security and resilience activities across the OMV Group. Group HSSE is led by the SVP HSSE, who reports directly to the Chief Executive Officer. In high-risk countries, we have dedicated Country Security Managers and Asset Protection Experts on site to add additional expertise. IT security is not handled by the HSSE department, but rather by the Group IT & Digital Office led by the Chief Information Officer. The CIO reports directly to the Chief Financial Officer. The Group CIO is supported by the Group CISO and Group IT/OT Governance team, which includes Digital Managers in country locations.

Libya, the enduring threat of terrorist attacks in Europe and elsewhere has not diminished. Political extremism, organized crime, and the increasing convergence of cyber risks with physical threats ensured the Corporate Security department's continued focus on a robust yet flexible security strategy to



enable OMV to continue operating in dynamic environments with converging asymmetric threats.

### Specific Policies and Commitments

Our internal Security Management Standard lays out a comprehensive range of security regulations, plans, procedures, measures, and systems. The document utilizes IOGP best practice guidelines along with other industry best practice (ASIS and UK Security Institute) to enable OMV to more effectively detect, deter, protect, prevent, record, and investigate threats.

### Management and Due Diligence Processes

OMV has a unique, agile, and proven security management system that is regularly reviewed, changed, or enhanced as the situation requires.

### Risk Assessments

The philosophy of collecting security information and assessing it as a preventive security instrument remains a fundamental principle of the Corporate Security strategy. This concept affords us with the ability to anticipate or instantly respond to a broad spectrum of geopolitical events, regional conflicts, and isolated incidents. Effective interaction with government and local security agencies further augments this approach with the reliable corroboration of facts and truth on the ground.

OMV's unique security risk assessment platform continues to provide real-time oversight of OMV's asset risk exposure levels and can be quickly readjusted in response to geopolitical or security events.

## Information and Cybersecurity

In an increasingly interconnected global environment, information is exposed to a rapidly growing variety of risks, threats, and vulnerabilities. OMV invests in information and cybersecurity to protect technology, assets, and critical information as well as to protect our reputation and avoid any damage or monetary loss resulting from unauthorized access to our systems and data. Keeping OMV free from security gaps and potential security risks is essential for the whole business.

### Specific Policies and Commitments

Our internal IT<sup>28</sup>/OT<sup>29</sup> Security Directive lays out the details of the IT/OT Security Framework, through which topic- or security-domain-related security standards and policies are continually aligned and managed. The security framework in total consists of approximately 50 regulatory documents and is harmonized with the ISO 27000-series (ISO 27K) recommendations for IT controls and domains.

## Human Rights and Community Engagement

OMV's human rights policies and actions remain crucial in terms of enhancing a secure and consensual operating environment. We provide human rights training to local security employees and third-party contractors. Effective community engagement at a local level remains a powerful security mitigation measure in regions experiencing conflict or instability. In high-risk countries, OMV's local security and community engagement strategies are tightly integrated, promoting effective policies, mutual respect, and transparency with all local stakeholders. In turn, they contributed directly to OMV's stable and secure operating environment in 2021. This cooperation encourages a precautionary approach in early detection and resolution of local grievances.

### 2021 Activities

Despite some dynamic COVID-19 challenges and travel restrictions in 2021, the Corporate Security department continued to deliver operational support to OMV ventures. In high-risk countries, OMV also utilized dedicated Country Security Managers and Asset Protection Experts on site to enhance security via additional, and where appropriate, local expertise.

### Outlook

The Voluntary Principles on Security and Human Rights (VPSHR) provide guidance on risk assessment, public safety and security, human rights abuses, and the interaction between companies and private and public security. OMV is committed to upholding human rights in all of its activities. To this end, OMV aims to join the Voluntary Principles Initiative. OMV Corporate Security will undertake a VPSHR pre-qualification review to determine the feasibility of attaining full VPSHR accreditation in the coming years.

### Management and Due Diligence Processes

We run an Information Security Management System (ISMS) which is based on ISO 27K standards and certified accordingly, with external surveillance and recertification processes applied annually. One of the basic principles of an ISMS is covering the continuous improvement cycle in order to identify, prevent, mitigate, and remediate potential information security leakages or gaps.

