



## People

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 UN Sustainable Development Goals (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 the social and economic effects of the transition to an environmentally sustainable economy.

Our operations impact our employees and the communities where we operate. These impacts can be positive, for example employment opportunities, fostering local businesses, and infrastructure, as well as negative, for example competition for land use, dust production, privacy, and community dependence on the Company, among other things. 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, sustainable expert team of employees for international and integrated growth to meet today's challenges and adapt for tomorrow. 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. With our People & Culture (P&C) Strategy, we are ensuring the transformation of the OMV Group will be a success by adapting our current ways to fit with our new aspirations. Building on our capability, we are reinventing how we lead and our way of working, and growing our network of experts, because "People make it happen." In 2023, we introduced our new OMV Group Values "We care | We're curious | We progress," which will guide us on our path to a more sustainable future. Our values underpin our culture and signal what is important to us. Building a corporate culture based on these values will give us a competitive advantage, enable new and enhanced ways of working, and pave the way to becoming a net zero-company by 2050.

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, contractors and communities are upheld – efforts that are described in the "[Human Rights](#)" material topic. The "[Diversity, Equity, and Inclusion](#)," "[Employees](#)," and "[Communities](#)" material topics then further outline how we ensure those rights are realized, whether economic, social, or cultural.



Considering the impact of everything we do.

We show respect, speak up, and act responsibly toward each other, our customers, and the environment.



Defining tomorrow by welcoming new perspectives today.

We learn by being inclusive, asking questions, sharing our knowledge, and having the courage to try new things.



Overcoming obstacles and finding solutions to deliver high performance.

We take ownership, trusting and empowering each other to make bold decisions to deliver safely and at speed.

## Human Rights

### Material Topic: Human Rights

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

#### Key GRIs

- ▶ 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

#### NaDiVeG

- ▶ 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. The OMV Group strives to be a fair and responsible employer and recognizes its responsibility to respect, fulfill, and support human rights

in all operations. We are committed to addressing any adverse human rights impacts we are involved in and to implementing adequate measures for their prevention, mitigation, and, where appropriate, remediation.



The OMV Group holds itself responsible for respecting the human rights of our employees, as well as those of people directly impacted by or involved with our business, for example our suppliers and contractors, communities, indigenous peoples, and the society in which we live and operate our business. Our responsibilities in the area of human rights include, and are not limited to, equality and non-discrimination, decent living 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 consent (FPIC). We specifically concentrate on the impact of our activities on the human rights of individuals and groups that are more likely to be in vulnerable situations, such as indigenous peoples, women, and children.

## Specific Policies and Commitments

Our Code of Conduct and the [OMV Group Human Rights Policy Statement](#), which are both approved by the Executive Board, set out our understanding of and responsibility for respecting and realizing human rights in our business environment. Our Human Rights Policy Statement includes detailed descriptions of our specific human rights commitments, e.g., related to workers' rights, vulnerable groups, and security, as well as our commitment to contributing to a Just Transition.<sup>26</sup> Borealis and OMV Petrom have developed their Human Rights Policy Statements based on the OMV Group's statement, and both have been approved by the CEO and Executive Board respectively.

The OMV Group 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, OMV Petrom, and Borealis have signed the UN Global Compact and are 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, such as decent living 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 on 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 out our human rights responsibilities in a comprehensive Human Rights Matrix, which is designed to serve as the foundation for our activities in this area. The OMV Group Human Rights Matrix covers responsibilities in the areas detailed 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 within the OMV Group, the Human Rights Management System, and our Community Grievance Procedure.

In 2023, we initiated a thorough revision of our OMV Group Human Rights Management in line with the UN Guiding Principles on Business and Human Rights, as well as any new or upcoming legal requirements, such as the EU Corporate Sustainability Due Diligence Directive (CSDDD), and other regulations related to mandatory human rights due diligence. With the revision of the human rights due diligence steps and the reformulation of roles and responsibilities, we aim to improve the integration of human rights into our overall risk management processes and across all functions.

We have also reviewed in detail our Human Rights Matrix, which forms the heart of the OMV Group Human Rights Management System and describes our concrete human rights responsibilities (for more details, see [Human Rights Matrix](#)).

### 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 training, all in line with the Voluntary Principles on Security and Human Rights. Read more about our approach to this topic in [Corporate Security](#).

### Health and Safety

This includes the OMV Group's 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 living wages, working hours, employee representation, collective bargaining, and provisions against forced labor, child labor, and human trafficking. We support the "five fundamental principles and rights at work" outlined in the ILO Declaration. We are committed to respecting workers' rights, in line with ILO's fundamental Conventions on rights at work, and we expect our contractors, suppliers, and the joint ventures we participate in to do the same. Where local labor rights standards fall short of the OMV Group's standards, based on international human rights law, the OMV Group is guided by its higher standards unless this is forbidden by law.

<sup>26</sup> "Just Transition" refers to addressing the social and economic effects of the transition to an environmentally sustainable economy as stated in the Guidelines of the International Labour Organization (ILO) for a just transition.



The OMV Group strives to be a fair and responsible employer. Upholding and promoting labor rights is essential to achieving legal compliance in a local and international environment. It is also essential to ensuring that our global workforce can develop professionally and fulfill their personal aspirations in line with our business needs.

### Working Hours and Flexibility

We are committed to complying with applicable local working time and overtime payment provisions, which is essential for a professional working environment. Part-time work is offered. In general, our part-time employees are entitled to the same benefits as full-time employees, except where benefits are linked to the amount of time worked (e.g., 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 legal provisions, we offer further flexible work options such as special part-time work for certain age groups and work-from-home options that provide greater time flexibility for our staff. We offer various forms of long- and short-term breaks from work such as sabbaticals and parental and other care leave.

### Operational Changes and Minimum Notice Periods

Our personnel policy is based on long-term employment. Both staff and the organization should 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, and 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. Almost all of our employees are covered by mandatory notice periods under employment law or collective bargaining agreements in the event of restructuring. In situations where, despite training, transfer, or development programs, staff release becomes unavoidable, we make every effort to consider the economic and social consequences of those affected. We are committed to complying with local legislation regarding minimum notice periods in each country where we operate.

### Wages

We are committed to locally applicable decent living wage standards. For almost all of our employees, minimum wages or salaries are fixed by law or agreed by way of collective bargaining.

### Right to Education

This includes employee training and support for basic education in the surrounding communities. Read more about

our approach to this topic 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 avoiding involuntary resettlement, or at least keeping it to a minimum. Where resettlement is unavoidable, all people affected should be compensated fully and fairly. We are committed to 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 with all relevant stakeholders ahead of time 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 (FPIC) in accordance with IFC Performance Standard 7 and ILO Convention 169. We are aware of indigenous communities in the proximity of our operations in Māui, Pohokura, and Maari in New Zealand, as well as in the Arma district in Yemen. Read more about our approach to engaging with our communities in [Community Impacts and Grievances](#).

### 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. The OMV Group 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. Therefore, we apply the principles of necessity and proportionality regarding our employees' living and working conditions.

