



People

Our operations impact our employees and the communities where we operate. These impacts can be positive – employment, fostering local businesses, infrastructure – as well as negative – land use, dust, privacy, community dependence on the Company. Our social license to operate is based on upholding human and labor rights, and developing positive relationships with our employees and communities.

We are committed to building and retaining a talented expert team for international and integrated growth. OMV is committed to ensuring fair treatment and equal opportunities for all employees, and has zero tolerance for discrimination and harassment of any kind. We embrace our differences and use our diversity of thought and experience as a catalyst for growth and creativity.

As a signatory to the United Nations Global Compact, OMV is fully committed to the UN Guiding Principles on Business and Human Rights, and aims to contribute to the UN's 2030 Agenda for Sustainable Development by pursuing a social investment strategy that addresses local needs and the SDGs. We are aware that the energy transition also brings with it social impacts. OMV is committed to contributing to a Just Transition for our employees and communities, and addressing social and economic effects of the transition to an environmentally sustainable economy.

The People strategic focus area combines our commitments and actions relating to our employees and communities under one umbrella. Our approach begins with ensuring that the human rights of our employees and communities are upheld, efforts that are described in the material topic Human Rights. The Diversity, Equity, and Inclusion; Employees; and Communities material topics then further outline how we ensure those rights, whether economic, social, or cultural, are realized.



Human Rights

Material Topic: Human Rights

Protecting and fulfilling the fundamental rights (e.g., labor rights, freedom of association, land rights) of OMV employees, business partners, and third parties, such as indigenous peoples, in relation to our business activities.

Key GRI

- ▶ GRI 407: Freedom of Association and Collective Bargaining 2016
- ▶ GRI 408: Child Labor 2016
- ▶ GRI 409: Forced or Compulsory Labor 2016
- ▶ GRI 411: Rights of Indigenous Peoples 2016
- ▶ GRI 412: Human Rights Assessment 2016

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- ▶ Respect for human rights
- ▶ Employee and social concerns

Most relevant SDGs



Human rights are universal values that guide our conduct in every aspect of our activities. OMV strives to be a fair and responsible employer and recognizes its responsibility to respect, fulfill, and support human rights in all business activities. Our approach entails ensuring that OMV does not become complicit in any human rights abuses as defined under current international law.

OMV holds itself responsible for protecting the human rights of our employees as well as of the outside world, for example our suppliers, communities, indigenous peoples, and society as a whole. Our responsibilities in the area of human rights include, but are not limited to, equality and non-discrimination, decent wages, working hours, employee representation, security, primary health care, labor rights in the supply chain, education, poverty reduction, land rights, and free, prior, and informed consultation. We specifically concentrate on the impact of our activities on the human rights of vulnerable groups, such as indigenous peoples, women, and children.

Specific Policies and Commitments

Our Code of Conduct and the [OMV Human Rights Policy Statement](#), which are both approved by the Executive Board, set out our understanding and responsibility for respecting and realizing human rights in our business environment. OMV respects and supports human rights as described in the Universal Declaration of Human Rights and in internationally recognized treaties, including those of the International Labour Organization (ILO). OMV has signed

the UN Global Compact and is fully committed to the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises. This includes a commitment to upholding labor rights, including decent wages, working hours, employee representation, and provisions against forced labor, child labor, and human trafficking. We therefore fully support the aims of the UK Modern Slavery Act 2015 and are committed to operating our business and supply chain free from forced labor, slavery, and human trafficking. The OMV [Statement against Modern Slavery and Human Trafficking](#) explains in detail the countermeasures taken in all parts of the business and supply chain.

In addition to these commitments to international norms, we have further mapped our human rights responsibilities in a comprehensive Human Rights Matrix designed to serve as the foundation for our activities in this area. The OMV Human Rights Matrix covers responsibilities in the areas below. The management of these commitments is further defined in a number of internal directives and regulations, such as the Community Relations and Community Development handbook available for all CSR focal points in the OMV Group, the Human Rights Management System, and our Community Grievance Procedure.

Equality and Non-Discrimination

This includes the implementation of appropriate guidelines and awareness raising. Read more about our approach to this topic in [Diversity, Equity, and Inclusion](#).



Security

This includes preventive, defensive, and community-oriented approaches to security, clear guidelines, supervision and trainings. Read more about our approach to this topic in [Corporate Security](#).

Health and Safety

This includes OMV health and safety management as well as community arrangements. Read more about our approach to this topic in [Health, Safety, and Well-Being](#).

Labor Rights

This includes decent wages, working hours, employee representation, collective bargaining, and provisions against forced labor, child labor, and human trafficking. We ensure compliance with locally applicable minimum wage standards, for example, as laid down in collective bargaining agreements. We also ensure compliance with applicable local working time and overtime payment provisions, which are essential for a professional working environment.

Part-time work is offered, and some jurisdictions where we operate also stipulate a legal entitlement to part-time work. In general, our part-time employees are entitled to the same benefits as full-time employees, except where benefits are tied to working time (e.g., a certain number of home office days per month, with full-time employees being entitled to more home office days than part-time employees). In line with local laws, we offer other flexible work options like special part-time work for certain age groups and have recently introduced new work-from-home alternatives offering greater time flexibility for our staff. A broader group of staff can now choose to work from home, and the number of work-from-home days per month was significantly increased. We offer various forms of long- and short-term breaks from work like sabbaticals and parental leave.

Where local labor rights standards fall short of OMV standards, based on international human rights law, OMV is guided by its higher standards unless this is forbidden by law.

The Right to Education

This includes training for employees as well as support for basic education in surrounding communities. Read more on our approach in [Skills Development and Training](#) and [Community Investments](#).

Property and Standard of Living, Including Land Rights and Poverty Reduction

We adhere to international best practices, which require involuntary resettlement to be avoided or at least minimized. Where resettlement is unavoidable, all people affected

should be compensated fully and fairly. In 2021, the countries in which we do business did not report any community relocation/resettlement because of our business activities. We ensure a fair and transparent procedure for land use and compensation to local communities or authorities. If exploration, development, or production activities have the potential to impact communities and/or their land, we consult ahead of time with all relevant stakeholders and obtain permission to use the land either temporarily or permanently.

Local Communities and Indigenous Peoples

We are committed to community consultation based on free, prior, and informed consent in accordance with IFC Performance Standard 7 and ILO Convention 169.

Privacy and Family Life

This includes personal data protection and appropriate living and working conditions. An internal data protection directive is in effect for our employees, and we adhere to a public [data protection policy](#) regarding the processing of personal data.

OMV is aware that specific circumstances of operations in the field (remote locations away from family, residence in camps, etc.) potentially impact rights to privacy and to family life. We therefore apply the principles of necessity and proportionality with regard to the living and working conditions of our employees.

Governance

Overall accountability for our compliance with human rights lies with the respective country business heads. Locally based human rights officers conduct due diligence at the operating facilities with the support of five human rights experts at Group level (at OMV, SapuraOMV, OMV Petrom, and Borealis). Action plans and mitigation measures are implemented and reported by the respective functions, depending on which aspect of human rights is in question. Thus, the Human Resources department deals with human rights issues related to labor rights, the Procurement department is responsible for managing human rights issues in the supply chain, the HSSE department is responsible for security-related human rights issues, and the Community Relations and Development function within HSSE implements OMV policy related to human rights impact on communities and indigenous peoples.

Management and Due Diligence Processes

The Human Rights Due Diligence Process includes assessing the human rights risk associated with our current and future business activities, and taking risk management actions. This ongoing process makes use of external



resources and expertise, and includes external stakeholders, in particular impacted groups.

Human Rights Matrix

Since 2008, we have mapped our human rights responsibilities in a comprehensive Human Rights Matrix designed to serve as the foundation for our activities in this area. We use this tool to assess our human rights challenges and activities, and prioritize our actions as essential, expected, or desirable in defense of human rights. We regularly review the priorities in our matrix and redefine them in accordance with international best practice and the latest developments in the human rights field.