### Preventive, Technical, Detective, and Reactive Measures

We lower the risk of security breaches by introducing new tools, individual detection strategies, and response plans in order to maintain a strong perimeter for our physical as well as our cloud environment.

Technical housekeeping measures ensure a solid foundation with up-to-date hardware and software as well as adequate information security processes. We implement security

<sup>28</sup> Information Technology (IT) is a set of cybersecurity strategies that prevents unauthorized access to organizational assets, such as computers, networks, and data. It maintains the integrity and confidentiality of sensitive information, blocking the access of sophisticated hackers.

<sup>29</sup> OT Security is defined as Operational Technology (OT) hardware and software that detects or causes a change through the direct monitoring and/or control of physical devices, processes, and events in the enterprise. OT is common in Industrial Control Systems (ICS), such as a SCADA system.



patches and offer guidelines in order to provide consistent hardware and software life cycles.

Detective and reactive measures are designed and executed on an ongoing basis to create transparency around existing risks, security gaps, and vulnerabilities. In order to protect our assets and eliminate intruders, we integrate detective and reactive measures to mitigate possible damage and take remediation measures to ensure a fast and total recovery. Examples of such measures include:

- ▶ Permanent vulnerability scans on cyber assets
- ▶ Implementing a holistic multifactor authentication (MFA) functionality
- ▶ Running continuous internal and external penetration tests on critical applications/systems
- ▶ External audits as quality insurance (ISO 27K, PCI-DSS, NIS, etc.)

### Training

We run regular and intensive measures to keep our employee's information security awareness at an adequate level. The awareness efforts are either based on general topics of information security interest, on ad-hoc demands as timely countermeasures on dedicated use cases, or even target-group focused topics, and set upon different formats such as:

- ▶ Mandatory e-learnings including knowledge check
- ▶ Topic-based videos
- ▶ Classroom trainings
- ▶ Anti-phishing email campaigns
- ▶ My News platform to share news via the intranet and blog postings

### Incident Reporting and Escalation Processes

OMV operates continuous 24/7 security monitoring. Potential findings are processed via a Security Information and Event Management (SIEM) intelligence and supplemented by Level 1, Level 2, and Level 3 analysts. Escalation procedures exist to ensure timely remediation of security incidents on a 24/7 basis. OMV's Cyber Defense Team classifies the incident and triggers the incident response process, then activates all

required functions via automatic and manual alerts sent by voice message and SMS. All remediation actions follow predefined "runbooks" in order to ensure efficient and timely processing. A clear communication plan ensures the proper information is disseminated to all relevant stakeholders.

### Business Continuity/Contingency Plans and Incident Response Procedures

OMV runs cyber emergency exercises on a yearly cycle with external expertise. The cyber emergency exercises focus on dedicated realistic threat scenarios in order to test related mitigation procedures and processes. The tabletop exercise consists of a series of "injects." Each inject represents an event or a piece of information which is discovered as the scenario unfolds and is related to the security incident at hand. The audience of this scenario usually consist of up to 30 participants, including representatives from the IT Security, IT Management, and OT Security teams, and others. After each inject, a corresponding review and evaluation of the process is conducted, including an appraisal determining lessons learned and mitigations.

### 2021 Activities

The following key activities were carried out across the Group in 2021:

- ▶ In 2021, we introduced the KnowBe4 platform, a state-of-the-art tool to provide information security awareness and training content in appealing formats in order to further increase employee awareness.
- ▶ OMV also ran several initiatives to further increase and develop its cyber-attack resilience and reduce cyber risk exposure, such as:
  - ▶ A holistic information security program consisting of a series of targeted projects to implement or enhance technical or procedural measures with focus on information security capabilities
  - ▶ A continuous program to constantly evaluate the IT maturity level and its progress using external assessments
  - ▶ An intensive set of activities to keep information security awareness at an adequate level

OMV did not face any noteworthy incident that it would be obligated to report according to the Austrian Network and Information Security (NIS) legislation, the transposition of the EU Directive 2016/1148.

### Outlook

OMV is dedicated to continuous improvement processes and implementing related measures. Other strategic aims and core endeavors are to further increase the basic IT maturity

level, to further extend cyber-defense capabilities and threat resilience beyond the already established high level, and having recertification of the comprehensive information security governance structures in place.