### Environment and Climate Change

The OMV Group recognizes the right to a clean, healthy, and sustainable environment as a human right that is intrinsically linked to a wide range of other human rights. With our OMV Strategy 2030, we are fully committed to supporting and accelerating the energy transition, acting on responsible resources management, and minimizing the environmental impacts of our operations.

Cognizant of the social impacts that the energy transition entails, the OMV Group is committed to contributing to a Just Transition for our employees and communities, and to addressing the social and economic effects of the transition to an environmentally sustainable economy.



## Governance

In 2023, we took major steps to entrench accountability for human rights in our Company leadership. The Corporate Human Rights Experts team has been integrated into the Group Sustainability Team, which reports to the CFO. Our CEO continues to be the key owner of the topic of human rights, with the CFO being a co-owner. We continued our biannual human rights briefings with the CEO and CFO. They are both personally briefed about our main achievements and challenges related to our human rights impact at least twice a year (and whenever critical concerns arise). The main topics of discussion during the 2023 briefing sessions included principal achievements, major gaps and next steps of our human rights management approach, human rights compliance in contractor management, human rights grievances, the annual human rights risk ranking, the Human Rights Self-Assessment (HRSA) at Pak-Arab Refinery Limited (PARCO), the Community Grievance Mechanism (CGM) Assessment at OMV Tunisia, and our results of the Corporate Human Rights Benchmark. At the end of 2022, the OMV Group renewed its commitment to human rights with the formal approval of our revised OMV Group Human Rights Policy Statement by the OMV Executive Board.

Below Board level, accountability for our compliance with human rights lies with the respective countries' business heads. Locally based human rights focal persons 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) plus a team of four Social Compliance Experts at 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 People & Culture (P&C) department deals with human rights issues related to labor rights, the Procurement department steers the management of human rights issues in supplier relationships, the HSSE department is responsible for health, safety, and security-related human rights issues, and the corporate Community Relations and Development function oversees OMV responsibilities related to the human rights impact on communities and indigenous peoples.

## Management and Due Diligence Processes

The human rights due diligence process involves assessing the human rights risk associated with our current and future business activities and taking risk management actions. This ongoing process uses external resources and expertise, which includes external stakeholders, particularly those from impacted groups.

## Human Rights Matrix

Since 2008, we have mapped out 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. In 2023, we initiated a review of the Human Rights Matrix as a follow-up to our review of the OMV Group Human Rights Policy Statement in the previous year. Keeping the overall structure of our Human Rights Matrix, we aim to improve the alignment of its content and language with international human rights due diligence standards and legislation. The updates will reflect the increasing responsibility of companies and better incorporate the most salient issues.

At all stages of the human rights due diligence process, we use the OMV Group Human Rights Matrix as a common standard, mapping out reality on the ground against the specific responsibilities as defined in the matrix, and identifying any gaps we need to focus on. This approach helps us identify any potential human rights impact of our business activities, whether it relates to non-discrimination and diversity, labor-related issues (e.g., decent living wage standards and adequate break times), indigenous peoples' rights, or human rights in the supply chain.

## Risk Assessments

The OMV Group has developed due diligence tools and techniques to assess the risk of human rights violations<sup>27</sup> 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 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 in consultation with internal experts. The countries are rated as low, medium, and high risk, countries with the greatest manageable risk, and "no-go" countries with unmanageable risk. Based on this rating, we develop our yearly work plan, defining further due diligence actions and human rights training. Internationally recognized third-party experts support the OMV Group in conducting due diligence on the Company's exposure to human rights

<sup>27</sup> A human rights violation happens when OMV fails to respect, fulfill, and support the realization of human rights in relation to our business activities, or becomes complicit in human rights abuse as understood under current international law, and as committed to in our OMV Group Human Rights Policy Statement and mapped out in our OMV Human Rights Matrix.



risks in countries with high human rights risks. In 2023, for example, external human rights experts supported our Human Rights Self-Assessment in Libya. We also conducted a country entry check that included assessments of human rights risks related to OMV's potential business activities in the country and proposals on concrete mitigation measures in case of positive entry. Compliance checks of about ten potential suppliers in renewable supply (renewable feedstock, GHG tickets, and renewable products such as SAF (Sustainable Aviation Fuel) were also carried out. The purpose of these compliance checks is to find out if these suppliers have commitments, systems, and processes in place to comply with OMV's human rights commitments.

We additionally conduct dedicated country risk assessments regarding labor rights to determine and monitor the legal situation and future development. As well as monitoring relevant labor rights risks, we work closely with employee representatives depending on the type of risk and potential impacts. With our annual initial risk rating, we also identify countries with elevated risks<sup>28</sup> of severe human rights abuse such as forced labor, child labor, or restrictions on the freedom of association. Within our country portfolio, 12 out of 48<sup>29</sup> (25%) countries (e.g., Yemen, Libya, and Brazil) show an elevated risk of child labor. Some 18 out of 48 (38%) countries (e.g., Yemen, Libya, and China) have an elevated risk of forced labor. The freedom of association is generally limited in 14 out of 48 (29%) countries (e.g., UAE, China, and Malaysia). We inform the respective General Managers and Human Rights Focal Persons about the elevated risk levels in their countries and recommend specific mitigation measures, for example human rights training for employees and the integration of the mentioned human rights issues in contractor meetings.

### Self-Assessments

The Human Rights Self-Assessment is one of the tools we use to evaluate 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 identification of gaps and further actions. Based on the outcomes of these assessments, we offer support such as further capacity building to local experts or encourage peer and business partner initiatives to tackle local challenges. In 2023, we followed up on our Human Rights Self-Assessment at Pak-Arab Refinery Limited (PARCO)<sup>30</sup>, which we conducted in 2022 with the support of external human rights experts. A detailed report produced by the experts was shared with the PARCO management along with key recommendations, which included:

- ▶ Establishing a human rights management system that supports the identification, integration, tracking, and mitigation of human rights risks.
- ▶ Building the capacity of PARCO's team and establishing functions dedicated to implementing human rights due diligence at PARCO.
- ▶ Developing an operational level grievance mechanism that applies to external stakeholders.
- ▶ Reviewing PARCO's policies and clearly committing to promoting equality in all aspects of the company.
- ▶ Applying a human rights lens across processes and practices that focuses on right holders, including vulnerable groups.
- ▶ Including a human rights clause in policies e.g., Code of Conduct & Ethics, Guiding Principles of PARCO. Developing and implementing procedures to address human rights risks in security, land acquisition, community health and safety, and the supply chain.
- ▶ Leveraging CSR initiatives to engage stakeholders on the human rights impacts of operations.
- ▶ Establishing policies that protect employees from reprisals.

We also conducted a Human Rights Self-Assessment exercise at OMV Libya and a detailed report was provided by the experts, which outlined the following recommendations:

- ▶ Increase understanding of human rights risks related to assets, particularly taking into account workers and local communities.
- ▶ Build the capacity of the in-country team and establish functions dedicated to implementing Human Rights Due Diligence and monitoring progress at OMV Libya and associated assets.
- ▶ Explore ways to gain and exercise leverage with operators and the national oil company (NOC) in mitigating identified human rights impacts to the greatest extent possible.
- ▶ Engage with key local stakeholders, including civil society, on human rights impacts and how best to manage them going forward.
- ▶ Explore ways to engage with communities likely to be impacted by activities linked to assets.
- ▶ Ensure follow-up and proper documentation of all OMV efforts for the above.