At all stages of the human rights due diligence process, we use the OMV Human Rights Matrix as a common standard, mapping reality on the ground against the concrete responsibilities as defined in the matrix and identifying any gaps we need to focus on. This approach ensures that any potential human rights impact of our business activities is identified – whether this relates to non-discrimination and diversity, labor-related issues (e.g., minimum wage, adequate rest times), indigenous peoples' rights, or human rights in the supply chain.

Risk Assessments

OMV has developed due diligence tools and techniques to assess the risk of human rights violations³⁰ related to our business, even before we launch or acquire business in a new country. Human rights are one of the components considered when making the decision to engage in a new country. The relevant human rights risks are presented to the respective OMV Executive Board member to factor into the decision on whether or not to enter a country. We use these assessments to derive concrete measures to reduce the risk of direct and indirect involvement in potential human rights violations.

We also conduct regular assessments of our current operations to determine their exposure to the risk of human rights and labor rights violations. Due diligence starts with an Initial Risk Ranking at country level: Every country we operate in (or plan to operate in) is assessed based on comprehensive human-rights-related data and on consultation with internal and external experts. The countries are ranked by low, medium, and high risk, countries with the greatest manageable risk, and "no-go" countries with unmanageable risk. Based on this ranking, we develop our yearly work plan, defining further due diligence actions and human rights training. In terms of labor rights, we work closely with employee representatives depending on the type of risk and potential impacts. Internationally recognized third-party experts support OMV in conducting the due diligence on the Company's exposure to human rights risks. In 2020, for example, an external human rights expert assessed the

human rights risks related to OMV's business activities in UAE. The rights of workers – especially migrant workers – in the supply chain were identified as a critical issue and due diligence measures recommended.

Self-Assessments

The Human Rights Self-Assessment is one of the tools we use to assess the effectiveness of our human rights due diligence approach. Such assessments create internal awareness, capture our self-perception of our human rights performance, and facilitate the definition of gaps and further actions.

Training and Awareness Raising

We pay special attention to training and raising awareness in order to bring our human rights commitment to life. We conduct trainings on human rights, which equip our employees with an understanding of our human rights management process and give them a space to work on concrete operational issues and local challenges. Even though the key concepts of OMV Human Rights Management are the same across our countries, the training focal points and discussions vary significantly, ranging from human rights in armed conflict environments and the risk of OMV's complicity to OMV's human rights responsibilities in joint ventures, personal legal liability, and employees human rights and grievances.

All employees are strongly encouraged to complete an interactive e-learning course, which is part of the training curriculum for all employees worldwide and guides them through human rights norms and situations. This module is an interactive 30-minute training session that teaches a basic understanding of human rights in general and their relevance to our business specifically. It provides an opportunity for employees to test their knowledge using real-life examples. In addition, the Borealis ethics code of conduct e-learning covers human rights topics including discrimination, harassment, diversity, inclusion, bribery, and corruption. This e-learning is provided to all employees of Borealis and, in 2021, 87% completed this training. In addition, 100% of the Borealis Executive and Supervisory Board have received an in-person ethics training covering human rights.

We also implement internal awareness-raising campaigns throughout the Group. All of the business heads in countries where we have operations are informed about their country's human rights risk level. We provide information about the key challenges and recommended due diligence steps and trainings, where applicable. A human rights awareness campaign was also conducted on the occasion of the International Human Rights Day on December 10. All employees Group-wide were informed about our commitment and invited to complete the human rights e-learning program.

³⁰ A human rights violation happens when OMV fails to respect, fulfil, and support the realization of human rights in relation to our business activities or becomes complicit in human rights abuses, as understood under current international law and as committed to in our OMV Human Rights Policy Statement and mapped in our OMV Human Rights Matrix.



As regards specific labor rights issues, the rights and obligations of our employees are set out in employment contracts. We address our employees continuously via our various internal channels of communication (e.g., employee intranet, emails, newsfeed) in case of legal changes or new information. We provide local HR contacts and employee support hotlines for answering questions and providing specific information.

Employee Representation

Employee representation is a valued and long-standing feature in the Company's strategic orientation. Employee representatives are afforded information and consultation rights as legally foreseen. A good and constructive working relationship with employee representation is an overall priority seen as in the best interest of the Group and our staff.

Given the internationality of our Group activities and the various locations where we operate, employee representation at OMV is diverse depending on the local legal situation, and the make-up and activities of the local workforce. We cooperate with all official employee representation bodies and deal responsibly with our staff directly where no employee representation is available.

Operational Changes and Minimum Notice Periods

Our personnel policy is based on long-term employment, because both staff and the organization benefit from long-term working relationships. We are also aware that job security represents a major concern not only for the individual employee, but also for society and the region concerned. We therefore make every effort to live up to these responsibilities by means of contingency planning. Where business, organizational, or security changes require adaptations in the workplace or even a termination of employment, we evaluate all the options, engage in constructive dialogue, and respond with the maximum possible care and sensitivity. Where despite training, transfer, or development programs separating from staff becomes unavoidable, we make every effort to take into account the economic and social consequences of those affected.

Grievance Management

According to the UN Guiding Principles, an effective grievance mechanism is a crucial instrument for ensuring compliance with our human rights commitment and a source of continuous learning for improving company human rights performance. Particular emphasis is placed on the prevention of human rights violations and the integration of human rights issues into our decision-making processes. This includes registering grievances to ensure a preventive approach.

Our approach to managing community grievances follows the precautionary principle of ensuring local approval for OMV operations by identifying and resolving the issues of concern to the local community early on. OMV's localized Community Grievance Management (CGM) procedures stipulate a stringent approach to systematically receiving, documenting, addressing, and resolving grievances in all of the countries where we operate. Human rights grievances from community members and suppliers are submitted through the Community Grievance Mechanism (CGM) and then analyzed locally and at Group level. (For more information about the Community Grievance Mechanism, see [Community Impacts and Grievances](#)).

We offer our employees various channels for bringing forward issues, concerns, and grievances. This includes the PetrOmbudsman at OMV Petrom, where employees and management can have confidential, off-the-record, informal discussions and address issues related to the workplace. Moreover, employees can bring forward their concerns in direct dialogue with human rights managers, human resources business partners, and works council members. At Borealis, such concerns can also be raised with Group Ethics and Compliance and with ethics ambassadors. In case of legal or other changes (e.g., restructuring, pension issues), we offer interactive communication sessions with employees regarding working conditions.

2021 Actions

- 0 incidents related to child labor
- 0 incidents related to forced labor
- 0 violations of indigenous peoples' rights
- 7 human rights grievances (0 violations)³¹
- 95.1% of employees have the right to exercise their freedom of association and collective bargaining.

Our journey in 2021 focused on more consistently performing human rights assessments in existing high-risk assets and new projects.

- ▶ In 2021, we planned a Human Rights Self-Assessment for OMV Libya. This was kicked off by organizing an internal awareness event with the local management of OMV Libya. The awareness session with the relevant stakeholders including local operating companies and the National Oil Company (NOC) was postponed to early 2022 due to COVID-19 restrictions.
- ▶ OMV Petrom did a human rights self-assessment exercise in its businesses in Romania with a focus on

³¹ In 2021, the human rights category grievances were related to working hours and rest times as well as alleged cases of bullying, harassment, defamation, unfair treatment and disrespectful behavior



security and concluded with the following recommendations:

- ▶ Revision of the contractual clauses regarding human rights for better communication of the principles assumed by the company
- ▶ Inclusion in the annual program of training of contractors the training on human rights
- ▶ Continuing the dialogue with the local authorities and bringing up the issue of security services, where they exist
- ▶ Inclusion of human rights issues in security audits that are performed at contractors

- ▶ Another human rights self-assessment exercise was conducted by Borealis for the business in Brazil. The assessment revealed that Borealis Brazil employees have a demonstrated awareness of human rights risks in Brazil and related Borealis Group policies to mitigate risk. Overall, the biggest human rights risk Borealis Brazil faces is corruption. Borealis Brazil will continue monitoring any human rights risk associated with its operations and business partners. Close cooperation between the management and the Borealis Group Ethics & Compliance team has been recommended in order to further improve employee awareness of human rights issues and to continue monitoring the supply chain for any human-rights-related issue such as potential signs of corruption.
- ▶ In Malaysia, SapuraOMV has drafted its social responsibility regulation, which includes human rights management. The signing was initiated and is set to be completed in 2022.

- ▶ In Malaysia, SapuraOMV has signed and published its Community Feedback Mechanism for external stakeholders.

Outlook

We will take the following actions in the coming years to continue to improve our human rights approach:

- ▶ In 2022, we will continue our efforts, including ongoing training and an awareness-raising campaign for employees. We will be updating our human rights e-learning training tool in line with expansion of the scope of our training target to cover all our employees. All HSSE country managers are accountable for completing this target in their respective business units. The KPI target is now part of the 2022 HSSE country plans. SapuraOMV is also preparing a human rights training course for its employees.
- ▶ We aim to carry out assessments of high-risk non-operating assets to identify and address the human rights impacts of our business practices. In the coming years, we will continue working on integrating Borealis into our labor rights management process, including but not limited to the risk assessment process.
- ▶ We will further focus on the recent developments in the work environment, mainly regarding digitalization and increasing flexibility.
- ▶ We will integrate climate change and Just Transition into the OMV Human Rights Management System.



Target 2025

- ▶ All OMV Group employees complete human rights training

Target 2030

- ▶ Conduct human rights assessments and develop action plans for OMV Group operations with a high level of human rights risks every five years³²

Status 2021

- ▶ 54% of employees trained in human rights³³. In 2021, 971 employees completed the human rights e-learning course, and 9 employees joined a webinar on sustainability, including human rights.
- ▶ 8 assessments conducted in the last five years³⁴

³² Human rights assessments carried out with the help of external consultants for countries with high, highest manageable or no-go risk.

³³ This figure includes trainings of at least 30 minutes run from 2016 to 2021. The decrease as compared to last year's figure is due to the consolidation of Borealis into the data. At Borealis, approximately 6,200 employees attended ethics training which also covered human rights in 2021 (read more in the Borealis Annual Report). However, the human rights section was not 30 minutes long, so these trainings are not counted toward target achievement.

³⁴ Data includes country entry checks for countries that were not actually entered.

Relevant SDGs



SDG targets:

4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development

8.7 Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025 end child labor in all its forms

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

16.1 Significantly reduce all forms of violence and related death rates everywhere

Diversity, Equity, and Inclusion

Material Topic: Diversity, Equity, and Inclusion

Actively seeking diversity of thought and experience, ensuring equal opportunities for all, and cultivating an environment of respect and psychological safety to enable all employees to be their full selves.

Key GRI

- ▶ GRI 405: Diversity and Equal Opportunity 2016

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- ▶ Employee and social concerns

Most relevant SDGs



We are committed to our diversity strategy with measurable targets related to gender equality and internationality. Diversity has been an enormous strength that we have actively leveraged to create diversity-based business value. We strongly believe that diverse teams are more creative, resourceful, and knowledgeable, and that they generate broader perspectives, ideas, and options. Diversity, Equity, and Inclusion (DEI) therefore have a strong impact on people and teams, improving engagement and job satisfaction, and directly contribute to the Group's profitability and sustainability.

The OMV Group is therefore expanding our DEI focus to include a broader range of diversity aspects – such as age, nationality, diversity of ideas. Ultimately, our goal is to encourage and support all forms of diversity in the workforce and create an environment where all employees are valued. This means having an inclusive culture in which the same opportunities are in place for all people to feel supported and be successful.

Specific Policies and Commitments

As stated in our Code of Conduct, employees and job applicants will not be discriminated against on grounds of age, race, faith or religion, skin color, nationality, ethnic origin, political or other beliefs, gender, sexual orientation, disabilities, or family status. The principle of equal opportunity is strictly observed in recruitment. Furthermore, to encourage gender diversity, our recruitment policy reflects our commitment to promoting equal opportunities: At least one female candidate is included in every shortlist for each position. Gender is one of the diversity criteria we apply when selecting members of the Supervisory Board and of the Executive Board. We encourage salary equality at all career stages, for example, by setting standardized entry-level salaries that are reviewed each year in line with the local market situation.



Governance

OMV Group Human Resources is responsible for implementing the OMV Group's Diversity, Equity, and Inclusion strategy. For more information on human resources governance, see [Employees](#).

In the coming years, OMV aims to establish a global DEI Board/Council with an empowered and representative steering committee in order to ensure all actions supporting diversity, equity, and inclusion are well aligned, have sufficient resources allocated, and are supported by Executive Management.

Responsibility for the diversity topic is anchored at the highest level, as the achievement of diversity targets forms part of the Long-Term Incentive Plan (LTIP) in the Executive Board's remuneration.

Management and Due Diligence Processes

Embedding DEI into Our People Processes

We have embedded diversity targets into our people processes such as recruitment, talent and succession planning, learning, and leadership development. We continuously monitor gender, age, employee background, seniority, and salary equality to ensure fair treatment and equal opportunities at all career levels. At the same time, we strive to continuously develop new initiatives and measures that cultivate a culture of diversity and equal opportunity at OMV. For instance, as part of our general employee and leadership training, OMV offers an e-learning course to deepen understanding of unconscious biases, how they influence behavior, and how they impact us all. In 2021, we launched the "New Parent Program" in Austria focused on equipping future new parents with information on parental leave and part-time models, the related long-term financial aspects, and things to consider when returning to work. The program's target group includes male as well as female employees to encourage more equal distribution of childcare responsibilities.

Leadership Development and Succession Planning

Our diversity targets are also embedded in succession planning, with a preference for female candidates when identifying top talent. In order to strengthen our pipeline of future female leaders, we have introduced the following measures:

- ▶ Providing advanced mentoring for women
- ▶ Launching the SHERenergy women's leadership development program

- ▶ Running career aspiration talks across all our divisions in the OMV Group with the goal of giving talented female employees greater visibility and ensuring better understanding of their support needs and individual career plans
- ▶ Encouraging leaders to create an inclusive work environment
- ▶ Covering unconscious bias in our leadership programs
- ▶ Offering interview training as part of our new manager training with the goal of teaching behavioral interviewing techniques, such as how to overcome unconscious biases and how to better structure interviews
- ▶ Including internationality in the criteria for assessing candidates in the process of executive recruiting

The increasing number of women in leadership positions at OMV confirms the effectiveness of the dialogue and activities underway.

2021 Actions

49% of participants in leadership development programs were female in 2021.³⁵
20% increase in paternal leave in 2021 vs 2020³⁶

During 2021, OMV continued to strongly commit to delivering its DEI Strategy. The following key activities were carried out across the Group in 2021:

- ▶ Dedicated diversity targets were established in 2018. This enabled us to set clear commitments in this area and measure improvement in the two main focus areas defined: gender equality and internationality. We developed new targets in 2021 as part of the Strategy 2030, building on the targets set in 2018 and further expanding our understanding of diversity.
- ▶ Our focus on diversity is also being actively nurtured throughout the organization today, supported by a range of trainings, activities, and awareness campaigns, including a Diversity & Inclusion Week held in March and built around International Women's Day. We also continued our series of online events with external guest speakers on relevant diversity topics such as remote leadership, working across cultures, and the intersection of inclusion and technology.

³⁵ Data excluding Borealis

³⁶ Data excluding Borealis as Borealis only began reporting parental leave in 2021. Borealis is consolidated into overall parental leave data for 2021 in Workforce Data.