### Training and Awareness Raising

We pay special attention to training and raising awareness to bring our human rights commitment to life. We provide training on human rights, which helps equip our employees with an understanding of our human rights

<sup>28</sup> Elevated risk countries are those identified with a risk level of "high," "greatest manageable," or "no-go" (out of five levels: low risk, medium risk, high risk, greatest manageable risk, no-go) in our initial risk rating.

<sup>29</sup> In 2023, Russia was not included in the human rights risk ranking for the OMV Group.

<sup>30</sup> Pak-Arab Refinery Limited (PARCO) is a joint venture between the government of Pakistan (60%) and the Emirate of Abu Dhabi (40%), through its Mubadala Investment Company (MIC). OMV holds a 10% stake via MIC in PARCO.



management process and gives them a space to work on concrete operational issues and local challenges. Even though the key concepts of the OMV Group Human Rights Management are the same across all countries in which we operate, the training focal points and discussions vary significantly, ranging from human rights in armed conflict environments and the risk of the OMV Group's complicity to the OMV Group's human rights responsibilities in joint ventures, personal legal liability, and employees' human rights and grievances. In 2023, we launched a Human Rights Learning Path within our OMV Group Sustainability Academy. A total of 170 participants in six instructor-led sessions learned about human rights in general and within the business context, human rights at OMV, human rights of employees (our own as well as those of contractors and suppliers), human rights of external stakeholders, and human rights and security. The provision of additional resources (e.g., links to online webinars and reading materials from renowned external providers, such as ILO, UN, Ipieca, ICRC) allowed colleagues to delve further into specific topics, e.g., diversity and non-discrimination, labor conditions, forced labor, child labor, human trafficking, and other human rights issues.

All employees are strongly encouraged to complete our interactive e-learning course on human rights, which is part of the training curriculum for all our employees worldwide. In 2023, we promoted our newly launched human rights e-learning course, which guides employees through human rights norms and situations. The course provides a basic understanding of human rights in the business context and provides insight into our specific responsibilities, for example related to diversity and non-discrimination, labor rights of our own and contractors' employees, human rights in security setups, and the rights of our communities, as well as severe human rights violations such as child labor, forced labor, and human trafficking. It also provides an insight into our due diligence tools and what to do in the event of observed or alleged human rights abuse. In 2023, Borealis launched a mandatory human rights e-learning course for the entire Borealis workforce in nine languages, covering all relevant human rights aspects and including transparent information and lessons learned related to the PDH Kallo incident in 2022. In addition, the Borealis ethics code of conduct e-learning covers human rights topics including discrimination, harassment, diversity, inclusion, bribery, and corruption. In 2023, 13% of the Borealis workforce<sup>31</sup> completed the human rights e-learning and 88% completed the ethics code of conduct e-learning. In addition, 100% of the Borealis Executive and Supervisory Boards received in-person ethics training covering human rights.

SapuraOMV has continued raising awareness of human rights among its staff. To ensure everyone who works for SapuraOMV is kept up to date, all new staff, including

interns, are briefed during their induction and are required to complete an online e-learning module on human rights within the first month of their employment. In this module, they are taught the basics and the main principles of human rights, as well as the implications for their own work. A total of 326 employees have completed the one-hour human rights e-learning since its launch in 2022.

We also implement internal awareness-raising campaigns throughout the Group. On the occasion of the UN World Day Against Trafficking in Persons on July 30, 2023, we informed our staff about our policies and activities against human trafficking. During an internal communication initiative, we also explained how everyone can contribute to this in their daily lives by paying attention to the well-being of our own and our contractors' and suppliers' workers, and being alert to any complaints or allegations regarding working conditions. A human rights awareness campaign was also conducted on the occasion of the international Human Rights Day in December. All employees Group-wide were informed about our commitment and the Human Rights Learning Path, and were invited to complete the human rights training modules.

In 2023, we also focused on developing the skills and awareness of our business partners in the context of human rights. Within the Libyan NOC onboarding exchange program, representatives from the NOC and the operating companies participated in a 1.5-hour human rights awareness session. In addition, we developed and implemented an exchange program to further strengthen the human rights skills of PARCO's CSR manager. During a two-week training program, she gained knowledge of corporate responsibilities and reporting concerning human rights and its integration and fulfillment in various corporate functions. The objective was to implement the findings in coordination with the implementation of the recommended actions resulting from the Human Rights Self-Assessment (HRSA) exercise at PARCO. She had individual training sessions with various OMV corporate functions that deal with human rights-related topics, including security, procurement, people and culture, community relations, and development. Additionally, she worked on an assignment to better understand the process behind the development of a human rights policy document for an organization.

Regarding specific labor rights issues, the rights and obligations of our employees are set out in employment contracts. We keep our employees up to date via our various internal channels of communication (e.g., employee intranet, emails, and news feed) in the event of legal changes or new available information. For questions and specific information, we provide local P&C contacts and employee support hotlines.

<sup>31</sup> Based on Borealis Group head count on December 31, 2023



## Employee Representation

Employee representation is a valued and long-standing feature in the Company's strategic orientation. Employee representatives are offered information and consultation rights as legally foreseen. A good and constructive working relationship with employee representation is an overall priority and is seen as being 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 the OMV Group is diverse and depends on the local legal situation and the setup 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.

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

We offer our employees various channels for bringing issues, concerns, and grievances to our attention. They include 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 through the Borealis Ethics Hotline, anonymously and confidentially, with Group Ethics & Compliance, Ethics Ambassadors, and other reporting channels. In the event of legal or other changes (e.g., restructuring and pension issues), we offer interactive

communication sessions with employees regarding working conditions. In 2023, internal grievances concerning field rotations and annual leave were raised by seven site employees. All seven cases are closed. At the end of 2023, out of twelve, two grievances had not yet been solved and P&C was still in dialogue with the complainants – in an effort to find a solution acceptable for all stakeholders involved and in line with national law and international human rights standards. The OMV Group's strong human rights management was put to the test in 2022 when we were faced with major human rights violations related to our business activities.

The OMV Group is always seeking ways to improve and is strongly committed to further strengthening its processes and mitigation measures to prevent any maltreatment and disrespect of workers' human rights in the supply chain.

At corporate level, we analyzed the HSSE and Procurement directives for contractor management and prepared a detailed checklist for human rights compliance to be used at site level. The human rights e-learning refers specifically to human rights in business relations, and the new OMV Group Human Rights Policy Statement details our human rights commitment related to labor rights and business partners in line with business best practice and international standards. There was a dedicated instructor-led session within the Sustainability Academy on the Human Rights Learning Path, focused solely on human rights in contractor and supplier management – 25 participants from various functions at OMV Petrom, Borealis, and OMV learned about the most relevant human rights risks and how to identify and address them. Our Code of Conduct is currently under review. It defines our business partners' human rights responsibilities in more detail, including commitments on conducting human rights due diligence. We use our collaboration with business partners to embed salient human rights in their business practices and increase their awareness of ethical and ecological standards. We expect business partners to also pass these requirements, as applicable, on to their respective business partners, thus ensuring the application of the values and principles of our Code of Conduct, including ethical behavior, throughout our full value chain.