- ▶ We designed and implemented targeted training programs, such as SHEnergy, a blended-learning program for women at OMV, to support women’s leadership skills. The program focuses on active inclusion skills and also emphasizes the power of mentoring and networking in developing female leaders.
- ▶ Through our mentoring programs, we ensure that skills and knowledge are enhanced and create the right framework for an exchange of diverse experiences. Our mentoring programs successfully incorporate different generations, diverse participants, and a wealth of valuable experiences as an important contribution to our diversity, equity, and inclusion activities. This effort is also brought to life by a variety of voluntary and employee-organized groups, who bring together a wide range of diverse minds and backgrounds from across the Company with the common aim of enhancing collaboration, empowerment, and employee engagement at OMV.

our focus to capture the full range of diversity, equity, and inclusion activities. We firmly believe that embracing our differences and utilizing our diversity of thought and experiences will act as a catalyst for our growth and creativity. We also see it as our responsibility to ensure an inclusive and safe space for everyone to express themselves fully in the workplace, as well as to provide equitable opportunities for each and every employee to grow and actively contribute to the Group’s profitability and sustainability. In order to support these strategic goals, we will focus on the following initiatives in the coming years:

- ▶ Regularly report on gender-related salary equality
- ▶ Regularly report on the age distribution to identify gaps and foster inter-generational collaboration
- ▶ Introduce a non-discrimination policy
- ▶ Improve support for working parents
- ▶ Improve support for employees with disabilities
- ▶ Establish a global DEI Board/Council
- ▶ Implement regular global people and culture surveys

Outlook

Looking ahead, we want to leverage this spirit further across the entire OMV Group of companies and expand



Targets 2025

- ▶ Increase share of women at management level to 25%
- ▶ Keep high share of executives with international experience at min. 75%

Targets 2030

- ▶ Increase share of women at management level to 30%³⁷
- ▶ Min. 20% female Executive Board members³⁸ (stretch target 30%)
- ▶ Increase share of international management³⁹ to 65%
- ▶ Keep share of executives with international experience⁴⁰ at min. 75%
- ▶ Increase support for employees with disabilities at our main locations

Status 2021

- ▶ Women at management level: 20.9%
- ▶ Female Executive Board members: 26.7%
- ▶ International management: 60.0%
- ▶ Executives with international experience: 71.8%

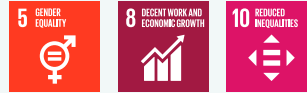
³⁷ Management level: executives and advanced career level

³⁸ Members of OMV, OMV Petrom, and Borealis Executive Boards considered

³⁹ International is defined as non-Austrian citizens.

⁴⁰ International experience: equal to or greater than three years of living and working abroad. Executives are defined as Senior Vice Presidents.

Relevant SDGs

**SDG targets:**

- 5.1 End all forms of discrimination against women and girls everywhere
- 5.5 Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life
- 8.5 By 2030 achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value
- 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

Employees

Material Topic: Employees

Creating stable jobs and good working conditions, especially by enabling skills development.

Key GRI

- ▶ GRI 401: Employment 2016
- ▶ GRI 404: Training and Education 2016

NaDiVeG

- ▶ Employee and social concerns

Most relevant SDGs

Our mission is to set up the OMV Group’s Human Resources department as a value-creating organization that fully supports the OMV Group’s strategy. To achieve these goals, we focus on the priorities that enable us to unlock our organization’s full potential. The main pillars of our People Strategy are therefore inspiring leaders, building high-performing diverse teams, ensuring performance-focused and principle-led conduct, guaranteeing organizational agility and excellence, and making sure OMV is a great place to work. Our People Strategy drives all of our HR initiatives.

Building and retaining a talented and skilled team for international and integrated growth is a key factor in the success of the Group’s strategy. We are committed to creating an environment in which every employee can learn, grow, connect, and collaborate as well as live a safe and healthy life. OMV’s core commitments to its employees are detailed in the Code of Conduct. These include promoting learning and development, and creating an environment

where people can develop professionally and fulfill their personal aspirations in line with our business needs.

Governance

OMV Group HR covers the following topics:

- ▶ Talent acquisition
- ▶ Organizational effectiveness, including talent management, leadership development, learning and development, etc.
- ▶ People relations, comprising payroll and employee administration, and employment law and contracts
- ▶ Rewards and global mobility
- ▶ Coordination by HR representatives of the activities of the various units and countries in which we operate

The organizational set-up of local HR in the various countries is aligned with the principles of being fit for purpose,



operating as efficiently as possible, and generating the broadest possible synergies. We promote a strategic exchange of talent between OMV and Borealis to offer employees additional job possibilities and support the development of new skills.

Group HR reports directly to the OMV Group Senior Vice President HR. The VP HR of Borealis and the VP HR of OMV Petrom functionally report to the SVP HR of OMV Group. The SVP reports directly to the CEO.

Talent Attraction and Retention

The OMV Group is committed to building and retaining talent for international and integrated growth. Effective succession planning contributes to managing business continuity risk by ensuring the preservation of human capital – OMV’s most valuable asset. As described in our Code of Conduct, OMV strives to build long-lasting employment relationships and to employ people from the countries in which we operate.

Management and Due Diligence Processes

Talent Acquisition

Our employees are selected exclusively on the basis of their qualifications, suitability, and professional experiences. Internally, we focus on job rotation, promotions, and skill development to tackle challenges and develop innovative solutions to enhance our workforce. Together with Borealis, we use joint internal job boards to offer a wide range of internal job opportunities to our employees.

Externally, we concentrate on building robust talent pipelines through cooperation with key universities in our locations. In addition, both OMV and Borealis offer internships and apprentice programs, which are mainly focused on the technical and commercial aspects of our business. To dispel the negative perceptions of the oil, gas, and plastics industries, it is important to proactively inform the public and our target groups (such as potential future employees) about the benefits of the products we produce as well as sustainability challenges and how we address them. Being visible on YouTube, Instagram, Facebook, and LinkedIn enables us to show potential candidates the inner workings of OMV and Borealis, including what it is like to work for our Company and the fact that joining us means being part of the solution for a more sustainable future.

Performance Management and Career Development

OMV strives to maintain a uniform organizational structure that provides clarity and transparency with regard to responsibilities and the hierarchical classification of positions. We have developed Company-wide career paths that outline the experience and skills required for a position.

OMV has an annual review process in place to support our employees and managers through structured, systematic planning of performance and personal development within the Company. Employees, together with their managers, set performance and development goals, review their progress, evaluate achievements, and are ultimately rewarded and recognized annually.

“Personal Impact x Potential” is used as an evaluation tool to provide structural feedback in performance reviews and in succession planning. Managers evaluate their employees on personal impact and potential and identify successors for business-critical positions. Based on this, an employee’s development plan is created to improve the skills needed for his or her future role.

Rewards

In order to promote and support OMV’s strategy optimally, OMV aims to ensure competitive compensation and benefits packages within relevant labor markets in the oil, gas, and chemical industry. Annual remuneration reviews are conducted to ensure this.

OMV continuously monitors market trends and international best practices in order to attract, motivate, and retain the best-qualified talent from around the world. Base salaries are set in accordance with internationally accepted methods for determining market levels of remuneration and comply with the relevant legal regulations, for example, collective agreements. Base salaries are market oriented, fair, and tailored to the position and expertise of the employee. OMV encourages salary equality at all career stages, for instance, by setting standardized entry-level salaries that are reviewed each year in line with the local market situation.

OMV strives for long-lasting employment relationships. We ensure fair and objective evaluation of positions consistently across all divisions and countries by applying a clearly defined methodology and process. The outcome of the evaluation is the basis of the remuneration decisions for every employee. The remuneration includes a balanced and transparent mix of fixed and variable monetary and non-monetary components.

As part of the annual performance review process, Company goals, including the achievement of sustainability goals (e.g., HSSE, GHGs, diversity), are cascaded down to employees in the relevant departments and form part of the annual evaluation and subsequent bonus awarded. Individual monetary and non-monetary awards are granted on top of this for extraordinary achievements.