At local level, individual monitoring initiatives have been continued to ensure our business partners' compliance with human rights. Among these were spot checks and HSSE walks, the inclusion of human rights in service quality meetings and evaluation criteria with our contractors, the confirmation of contractor employees' employment registrations with local labor offices, detailed checks of framework contracts, and intensified promotion of our human rights training options. Furthermore, all business entities developed short- and mid-term plans to intensify human rights management in contractor relations.





SapuraOMV has followed up on its short- and long-term measures to improve our human rights performance in business relations, covering the topics of contractors'

agreements and work permits, wages, working and break times, working and housing conditions, access to grievance mechanisms, and training.

### Update on the Kallo Case

In 2022, Borealis was confronted with reports of alleged human trafficking practices conducted by the main contractor IREM and their subcontractor on a propane dehydrogenation (PDH) plant construction site in Kallo, Belgium. The practices were reported to involve exploitation, inadequate compensation, lack of social security, and poor housing conditions. Belgian media subsequently alleged that Borealis had been informed two months earlier about these large-scale human trafficking practices. Borealis' internal checks have established that in May 2022 a Borealis employee was made aware for the first time of allegations of social malpractice in relation to one IREM worker through a private social media channel, and that this incident had been reported to the Social Inspectorate of Belgium. Since the allegation, Borealis has taken many steps to increase oversight of its Propane Dehydrogenation (PDH) construction site in Kallo, Belgium, and advance its organizational set-up both in terms of competence and governance.

Borealis invested in additional capabilities and capacities to reduce the risk of social misconduct and malpractices, such as setting up and implementing a Global Social Compliance Team, with one social compliance manager across the company and three regional social compliance managers. Borealis also implemented regular alignment meetings with the social inspectorate and work authorities in Belgium and Austria.

Borealis also improved its ability to detect and address any misconduct. Awareness for social compliance was substantially increased and it is now an integral part of the quarterly business review. A social compliance video in 14 languages and "Speak up" cards in 27 languages were produced to promote a speak-up culture within the organization, as well as for supplier onboarding with a focus on social compliance. In addition, Borealis has started to pursue social compliance engagement walks in Austria, Belgium, Finland, and Sweden. In these engagement walks, the external workers are interviewed on social compliance matters while working on our sites. In case of alleged grievances or an increased risk profile, based on a risk evaluation, external audits will be conducted on social compliance matters and in case of concerns, mitigation plans are agreed and closely monitored. The Borealis Ethics Hotline was also opened to external whistleblowers and a process description implemented in the Borealis Management System (BMS), explaining in detail how to handle any such reports.

Borealis has a zero-tolerance policy for social malpractices and misconduct. A management document was implemented in the BMS, stating the company's social compliance ambition, the framework for identifying regulatory and social compliance risks, advice on designing and implementing regulatory and legal compliance processes and controls to mitigate such risks, and how to monitor and report the effectiveness of these controls. Borealis has also implemented stricter access checks at the site gates of its production locations in Austria and Belgium, combined with more frequent and risk-based checks.

Borealis wanted to provide support to workers who were negatively impacted by the Kallo case and has therefore been in contact with the organization mandated by the Belgian authorities to take care of victims of human trafficking in the Flanders region. In August 2022, immediately after the facts of the Kallo case emerged, Borealis offered a donation from the Borealis Social Fund to the organization to ensure that the victims could obtain all the support they needed. The discussions were conducted for several months, and in the end their offer was not accepted.



## 2023 Actions

- 0 incidents related to child labor
- 0 incidents related to forced labor<sup>32</sup>
- 0 violations of indigenous peoples' rights
- 19 human rights grievances, thereof 19 external and 0 internal (0 proven violations)
- 95.3% of employees covered by collective bargaining agreements

In addition to reviewing our OMV Group Human Rights Management System and rolling out the expanded Human Rights Learning Path, our journey in 2023 focused on performing human rights assessments more consistently in existing high-risk assets and new projects.

In February 2023, the Human Rights Policy Statement was approved by the OMV Petrom Executive Board. It sets out OMV Petrom's understanding of and responsibility for human rights in our business environment. It is OMV Petrom's guiding principle for dealing with human rights issues in all aspects of daily business. It was published on [www.omvpetrom.com](http://www.omvpetrom.com) and communicated to suppliers and dealers.

Throughout the year, OMV Petrom conducted three "cross-division" audits, which included human rights aspects, for some of its key contractors (i.e., those with contracts for at least two business divisions, whose activities are of high or medium HSSE risk, and who have long-term business activity with OMV Petrom). Topics like minimum age requirements, collective representation, training, and complaint systems were discussed and documentation provided.

In 2023, 13 human rights audits and assessments were conducted across the OMV Group. The findings of these, both positive and negative, are compiled in reports that are shared with the responsible managers. Our Group human rights experts support local management in developing action plans to address any identified issues or risks and further strengthen the integration of human rights into our business activities and relationships. In regular update meetings we monitor the activities and provide guidance and training to best overcome any challenges in implementing these action plans.

Borealis signed off its Human Rights Policy Statement in October 2023 with formal approval by the CEO. A new Social Compliance team, consisting of a Borealis Social Compliance Manager and three regional Social Compli-

ance Managers, has been recruited and has established and implemented new social compliance processes and procedures to ensure compliant business conduct by Borealis' business partners, particularly relating to the legal and ethical treatment of workers. Borealis has also conducted a human rights assessment at all Borealis locations in Belgium and the Netherlands. The assessment concludes that Borealis staff have a basic awareness of human rights requirements in accordance with applicable law and the Borealis Group's policies related to human rights. Implementation of the human rights e-learning beginning in the fall of 2023 will continue to help raise awareness on human rights in Borealis locations.

In Malaysia, SapuraOMV continued to close any outstanding issues from the 2022 assessment at Jerun Fabrication Yard, e.g., regarding wages and benefits, to ensure everyone who works for the Jerun Offshore Development project is paid above minimum wage, their PPE is provided, and they know how to access the grievance mechanism. An on-site human rights assessment was conducted at the Asia Supply Base (ASB) in Labuan, covering its own staff and those employed under contract. It focused especially on the areas of wages and benefits, child labor, forced labor, working hours, and break times. SapuraOMV also initiated Human Rights Self-Assessments in Jerun, ASB, and B15. The respective managers were briefed about the questionnaire and the process and completed all questionnaires over the subsequent weeks. The analysis and final report including recommendations are expected in 2024.

## Outlook

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

- ▶ Continue our efforts in 2024, with our ongoing training and an awareness-raising campaign for employees.
- ▶ Finalize and roll out the reviewed Human Rights Management System across the Group and provide training to further enhance internal skills for its implementation and for the strengthened integration of human rights due diligence into existing business processes.
- ▶ We intend to focus on on-site human rights checks, to improve monitoring while at the same time raising awareness of human rights among our own and contractors' staff.
- ▶ We aim to carry out assessments of high-risk non-operating assets to identify and address the human rights impacts of our business practices.
- ▶ Borealis is seeking certification for Social Compliance Standard SA8000 and will further enhance its social compliance procedures, based on experience gained in 2023.

<sup>32</sup> Thirty grievances in the context of alleged human trafficking practices by the (sub)contractor at the propane dehydrogenation plant construction site in Kallo, Belgium, are related to exploitation, inadequate compensation, lack of social security, and poor housing conditions of workers. However, at the current point in the investigations there is no evidence of forced labor practices as understood under the ILO Forced Labour Convention, 1930 (No. 29).

**Target 2025:**

- ▶ Train all OMV Group employees in human rights

**Target 2030:**

- ▶ Conduct human rights assessments and develop action plans for all OMV Group operations with a high level of human rights risks every 5 years<sup>33</sup>

**Status 2023:**

- ▶ 71% of employees have been trained in human rights.<sup>34</sup> In 2023, 7,124 employees completed the human rights e-learning course, and 170 employees participated in (virtual) classroom training on human rights.
- ▶ 6 assessments conducted in the last 5 years<sup>35</sup>

**Most 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 labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms
- 8.8** Protect labour 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

**NaDiVeG**

- ▶ Employee and social concerns

**Most relevant SDGs**

Diversity is an enormous strength that we actively leverage. We strongly believe that diverse teams are more

creative, resourceful, and knowledgeable, and that they generate broader perspectives, ideas, and options.

<sup>33</sup> Human rights assessments for countries with high, highest manageable, or no-go risk

<sup>34</sup> This figure includes training sessions of at least 30 minutes run from 2016 to 2023. Compliance and human rights training provided to Borealis employees is not included in the training figures because the human rights section did not last for 30 minutes, so these training sessions are not counted toward target achievement.

<sup>35</sup> Data includes human rights assessments in the countries with elevated human rights risks. The number does not include country entry checks and assessments done in medium or low human rights risk countries.



Diversity, Equity, and Inclusion (DEI), therefore, have a strong impact on people and teams, improving engagement and job satisfaction and directly contributing to the Group's profitability and sustainability.

Our DEI Vision states that in order to achieve our transformation, we need to become an organization where our difference(s) are embraced, our diversity of thought and experience should be used as a catalyst for growth and creativity. We will actively remove barriers to provide equitable opportunities for each employee to grow and contribute to the success of our companies. We will build a culture of trust and respect by working together to ensure an inclusive and safe space for everyone to be their whole and authentic self. The OMV Group is therefore expanding its DEI focus to include a broader range of diversity aspects, such as age, nationality, and diversity of ideas. Ultimately, our goal is to encourage and support all forms of diversity in the workforce and create an environment of respect where all employees are valued. This means having an inclusive culture in which the same opportunities and level of psychological safety are in place for all people to feel supported and be successful, regardless of their background (e.g., nationality, gender, age, social, and health).

## Specific Policies and Commitments

As stated in our Code of Conduct, employees and job applicants will not be discriminated against because of their age, race, faith or religion, skin color, nationality, ethnic origin, political or other beliefs, gender, sexual orientation, disabilities, or family status. We have also developed a Group-wide People & Culture Ethics Guideline, which gives more details on our clear position regarding non-discrimination in the workplace. In line with this guideline, we aim to provide Group-wide complaint procedures and investigation principles for any misconduct in this regard.

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 the shortlist for each position, where possible. Gender is one of the diversity criteria we use when selecting members of the Supervisory Board and the Executive Board. We encourage equal pay 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

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

The OMV Group's People & Culture (P&C) department is responsible for implementing the Group's Diversity, Equity,

and Inclusion strategy. For more information on P&C, see [Employees](#).

A governance team comprising People & Culture, Communications, and sponsors from Board level across the OMV Group was formed in 2022 to work on our DEI strategy and reach the milestones defined in our roadmap. In addition, during DEI workshops, a volunteer team comprising OMV Group employees was formed and onboarded to provide support in achieving our DEI goals. The volunteer team supports our actions by promoting the initiatives within their teams, creating the voice of the DEI community, and increasing visibility.

## Management and Due Diligence Processes

We have embedded diversity targets into our people processes such as recruitment, talent and succession planning, learning, and leadership development to ensure female talent is identified and women are supported throughout their career. To strengthen our pipeline of diverse 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 we better understand their support needs and individual career plans
- ▶ Encouraging leaders to create an inclusive working environment by making it part of our leadership competencies and performance evaluation of leaders
- ▶ Covering unconscious bias in our leadership programs (in its broadest sense, so not only gender but also generational, people with special needs, background, etc.)
- ▶ Offering interview training as part of our new manager training with the goal of teaching behavioral interviewing techniques, such as how to overcome unconscious bias and how to better structure interviews
- ▶ Including internationality in the criteria for assessing candidates when recruiting executives

The growing diversity of employees (e.g., gender, generations, and internationality) in leadership positions at OMV confirms the effectiveness of the dialogue and activities underway.



## 2023 Actions

**59.9%** of employees on parental leave in 2023 were male.

**40.8%** of participants in leadership development programs were female in 2023.<sup>36</sup>

In 2023, the OMV Group continued its commitment to fostering Diversity, Equity, and Inclusion (DEI) within the organization. Building on the foundation laid in 2022 with the launch of the Group-wide DEI strategy for 2030, the OMV Group took significant steps to further embed these principles in its corporate culture. The following initiatives were carried out in 2023:

- ▶ The OMV Group further strengthened its DEI strategy by establishing a governance framework. The structure includes five volunteer-based workstreams, led by employees across OMV, OMV Petrom, and Borealis. These dedicated workstreams focus on gender, generations, parenting/caregiving, people with disabilities, and LGBTQI+ inclusion, thus ensuring holistic representation. Each of these workstreams has clear targets and their progress is reported to the sponsors (EB members) twice a year. The workstreams are supervised by the People & Culture management and are sponsored by Executive Board (EB) members of OMV, OMV Petrom, and Borealis.
- ▶ The International Women's Week featured two impactful events under the theme #EmbraceEquity, highlighting the distinction between equality and equity. The week started with a keynote speech by an external guest speaker, delving into the concepts of self-value and its contribution to the company's success. Additionally, a virtual gathering with three EB members was organized, fostering dialogue on Embracing Equity in the Workplace and promoting a fair and inclusive work environment.
- ▶ The new parent program that was launched in 2021 continued to provide essential support to expecting parents within the OMV Group. By offering workshops covering various aspects of parenthood, including parental leave planning and returning to work, this program helped both male and female expecting parents navigate this period with confidence. Moreover, the OMV Group was awarded the "Family-Friendly Employer" award, which was presented by the Minister for Women, Integration, Family, and Media, Susanne Raab. This acknowledgment reaffirmed the organization's dedication to promoting work-life balance and accommodating the needs of working parents.