The portfolio of benefits is additionally customized for each of the countries in which OMV operates to meet the needs of the local employees. Depending on local circum-



stances, additional incentives may include the following: retirement plans, subsidized cafeteria, health centers, kindergartens, summer kids camp, and anniversary payments.

Talent Retention and Leadership Development

One of our People Strategy priorities is to strengthen leadership capabilities. We aim to ensure that our leaders continually grow and develop. To this end, we have leadership programs in place that are designed to support both those employees who take on new management roles as well as current leaders who want to upgrade their basic knowledge on leadership. We also offer mentoring to provide employees with guidance on key career issues.

Employee Engagement

We involve our employees in key HR strategies via programs such as quick polls and employee events with Executive Board members and other senior management. Topics of engagement include flexible working arrangements; diversity, equity, and inclusion; and performance management. This is a key part of our due diligence to ensure our strategies are meeting employees' needs.

2021 Actions

12,703 performance development reviews⁴¹

112 OMV senior leaders at Board, executive, and advanced levels provided mentoring services to **82** emerging, rising, and top talents across OMV and to **67** first-time leaders.⁴²

Approximately **330** employees participated in one of our Group-wide leadership programs.⁴²

The COVID-19 pandemic again defined 2021. During the coronavirus pandemic, many new employment-related measures were implemented to protect the health, well-being, and economic situation of our employees.

- ▶ By closely monitoring the constant legislative output, we succeeded in maintaining full labor law compliance while also offering our staff new options to help with their pandemic-induced personal situations and needs. Employees were offered various new solutions (depending on the local jurisdiction) to combine work duties and care obligations more flexibly. All employees were provided the option to work from home where practically and technically feasible.

- ▶ In order to ensure organizational agility and excellence and to make OMV a great place to work during these times, we developed virtual collaboration programs and remote leadership capabilities. This year we continued our journey to shift development toward more global and virtual programs that are easily accessible and can be facilitated in-house. Our new manager training was delivered completely virtually, and a new program called Remote Leadership supported our executives and managers in managing remote teams of employees either working from home or in a different country. OMV's culture and performance was safeguarded by growing our leaders' virtual and remote collaboration skills.
- ▶ We developed the Working from Home Guide, which is a virtual guide containing tips and tricks for improving virtual teams through the use of technology. Learning collections were provided to assist employees with leadership during times of crisis as well as managing stress and virtual work. Information and advice are regularly provided on all employee-relevant questions. Reliable internal processes mirroring new administrative processes were promptly implemented. Free psychological support was offered to all employees, enabling them to talk to a professional about coping with the pandemic.
- ▶ At the end of last year, we ran a quick poll on how employees were coping during the pandemic. The response was positive, and our staff expressed the wish to keep working from home as the "new normal." Based on their feedback, a flexible home office policy was introduced in 2021.

Outlook

We are working on a new HR strategy and a new HR purpose in line with the Company's new strategy. Over the past year, the HR teams from OMV Petrom, OMV, and Borealis have collaborated increasingly to share best practices and find a common way forward. Great synergies have been unlocked in recruitment, provider sharing (e.g., LinkedIn digital learning), and training programs on the oil, gas, and chemical industries. The future aim is a shared HR Group Strategy.

Skills Development and Training

We want our employees to learn and continuously increase their knowledge, competencies, and performance to meet our business objectives and to develop necessary skills for the future.

Our functional and technical training focuses on maintaining a skilled and capable workforce.

⁴¹ Data excluding Borealis and blue-collar workers at OMV Petrom

⁴² Data excluding Borealis



Our business skills training helps employees understand OMV and work safely and effectively within the organization in compliance with all applicable rules.

In leadership training, we are supporting managers in efficiently and professionally applying our OMV tools and processes, inspiring people, and leading their teams.

Personal skills training helps develop personal impact at work and systematically demonstrate our values.

Management and Due Diligence Processes

Needs Assessment

Training is planned and delivered annually in line with our workforce requirements. Training is planned by the business units according to business needs. Employees identify their learning needs through a mixture of localized training matrices. These assist them in creating development-oriented action plans linked to career paths, competencies, and professional goals. The four key competencies in which we encourage our employees to further develop are functional and technical skills, business skills related to effective work in the OMV Group, personal skills, and leadership skills.

All learning activities should be linked to clearly defined learning and development objectives and agreed with line managers. There are different ways to learn: 70% of what we learn is from the job, 20% involves learning from others through coaching or mentoring, and 10% comes from courses. Courses are developed whenever a structured foundation for skills and knowledge is needed.

Types of Trainings

OMV provides mandatory training for all employees in areas such as business ethics, cybersecurity, and data protection, as well as mandatory training dependent on the job, for instance within HSSE. In addition, we offer optional training for all employees in areas ranging from carbon accounting and management and community relations development to personal skills training such as managing change or effective communication.

We encourage the use of online resources for training. The expansion of our online learning content enables employees to access more consistent training content and enhances its accessibility on a global level. We also highly encourage employees to pursue continuing education to further enhance their various skills.

Evaluation of Training Programs

Training processes include structured requests for feedback, which are conducted after training events in order to

monitor and evaluate the effectiveness, success, and ROI of training measures, and to implement improvement measures. In addition, our overall training metrics (participation, costs, training hours, training topics, etc.) are reported in a training dashboard on a global level every quarter.

2021 Actions

20,887 training participants

EUR 8.4 mn spent on training

399,983 total training hours

In 2021, there was a focus on mandatory, legally binding, business critical, and low-cost learning (e-learning, online learning through our partnership with LinkedIn Learning, and virtual courses/webinars). Leadership training focused on first-time leaders, women in leadership, and managing remote and hybrid teams. Another priority was supporting staff in developing their virtual skills, for example by offering virtual facilitation courses. In terms of business skills, the focus was on sales training and, as before, on graduating new cohorts from the Integrated Graduate Development (IGD) Program.

Due to the COVID-19 situation, we again concentrated on virtual training delivery, as in 2020. All measures to support employees in the virtual and hybrid environment were therefore continued. These included the delivery of virtual health webinars, the implementation of a virtual facilitators' network, updated personal skills courses, and many more.

Outlook

In 2022, we realize that many countries in which we operate may still be impacted by the COVID-19 pandemic, and that any steps we take to retune the working environment will now be hybrid. To support our employees further with this ongoing transition, we will again focus on our first-time leaders, remote leadership, virtual facilitation, and digital learning. Additionally, we plan to continue operating in a hybrid environment, implement change management, and further support employees to ensure their well-being and health. We will shift holistically toward the employee experience to ensure an inclusive, collaborative, and high-performing organization.

**Target 2030**

- ▶ Increase average number of annual learning hours to a min. of 30 hours per employee

Status 2021

- ▶ Average number of annual learning hours: 18

Relevant SDGs**SDG targets:**

- 4.4** By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs, and entrepreneurship
- 8.2** Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors

Communities

Material Topic: Communities

Managing impacts (e.g., local employment and skills development, infrastructure impacts, environmental, health and well-being impacts) of activities on local communities, including through targeted social investments.

Key GRI

- ▶ GRI 413: Local Communities 2016

NaDiVeG

- ▶ Respect for human rights
- ▶ Employee and social concerns

Most relevant SDGs

For OMV, transparency, trust, and partnership-based relationships with local communities are key to ensuring we are a responsible and welcomed neighbor wherever we operate. Adding value to the communities in which we operate is essential to safeguarding our operations for the future. In the interest of meeting our responsibility as an international company, we contribute positively to the fulfilment of human rights in our direct surroundings with a number of projects and initiatives. Investments in community relations and development respond to identified community needs: They are designed to mitigate social risks resulting from company operations and initiate positive change in surrounding communities.

Our commitments to our communities are laid out in our Human Rights Policy. The Sustainability Directive documents processes and accountability internally, and covers social responsibility, which comprises community relations, development and social investments, human rights, volunteering, and NGO relations for the OMV Group. A special Community Relations and Development handbook is available for all of the OMV Group's CSR focal points.