- ▶ We developed a roadmap for people with disabilities. The OMV Group was audited by myAbility, an initiative aimed at evaluating and enhancing workplace accessibility and inclusivity. The audit results were used to create a detailed roadmap for the company. In November, teenagers were welcomed from a special needs school, facilitating a valuable exchange that provided insights into the corporate world while promoting inclusivity. For example, the organization's commitment was further illustrated on December 4, when the OMV Group participated in the International Day of Persons with Disability, hosting a symbolic Purple Light Up event. The panel discussion with external guest speakers focused on the unique perspectives and insights of the world of disability inclusion, shedding light on the possibilities that arise when we embrace diversity in all its forms and what we can do to show our support. Our colleagues from OMV Petrom created a disability brochure that provides a comprehensive introduction to the disability topic that increases the awareness of all our employees. In addition, the Works Council has created a community for colleagues with disabilities and carers of people with a disability to provide practical support and information about benefits and funding options. In doing so, we are fostering awareness, reducing mental barriers toward people with disabilities, and increasing accessibility.
- ▶ With regard to LGBTQI+, the OMV Group promoted allyship and solidarity within the organization during the Ally Week in September. A panel discussion opened by the OMV Group's CFO encouraged open dialogue and understanding among employees, reinforcing the OMV Group's commitment to inclusivity. Community lunches also occurred several times during the year, where members of the community and allies could meet.
- ▶ To enhance communication and knowledge-sharing related to DEI initiatives, the OMV Group created a dedicated DEI SharePoint site. The platform serves as a central hub for employees to access resources, stay informed about ongoing initiatives, and actively participate in fostering an inclusive workplace.

## Outlook

Several initiatives that will help achieve the goals set in our People & Culture Strategy 2030 have been planned for 2024. These include:

- ▶ Regular reporting on age distribution to identify gaps and foster intergenerational collaboration
- ▶ Implementing DEI in our Transformational Leadership program
- ▶ Fostering the development of female talent with specific development programs such as SHEnergy, organizing career aspiration talks with board members, and celebrating International Women's Day with impactful events

<sup>36</sup> Data excluding DUNATÁR Kőolajterméktároló és Kereskedelmi Kft., SapuraOMV Upstream, and OMV Russia Upstream

- ▶ Continuing our family-friendly working culture and increasing the number of information exchange possibilities, while expanding the New Parent program at a Group-wide level
- ▶ Embedding our Ethics policy by establishing a centralized grievance process as part of the OMV Group's Ethics and Integrity Principles
- ▶ Continuing working on awareness raising, community building, and promoting events related to the LGBTQI+ stream
- ▶ Implementing new measures and actions within the "Disability" workstream based on the results of the audit conducted by external consultants
- ▶ Strengthening our DEI volunteering network at a global level by growing our DEI sponsorship and ambassador network
- ▶ We are also committed to continuously monitoring gender, age, employee background, seniority, and salary equality to ensure fair treatment and equal opportunities at all career levels. In 2024, we will again assess our gender pay gap across the OMV Group.



### Targets 2025

- ▶ Increase share of women at management level<sup>37</sup> to 25%
- ▶ Maintain high share of executives with international experience<sup>38</sup> at min. 75%

### Targets 2030

- ▶ Increase share of women at management level to 30%
- ▶ Min. 20% female Executive Board members<sup>39</sup> (stretch target: 30%)
- ▶ Increase share of international management<sup>40</sup> to 65%
- ▶ Maintain share of executives with international experience at min. 75%
- ▶ Increase support for employees with special needs at our main locations

### Status 2023

- ▶ Women at management level: 24.4%
- ▶ Female Executive Board members: 26.8%<sup>41</sup>
- ▶ International management: 59.2%
- ▶ Executives with international experience: 71.4%
- ▶ Detailed actions for our roadmap until 2030 were implemented, with further initiatives planned for 2024

### Most 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

<sup>37</sup> Management level: executives and advanced career level

<sup>38</sup> International experience: equal to or greater than three years of living and working abroad. Executives are defined as Senior Vice Presidents.

<sup>39</sup> Members of OMV, OMV Petrom, and Borealis Executive Boards considered

<sup>40</sup> International is defined as non-Austrian citizens.

<sup>41</sup> Data as of December 31, 2023. The data is for the OMV, OMV Petrom and Borealis Executive Boards combined. In February 2023, OMV gained a female board member in Daniela Vlad. Thus, as of the date of publication of this report, the percentage was again 26.8%.



## Employees

### Material Topic: Employees

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

#### Key GRIs

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

#### NaDiVeG

- ▶ Employee and social concerns

#### Most relevant SDGs



Following the announcement of the OMV Group’s Strategy 2030, all Human Resources (HR) functions Group-wide were renamed People & Culture (P&C). The aim of this department is to fully support the OMV Group’s Strategy 2030 by prioritizing key aspects that enable us to unlock our organization’s full potential. The new name points to the department’s aim and purpose and emphasizes that people and culture are central to achieving the targets defined in our strategy.

We developed a new People & Culture Strategy in 2022, which fully supports the transformation of OMV and is focused around “People make it happen.” The core of the new People & Culture Strategy is our purpose, i.e., “Re-inventing essentials for sustainable living.” We have developed four strategic drivers: Employee Experience, Growing Talent, Organizational Evolution, and New Ways of Working. These are all powered by a solid foundation of Transformational Leadership, driven by our leaders. As such, the statement “People make it happen” not only creates the right working environment in which our employees can thrive, but also ensures that they can further develop their skill sets to meet the demands of our dynamic business. The various initiatives connected to the People & Culture Strategy, like the launch of our new OMV Group Values, created a big impact.

Building and retaining a talented and skilled team of employees 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

fulfil their personal aspirations in line with our business needs.

### Governance

The OMV Group’s P&C department covers the following topics:

- ▶ Talent acquisition
- ▶ People development, including strategic competency development, talent and learning management
- ▶ People relations, comprising payroll and employee administration and employment law and contracts
- ▶ Rewards and global mobility
- ▶ Coordination by People & Culture representatives of the activities of various units and countries in which we operate

The organizational setup of the local P&C departments 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 the strategic exchange of talent between OMV and Borealis to offer employees additional job opportunities and support the development of new skill sets.

The OMV Group P&C leadership team reports directly to the OMV Group Senior Vice President (SVP) of P&C. The VPs of the P&C departments at Borealis and OMV Petrom functionally report to the SVP of P&C of the 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 growth. Effective succession planning contributes to the management of business continuity risk by ensuring the preservation of human capital – OMV’s most valued asset. As described in our Code of Conduct, OMV strives to build long-lasting employment relationships and to employ people from the countries where we operate.