Governance

The Community Relations and Development function governs and steers community relations at Group level and



implements development activities in the countries in which we operate. It also receives regular reporting and feedback from social responsibility teams and local teams, and monitors and ensures adherence to the Group's guidelines on community relations and development. We hold regular structured alignment meetings with our local social responsibility managers to monitor and steer local implementation of our site-specific global community relations and development commitments. We also organize regular exchanges among all countries in order to share challenges and best-practice experiences as a supplement to the guidance provided. According to our Sustainability Directive, each business area and all subsidiaries can act as initiators of community development investments and social investments within the framework of the OMV Group Sustainability Strategy processes.

Steering ensures that the OMV Executive Board is adequately and timely informed about the entire community and social investments portfolio, plans, and performance KPIs. For example, the Group's social responsibility officers submitted the total budget for community and social investments in 2021 and provided information on major social or community investments planned.

In 2008, Borealis initiated the Borealis Social Fund. A portion of Borealis' net profit, based on clearly defined allocation rules, is dedicated to the Fund each year. Projects can be submitted by any external or internal stakeholder to the sustainability team, which evaluates the proposal and makes recommendations to the CEO, who is responsible for the Fund. The CEO selects and approves all projects. Sponsorships over EUR 0.5 mn per project per year need the additional approval of the Chair or Vice Chair of the Borealis Supervisory Board. Investments from the Borealis Social Fund count towards the overall OMV Group social investments.

Having such a social fund in place through which social investments are steered and operated can help the business maintain its charitable mission focus and to support the visibility of social engagement. OMV Corporate is therefore considering setting up a similar fund in the coming years.

Community Impacts and Grievances

We acknowledge that the presence of OMV's business has direct and indirect impacts on local communities. We aim to steer the impacts of our business activities in a positive direction by building and maintaining mutual trust and pursuing respect-based community relations, investing in local development, safeguarding human rights, and ensuring that local suppliers who work with OMV follow sustainable practices. Transparent and instant communication with local communities in order to ensure that their voices and con-

cerns are heard and addressed helps OMV establish good relations with communities impacted by our business operations and supports us in creating a conducive operating environment for the business.

Management and Due Diligence Processes

Community Consultation and Social Impact Assessments

Our community relations and development management process is based on centralized policies and targets, and implemented by locally responsible persons with local resources. In line with our community relations and development procedure, all OMV projects require community consultation in the development phase. In 2021, one out of seven projects was in the process of community consultation.

We start by conducting a Social Impact Assessment (SIA), which includes free and prior informed consultation with and consent of local stakeholders. Sometimes, an SIA is integrated into an Environmental Impact Assessment (ESIA) to foster synergies and efficiencies. The purpose of an SIA is to ensure that the views of the local communities, especially of indigenous peoples, are incorporated into and addressed throughout all phases of the project life cycle: commissioning, operation, and decommissioning or abandonment. We also pay particular attention to any possible impact on human rights.

Based on the internal regulation for conducting SIAs, we include a baseline study, community needs assessments, stakeholder analyses, and a study of social risks associated with the project. Where possible, SIAs are conducted in a participatory manner by directly consulting with potentially affected communities. Our standards require the outcomes of the SIA to be communicated to affected stakeholders. Based on the SIA's outcome, site-specific strategies for community relations and development, stakeholder engagement plans as well as Community Grievance Mechanisms are developed and implemented.

Community Engagement

We maintain regular communication with the communities where we operate and strive to inform them in advance of any planned business activities that may affect them. For example, in the vicinity of our refineries, stakeholders such as local authorities and neighbors are proactively informed in advance of work that may cause a disturbance, such as noise from turnarounds, by way of stakeholder meetings, social media, leaflets, and other channels as appropriate. For instance, the "green phone" at the Schwechat refinery has ensured 24/7 direct contact for all neighbors for years now. Each individual call is answered by the shift supervisor in charge and in cases of perception of noise or odor, the shift supervisor checks immediately for potential sources in the refinery so that the issue can be solved as soon as possible.



When plants are decommissioned, or we exit a location, our community relations team ensures that potential social impacts are addressed by drawing up targeted community engagement plans, social impact assessment and management plans, and exit strategies for ongoing community development projects.

Community Grievance Mechanisms

Our approach to managing community grievances follows the precautionary principle of ensuring local approval for OMV operations by identifying and resolving the issues of concern to the local community early on. We strive to conduct our operations in a way that reduces any disruption to our neighboring communities to a minimum; however, grievances may still arise. We manage these grievances through localized Community Grievance Mechanisms (CGMs). At OMV, a CGM is a key tool for preventing and managing our potential impacts on local communities and related social risks.

The CGM stipulates a stringent approach to systematically receiving, documenting, addressing, and resolving grievances in all of the countries where we operate, therefore laying the foundation for our social license to operate. We define a grievance as an expression of dissatisfaction stemming from a real or perceived impact of the Company's business activities. Our grievance management system is based on dialogue with our stakeholders first and foremost and is designed to prevent any retaliation risks. The CGM helps OMV and those potentially impacted by its operations resolve issues without resorting to the legal system. However, OMV's CGM does not hinder or prevent affected stakeholders, including local communities, from accessing judicial or other remedies for their complaints or grievances. The CGM offers a channel for resolving grievances out of court and, depending on the case, provides a remedy to community members. (For more information on our approach to community grievance management, see the [OMV website](#).)

The CGM remained fully operational in all operated E&P assets, in the three OMV refineries, (Schwechat in Austria, Burghausen in Germany, and Petrobrazi in Romania), and at one power plant (Brazi in Romania) in 2021. A Community Feedback Mechanism (CFM) is in place at SapuraOMV. Borealis is still in the transition phase to implementing OMV's community relations management regulations. Borealis has a hotline system where grievances can be addressed by internal and external stakeholders.

In the interest of full alignment with IPIECA's best practice for grievance management, OMV has set a target to assess the CGMs at all of its sites against the UN Effectiveness Criteria for Non-Judicial Grievance Mechanisms by 2025. The UN Effectiveness Criteria require the grievance mechanism

to be legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning, and based on engagement and dialogue.

The alignment of CGMs with the UN Effectiveness Criteria is assessed by conducting a review of management processes and consulting with internal and external stakeholders. The assessments result in recommendations and tailored action plans to improve grievance management at site level. The action plans are implemented by local management and monitored by the Corporate function. The sites already assessed account for 99% of all registered grievances at OMV in 2021. In 2019 and 2020, such assessments were completed in, for example, New Zealand, Malaysia, and E&P Austria, where follow-up actions are in the process of being implemented as per the findings.

2021 Actions

884 total grievances in 2021

- ▶ **477** grievances relating to our impact on society⁴³ received (355 resolved⁴⁴)
- ▶ **400** grievances concerning an impact on the environment⁴⁵ received (241 resolved)
- ▶ **7** human rights grievances⁴⁶ received (5 resolved)

The open cases will be handled during 2022.

In 2021, the following key improvements were made to the CGMs:

- ▶ OMV Petrom's Petrobrazi refinery CGM procedure and E&P OMV Petrom's CGM procedure have been reviewed based on the Company's new community grievance management standards in recent years. A new CGM database has been developed and implemented to ensure the traceability and predictability of grievance management. In 2021, the Petrobrazi refinery also stepped up its external outreach to local communities by enhancing the call center service that facilitates the communication between the Petrobrazi refinery and all stakeholders interested in submitting complaints or requesting information. The optimal functioning of the call center service is very important in managing the community grievances in order to strengthen the relationships between the refinery and the local community.
- ▶ The Schwechat and Burghausen refineries further improved their public information on local accessibility of the CGM. For instance, Schwechat linked the green phone prominently on its homepage.

⁴³ Society category grievances include noise, dust, land acquisition, access to project benefits, or other disturbances relating to OMV activities.

⁴⁴ A grievance is considered "resolved" when the proposed resolution by the Company is accepted by the complainant. It remains categorized as "addressed" if the proposed resolution is not accepted by the complainant.

⁴⁵ Environment category grievances include land degradation, water pollution, air pollution, etc.

⁴⁶ In 2021, the human rights category grievances were related to working hours and rest times as well as alleged cases of bullying, harassment, defamation, unfair treatment and disrespectful behavior.



- ▶ In 2021, SapuraOMV signed the Community Feedback Mechanism (CFM), which defines the process that must be followed when written or oral complaints, or other types of feedback are received. Furthermore the “We Care” portal is up and running. We Care is an e-portal that allows users to register feedback, receive an immediate acknowledgement, and be offered appropriate follow-up measures, while being treated with respect and ensuring their identity is protected, in accordance with the applicable laws and regulations.
- ▶ New Zealand completed an external review of its CGM in 2021.
- ▶ At E&P Austria, a CGM standard was communicated and published on the website along with an internal reporting tool implemented to ensure consistency, structure, and greater predictability in handling community grievances.

Outlook

We will take the following actions in the coming years to continue to improve our community grievances approach:

- ▶ Currently, 87% of OMV’s grievances stem from E&P OMV Petrom. In 2022, a detailed assessment will there-

fore be conducted at E&P OMV Petrom to analyze the root causes of grievances with the aim of decreasing their number. The assessment will start with Asset III Muntenia Vest.

- ▶ At the Petrobrazi refinery, where the CGM was analyzed in 2018, the newly implemented call center service, which is available 24/7, will continue to be rolled out in Prahova county communities in 2022. An assessment of the results will be completed after one year of implementation.
- ▶ A unique communication concept is planned for the Schwechat refinery in 2022 and 2023, including direct mail from residents, communication training for the shift supervisors for the green phone, and a link to the green phone on the refinery’s homepage.
- ▶ In 2022, we plan to launch the “We Care” portal on SapuraOMV’s website and to roll it out in all operations in Malaysia.
- ▶ At Borealis, our first step will be to conduct a self-assessment, after which they will be able to create a baseline for the organization’s CGM alignment with the UN Effectiveness Criteria.



Target 2025

- ▶ Assess Community Grievance Mechanisms of all sites against UN Effectiveness Criteria⁴⁷

Status 2021

- ▶ 7 out of 9 sites in scope assessed. In 2021, the focus was on developing the Community Feedback Mechanism at SapuraOMV.

Relevant SDGs



SDG targets:

16.6 Develop effective, accountable and transparent institutions at all levels

16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels

⁴⁷ Nine defined assets on a 100% operator/majority-owned basis from the E&P, Refining, and Power business segments are currently in scope (scope liable to change based on operatorship/divestments). The scope was previously ten assets, but changed to nine in 2021 due to the divestment of assets in Kazakhstan.

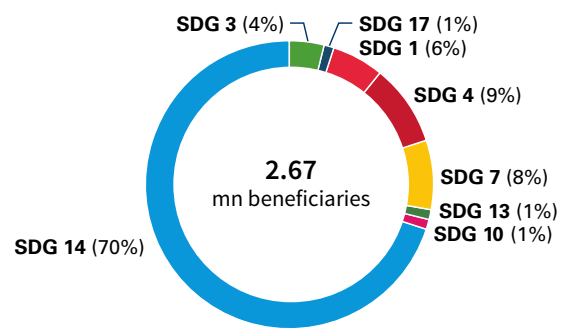
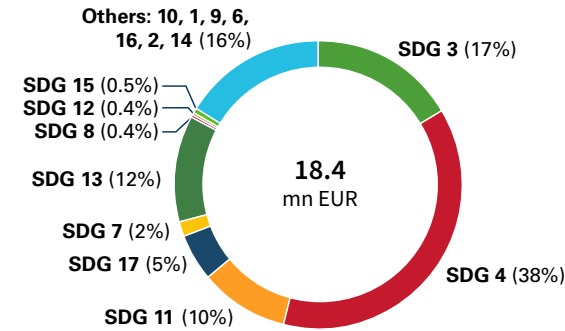


Community Investments

Our community relations processes and projects help us develop mutual trust and respect between OMV and

nearby communities, thus helping us maintain our social license to operate and create win-win situations for all.

2021 Investments by Main SDGs and by Beneficiaries



- SDG 1: No Poverty
- SDG 3: Good Health and Well-Being
- SDG 4: Quality Education
- SDG 7: Affordable and Clean Energy
- SDG 8: Decent Work and Economic Growth
- SDG 10: Reduced Inequalities
- SDG 11: Sustainable Cities and Communities

- SDG 12: Responsible Consumption and Production
 - SDG 13: Climate Action
 - SDG 14: Life below Water
 - SDG 15: Life on Land
 - SDG 17: Partnerships for the Goals
- Other SDGs supported to a smaller degree
- -
 -
 -

Management and Due Diligence Processes

Needs Assessments

Community development investments are always aligned with identified local needs and made in consultation with local stakeholders, as well as in consideration of country priorities with regard to Sustainable Development Goals (SDGs). We prioritize projects with a potential for generating long-term societal value and making a lasting change to beneficiaries' lives. Community and social investments are aligned with the SDGs and the community needs identified during SIAs, or with broader societal priorities (e.g., by consulting the Social Progress Index⁴⁸).

We aim to implement our projects in partnership with locally active stakeholders or non-governmental organizations to ensure a maximum social return on our investment. We implement our community development projects as investments, therefore expecting each project to generate a return for our communities or society more broadly. These initiatives often also include knowledge transfer initiatives aimed at building the local technical capacity of potential workforce or supply chain partners.

Prioritization

Key OMV focus areas for our community and social investments are the following:

- ▶ Access to basic services
- ▶ Education, entrepreneurship, and employment
- ▶ Climate action and circular resource management

In addition to the priorities defined by the Group, individual countries or Group companies also identify specific priorities. Thus, for instance, within the Borealis Social Fund, the company has defined three areas of social engagement that contribute to SDGs 14, 6, 7, 4.

Corporate Volunteering

OMV Group employees are also encouraged to personally play an active part in sustainability initiatives, including by volunteering. We offer OMV employees opportunities to actively engage in encouraging responsible and sustainable behavior, and facilitate employee engagement and involvement with charitable partners. Group-wide volunteering activities in line with specific targets are part of our community and social investments. In view of the restric-

⁴⁸ The Social Progress Index, developed by the Social Progress Imperative, is a comprehensive measure of real quality of life, independent of economic indicators across countries. More details can be found at: www.socialprogress.org



tions imposed by the global pandemic, volunteering by OMV employees was only possible to a limited extent in 2021. Nevertheless, some outdoor activities could be implemented with OMV volunteers as team-building measures. In 2022, corporate volunteering will also be offered to Borealis employees.

2021 Actions

EUR 18.4 mn in community and social investments⁴⁹

262 community and social investments in 23 countries

2.67 mn beneficiaries reached

1,374 employee volunteers

Impact Snapshot: Access to Basic Services for Health, Water, and Food

In 2021, we continued to invest in infrastructure to improve access to basic services such as health care and water. The former is especially important during the current health crisis. Our investments focused especially on underserved groups or areas with limited access to basic services in the countries in which we operate. These investments in basic human needs are also in line with our commitment to respecting human rights.

COVID-19 Support

During the pandemic, OMV supported the countries and communities where we do business by focusing on enhancing medical preparedness and ensuring the delivery of supplies. For instance, OMV Libya delivered 50,000 COVID-19 rapid testing kits to the National Oil Corporation (NOC) in Libya. These kits were distributed to the NOC subsidiaries, including AGOCO, Zueitina, and the communities surrounding oil facilities (hospitals, isolation, and quarantine centers).

OMV conducted several activities for the benefit of local health authorities in both Gabes and Tataouine to support them with material and medical supplies during the sanitary crisis with an overall investment of USD 84,000.

Water for the World

Ensuring everyone has access to clean water and a reliable energy supply is an essential part of the world we want to live in. There is sufficient fresh water on the planet to achieve this. However, due to bad economics or poor infrastructure, the United Nations estimates that 2.2 billion people still lack access to safely managed drinking water, especially in remote rural areas. In addition, 789 million

people – or 13% of the global population – are living without access to electricity and rely on wood, coal, charcoal, or animal waste for cooking and heating. Furthermore, gains in energy access are being reversed in the wake of the COVID-19 pandemic.

Since 2007, Borealis and Borouge have provided solutions to this global challenge through “Water for the World,” a joint program to address the global water and energy shortage in rural and urban communities, with a focus on Southeast Asia and Africa. Since its launch, Water for the World has carried out numerous projects across Asia and Africa, including China, Ethiopia, India, Kenya, Nepal, Morocco, Myanmar, and Pakistan, benefiting over one million people.

Additional projects contributing to SDGs 1, 2, 3, 6, and 7 can be found on the [OMV website](#).

Impact Snapshot: Education, Entrepreneurship, Inclusion, and Employment

We develop community projects that promote self-sufficiency, job growth, and economic development in the communities impacted by our business operations. Education, entrepreneurship, and employment are key factors in socioeconomic development and positively contribute to numerous other SDGs. OMV has been involved in community and social investments focused on education, entrepreneurship, and employment for many years now. We invest in vocational training, microlending, scholarships, and supplier capacity building.

Tasharok

One key project in 2021 for the education focus area was the [Tasharok project](#) launched in Tunisia, which aims to bring positive change to Basboussa and Bouchemma, two communities in the vicinity of Nawara GTP by:

- ▶ Enhancing the city’s waste management services in collaboration with the municipality and equipping it with the needed material and equipment
- ▶ Collaborating with a local microgrant program for the benefit of Basboussa community members in order to create small-scale economic activities to improve their economic situation and support their families
- ▶ Bringing people together to organize and support each other to resolve community issues through the creation of a community-based organization acting as a representative for the Basboussa neighborhood

The Tasharok project also supports the basic services focus area to a more limited extent.

⁴⁹ Includes contributions in cash, contributions in kind, and donations; excludes related management overheads



COVID-19 Support

The ongoing global COVID-19 pandemic has presented our societies with challenges that are unprecedented in our lifetime. OMV helped mitigate the social and economic impacts of the pandemic by helping to ensure access to remote schooling. The project “CAPE 10 – House of the Future and Social Innovation” has been part of OMV’s social investment portfolio since 2018. Under the auspices of the CAPE 10 project, OMV supports the Max & Lara project for children, which aims to influence the behavior of socially disadvantaged children and young people in a positive way. Children and young people are particularly affected by the COVID-19 measures in view of homeschooling and the lack of IT equipment.

In 2021, OMV donated laptops and EUR 25,000 to JUHU!, an association supporting disadvantaged young people. This contributes to ensuring that children and young people in need of help have access to free education and counseling services. The association’s goal is to reduce social exclusion and poverty due to educational disadvantages and to prevent students from dropping out of school. In addition, single parents are relieved by being provided support, even in family crises.

Additional projects contributing to SDGs 4, 5, 8, and 10 can be found on the [OMV website](#).

Impact Snapshot: Climate, Energy, and Circular Resource Management

Climate and environmental changes inevitably affect communities and their livelihoods, health, and opportunities around the world. We can no longer afford to tackle the social challenges the world faces without recognizing the depth of the effects environmental changes have on people and their well-being. Climate change, sustainable energy access, and environmental protection are key priorities in our community and social development efforts. A total of 702,560 trees were planted in three countries, sequestering 81.4 kt CO₂ in Austria, Romania, and New Zealand.

Shabwa

In 2021, OMV Yemen funded a large-scale internal distribution power network in the Shabwa governorate by supplying electrical components. This involved procuring materials to support the local community’s access to affordable, reliable, sustainable, and modern energy for all. The project benefits the neighboring communities by providing access to the power grid to nearby villages by supplying network components. Thus, OMV Yemen built a good relationship with local stakeholders with a project benefitting more than 7,400 people.

Romania Plants for Tomorrow

OMV Petrom completed spring planting as part of the “Romania Plants for Tomorrow” campaign, the largest privately funded forestation initiative in Romania. About 2,350 volunteers contributed to planting almost 600,000 seedlings on a total area of 125 hectares. The forestation activities were carried out in 41 localities in 18 counties and were supported by six non-governmental organizations recognized for their contributions to environmental protection. The forestation activities scheduled for 2021 started in March and were split into two seasons: spring and autumn. In the second year of the “Romania Plants for Tomorrow” campaign, 640,000 seedlings will be planted on an area of 129 hectares.

Project STOP – Stop Ocean Plastics

In 2017, Borealis initiated Project STOP (Stop Ocean Plastics). This program, co-founded with SYSTEMIQ, aims to achieve zero leakage of waste into the environment and to recycle more plastics. Project STOP focuses on the regions with the highest leakage rates and, with the support of industry and government partners, works hand in hand with cities to create leak-free, low-cost, and more circular waste management systems. In the process, Project STOP also creates community benefits, including jobs in waste management and a reduction in the harmful impact of mismanaged waste on public health, tourism, and fisheries.

Project STOP uses a “system enabler” approach, whereby a team of experts works with the local government, communities, and non-governmental organizations (NGOs) to build institutional capacity and support financial and business planning, behavior change, technical expertise, project management, and recycling valorization.

Project STOP’s initial city partnership was in Muncar, Indonesia, with two subsequent partnerships begun in the Indonesian cities of Pasuruan and Jembrana. The project’s achievements by the end of 2021 include:

- ▶ Creating 226 new full-time jobs in waste collection, sorting, organic processing, and management and administration
- ▶ Providing waste collection services to 260,000 people, for the first time in their lives; collecting 20 kt of waste (including 2,700 t of plastic)
- ▶ Developing a financially transparent process for transferring funds
- ▶ Building necessary infrastructure (five new material recovery facilities)
- ▶ Supporting the development of a Waste Management Master Plan for the Banyuwangi Regency
- ▶ Building a curriculum to train government workers, based on the lessons learned from Project STOP



Despite COVID-19-related challenges, the implementation of Project STOP in Muncar was completed by the end of 2021 and handover to the local municipality took place in mid February 2022. Full handover will only take place once all key performance indicators have been achieved and a financially sustainable system is ensured. During 2022, the Project STOP team will remain available for support and advice, if needed.

The partnerships with the cities of Pasuruan and Jembrana are scheduled to be completed by the end of 2022. When all three city partnerships are complete, Project STOP will reach 450,000 people and prevent 45 kt of waste (including 5,700 t of plastic) from leaking into the environment every year.

Additional projects contributing to SDGs 7, 11, 12, 13, 14, and 15 can be found on the [OMV website](#).

Outlook

We will continue supporting the UN Sustainable Development Goals through a number of community relations and social investment projects worldwide, working closely with communities in the vicinity of our operations. For instance, we plan to expand Project STOP to cover a wider region in Indonesia. Once this four-year expansion is finalized, Project STOP will have provided waste collection services to 2 mn people, established 1,000 new jobs, and created systems collecting 25 kt of plastic waste annually, keeping it permanently out of the environment.

In 2022, we will review our prioritization of focus areas in line with our sustainability strategy and define common Group-wide areas. We will also continue our ongoing social projects to meet the needs of people in the communities where we do business.



Target 2030

- ▶ Direct at least 1% of Group investment per year toward social goals (based on previous year's reported net income attributable to stockholders of the parent)

Status 2021

- ▶ 1.46%⁵⁰

Relevant SDGs



SDG targets:

1.4 By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance

8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services

⁵⁰ The reported net income attributable to stockholders of the parent in 2020 experienced significantly negative effects following the COVID-19 pandemic, reaching only EUR 1,258 mn. In 2021, OMV's reported net income attributable to stockholders of the parent was EUR 2,093 mn. Strategic social investments totaled EUR 18.4 mn in 2021.