### Management and Due Diligence Processes

#### Talent Acquisition

Our employees are selected exclusively based on their qualifications, suitability, and professional experience. Internally, we focus on job rotation, promotions, and upskilling to tackle challenges (e.g., transitioning to a low-carbon business) and develop innovative solutions to enhance our workforce. In the OMV Group, 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, we aim to build a talent pool by providing apprenticeship programs and internships, which are mainly focused on the technical and commercial aspects of our business. For instance, in Romania, approximately 100 students received scholarships to join the Petrochemical School program in 2023. The Petrochemical School is a dual-system program supported by OMV Petrom. The future petrochemists benefit from professional training in the field of petrochemicals and internships at the Petrobrazi refinery. The students receive monthly scholarships of up to RON 700 from OMV Petrom, plus RON 200 from the Romanian government. Upon completion of the three years of vocational education (petrochemical operators’ qualification), students will acquire a recognized professional qualification and will have employment opportunities within our Company. The Petrochemical School program is a pilot project with the aim of assuring a constant and sustainable flow of high-quality blue-collar workers.

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 current and potential future employees) about the benefits of the products we produce, as well as the sustainability challenges and how we are addressing them. Being visible on social media platforms such as YouTube, Instagram, Facebook, and LinkedIn enables us to show potential candidates the inner workings of the OMV Group, including what it is like to work for our Company and that joining us means being part of a solution for a more sustainable future.

## Performance Management and Career Development

OMV strives to maintain a uniform organizational structure that provides clarity and transparency in relation 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 and their managers work together to set performance and development goals, review progress, and evaluate achievements, with employees ultimately being rewarded and recognized annually.

“Personal Impact x Potential” is used as an evaluation tool to provide structured 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 so they can improve the skills needed for their future role.

### Rewards

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 for this purpose.

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 equal pay 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 the fair and objective evaluation of positions consistently across all divisions and countries by applying a clearly defined methodology and process, validated by external consultants for specific roles. The outcome of the evaluation forms 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, GHG emission reductions, 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 rewards are granted on top of this for extraordinary achievements.

The portfolio of benefits is further customized for each of the countries in which OMV operates to meet the needs of the local employees. Depending on local circumstances, additional incentives may include the following: retirement plans, subsidized cafeteria, health centers, kindergartens (childcare facilities), summer kids camp, and anniversary payments.

### Leadership Development

To ensure the transformation of OMV will be a success, we need to adapt our current methods to fit our new aspirations. By building on our capability, we are reinventing how we lead as well as our way of working. Therefore, linked to our Purpose and Values, we implemented Group-wide Transformational Leadership Competencies (TLCs). Our TLCs define our expectations of our leaders and complete our transformational framework to successfully drive the implementation of our strategy. The four TLCs for all leaders across the Group are “Lead self;” “Grow people;” “Drive change;” and “Deliver impact.”



The new TLCs are being integrated into the respective P&C processes, such as leadership assessment and development, our talent programs, talent acquisition, and performance processes.

### Talent Retention

To keep and retain talent, we have leadership programs in place that are designed to support all employees who take on new management roles as well as current leaders who want to upgrade their basic knowledge of leadership. The OMV Group Leading Ahead program launched last year together with Borealis and OMV Petrom to offer the Group’s top talent a broad leadership development journey and a broad career platform. In 2023, the first participants graduated, and nominations continue for the next program runs.

As part of our ongoing transformation, are committed to ensure that no one is left behind. To facilitate this, we offer low-carbon training solutions and are continuing to expand our efforts to upskill our workforce. The aim is to keep skills up to date, recognizing that existing skills can be transferred to new energy solutions. We also launched the Sustainability Academy, a SharePoint-based platform for all employees, to expand their knowledge on ESG topics. Through initiatives like these, we are fostering a culture of continuous learning and development, empowering our team to thrive in the evolving landscape of sustainable energy solutions.

### Employee Engagement

We actively involve our employees in our transformation and in key P&C initiatives such as Diversity, Equity, and

Inclusion actions, developing our Values and implementing our 2030 Strategy (see [actions 2023](#)).

The Pulse Check is one of our most important tools for measuring the engagement of our employees and it is an essential part of our new People & Culture Strategy relating to Employee Experience. It is also a chance for our employees to have their say and an opportunity to share their thoughts and ideas. The Pulse Check assesses several key indices, including Safety, Innovation, Line Manager, Employee Development, Strategy, Empowerment/Involvement, Well-being, Values, Sustainability, and Culture.

In 2023, for the first time, we incorporated a question related to Sustainability into the Pulse Check. The statement “I believe that our organization is committed to sustainability (e.g., reducing its carbon footprint, promoting diversity, protecting human rights)” received a 70% positive perception rate. Each line manager is tasked with sharing the results and engaging in dialogue with their team and collaboratively identifying actions aimed at enhancing the current work environment to foster a stronger, more united team.

In the Pulse Check 2023, we achieved a very high response rate of 82% at Group level. Compared to 2022, 5% of employees in the OMV Group (OMV 7%) moved from actively disengaged/passive to moderately/highly engaged, meaning a 5% increase in the overall engagement score for the OMV Group. This positive trend can be seen across both gender groups. Since 2022, key indices have consistently improved in all dimensions, demonstrating the visible positive impact in our focus areas. As we maintain this momentum, our aim is to close gaps to global and industry-relevant benchmarks. Looking ahead to 2024, factoring in the



importance, effectiveness, and likelihood of positive changes in each dimension, focus should be placed on improving employee development, strategy, and innovation indices.

## 2023 Actions

CEO-to-median-employee pay ratio: **78:1**<sup>42</sup>

**13,868** performance reviews<sup>43</sup>

**70** OMV senior leaders at Board, executive, and advanced levels provided mentoring services to **79** emerging, rising, and top talents across OMV and to **56** first-time leaders

**919** employees participated in one of our Group-wide leadership programs.

In September 2022, our shared P&C Strategy was launched across the Group at OMV, OMV Petrom, and Borealis. The core of the new P&C Strategy is our purpose: “Re-inventing essentials for sustainable living.” Four strategic drivers were developed for this strategy: Employee Experience, Growing Talent, Organizational Evolution, and New Ways of Working, supported by Transformational Leadership. Some of the initiatives to support these strategic drivers in 2023 included:

- ▶ In May 2023, we launched our new OMV Group Values “We care | We’re curious | We progress.” Our Values were defined based on the contributions of more than 13,000 employees and leaders from across OMV, OMV Petrom, and Borealis during a series of interactions, including the Pulse Check survey, leadership interviews, mass focus groups, and workshops, where a feedback tool based on artificial intelligence was used.
- ▶ Ahead of the launch of our new Values, more than 120 leaders from across OMV, OMV Petrom, and Borealis came together to embark on a shared Leadership Experimentation Journey of discovery, to experiment with our new Values, and experience first-hand the power they can have to transform our way of working and overcome daily business challenges. The result was the creation of individual Values Experiments, which leaders could implement in their teams to resolve their challenges. While the Values Experiments were underway, leaders from all three entities, departments, and functions convened in virtual mixed cohorts, discussing their progress, refining their experiments, and sharing their insights and successes across the OMV Group. This collaborative approach allowed leaders to leverage the company’s values to overcome challenges and foster growth.
- ▶ In addition to the Leadership Experimentation Journey, each leader was encouraged to organize a town hall meeting on our Values or, depending on the country, prepare a launch in their location accompanied by a team reflection session. During these sessions, leaders shared their personal stories, gathered initial feedback on the company’s Values from their team, and engaged in thoughtful discussions about which behavior to strengthen or weaken. These initiatives were designed to bring the Values to life and foster a meaningful dialogue among teams.
- ▶ We implemented a Purpose & Values Playbook as a guiding resource for leaders on their journey to give meaning and significance to the company’s purpose and new Values. Moreover, we introduced a Values Activation Toolkit that offers diverse resources for leaders and their teams to continue the dialogue on the Values. This toolkit is designed to help seamlessly integrate our Values into their day-to-day business activities, promoting a meaningful connection and enabling them to create impact.
- ▶ We also launched a Values SharePoint page accessible to all OMV Group employees, providing a platform to explore and share their personal Values Stories. Employees can also create their own Values Posters to visually express what the Values mean to them, fostering a collective understanding and appreciation of our shared Values.
- ▶ In September 2023, we ran our annual Group-wide Pulse Check survey for the second time. Achieving an impressive 82% participation rate, a 12% increase from 2022, reflects the trust our employees place in our leaders to enact and deliver meaningful change. The results showed an increase in all dimensions with visible positive impact in key focus areas, including 69% on the understanding of our new Values. Conclusions and subsequent actions were agreed within business units by year-end and Q1 in 2024 for implementation in 2024.
- ▶ We have introduced a Change Management Toolkit to provide our teams with overall change management guidance and supporting interventions as they navigate various change processes. This toolkit equips our teams with the necessary resources and strategies to effectively navigate and lead organizational transformations, ensuring a smooth and successful transition for our employees and stakeholders.
- ▶ In response to the reorganization that was implemented in January 2023, Team Effectiveness Training has become a critical component. This training is designed to equip teams with the necessary skills and tools to navigate and thrive in the evolving structure, ensuring a seamless transition and fostering a more cohesive and effective working environment.

<sup>42</sup> Excluding DUNATÁR Kft., OMV International Oil & Gas GmbH, and SapuraOMV Upstream

<sup>43</sup> Data excluding blue-collar workers at OMV Petrom. Performance management/review was done for all Borealis employees in 2022 (cycle ending in March 2023). Excluded entities are those that do not share SAP SuccessFactors: mtrn, Ecoplast, DYM, Renasci, and Rialti.



- ▶ Based on the Pulse Check results from 2022, a key focus was on enhancing transparency, accessibility, and collaboration within our organization. By promoting an environment of open communication and teamwork, we strive to break down silos and ensure that information flows freely. In order to achieve that, all leaders were asked to conduct Strategy Refresh Sessions within their teams to further explain the OMV Strategy 2030 and encourage dialogue.
- ▶ Our commitment to learning and development continued, as we were able to expand our learning opportunities through initiatives such as LCB training and the Sustainability Academy. Read more about this in the [Skills Development and Training](#) chapter.

## Outlook

In line with our new People & Culture Strategy the coming years will see us focus on:

- ▶ In 2024, we plan to introduce our new Employer Value Proposition (EVP). This will serve as a statement or framework that outlines what OMV stands for as an employer. It will highlight the unique qualities and benefits that we offer to our employees. Moreover, it will help us attract and engage potential candidates who align with our new purpose and our OMV Group Values, and the opportunities we provide. Essentially, it's a way for us to communicate why our company is a great place to work and why people should consider joining our team.
- ▶ Following the rollout of our leadership competencies in 2023, a transformation leadership program will be offered, reflecting our new Values and enabling leaders to develop their leadership style. For more information please also see the Skills Development and Training section.
- ▶ For all of our employees, we will be assessing what information and skills they need to support the transformation. Together with our network of experts, we plan to develop an interactive Campus that will support our employees in learning more about our purpose, strategy, and values and provide development sessions to help upskill them for the future.
- ▶ To further support our employees in their development, we are starting to develop a competence framework based on Job Families with corresponding core competencies. This will help employees navigate their career and build their competencies through the different Job Families.

## Skills Development and Training

Providing a culture where our employees can learn and continuously improve their knowledge, competencies, and

performance to meet our business objectives and to develop necessary skills for the future is extremely important to the OMV Group.

As part of our P&C Strategy and our ongoing transformation, developing our employees has become top priority. We need to find and integrate employees with a wider range of skills. We need to balance the reskilling of employees to develop new energy solutions with retaining and training employees with the skills necessary to support our legacy business.

## Management and Due Diligence Processes

### Needs Assessment

Training is planned and delivered annually in line with our workforce requirements. It is planned by the business units according to business needs.

In 2023, we assessed specific learning needs. One aim of this was to increase knowledge of our Low Carbon Business in the Energy segment and strengthen the associated skills. We also wanted to expand know-how in our assets relating to operational management and refine awareness of our Sustainability Strategy among employees (see more below).

Each employee identifies their learning needs through a combination 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 we encourage our employees to further develop are functional and technical skills, business skills related to effective work at 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 through on-the-job tasks, 20% involves learning from others through coaching or mentoring, and 10% is from courses. Courses are developed and offered whenever a structured foundation for skills and knowledge is needed.

### Reskilling and Upskilling Employees

To develop our employees' skill sets to meet the demands of our dynamic business and to pave the path to become a net-zero company by 2050, we are focusing on the following key areas:

- ▶ Upskilling our leaders on the newly implemented Transformational Leadership Competencies to enable them to drive the implementation of our strategy.



- ▶ To boost the knowledge of and upskill our employees on the topic of Sustainability in particular, the OMV Group offers a wide selection of online material. Learning Journeys are regularly added to better prepare employees for the evolution of our business.
- ▶ Specific initiatives to upskill employees in technical areas are being continued, e.g., focusing on transitioning to a low-carbon business.
- ▶ Initiatives to develop managers in our assets of our legacy business to drive operational excellence.
- ▶ With several initiatives in the area of data science (e.g., data camp) and digital development we provide our employees with the opportunity develop practical skills and excel in the rapidly growing field of digitalization.

### Types of Training

OMV provides mandatory training for all employees in areas such as business ethics, cybersecurity, and data protection, as well as mandatory training depending on the job, for instance within HSSE. In addition, we offer a wide range of optional training for all employees, ranging from technical training (e.g., low-carbon initiatives and sales training) 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 for our offices globally. We also highly encourage employees to pursue further education to 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 and success 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 at a global level every quarter.

### 2023 Actions

**20,549** training participants

**EUR 12.3 mn** spent on training

More than **590,000** hours of training in total

- ▶ In 2023, there was a focus on mandatory, legally binding, and business-critical courses for self-learning. Several Group-wide e-learning modules were launched, covering topics such as business ethics, human rights, and data and information security. With the rollout of the HSSE Basics e-learning, Life-Saving Rules e-learning, and g-learning for all employees, the HSSE offer was also expanded.
- ▶ In 2023, we updated our leadership programs with our new Values and Transformational Leadership Competencies that were designed to support both those employees who take on new management roles as well as current leaders who want to upgrade their basic knowledge of leadership. For identified talents at executive level, our dedicated Leading Ahead top talent program focusing on enhancing executive leadership skills was continued, as was our program for women in leadership positions.
- ▶ In terms of graduate development, we offered the second tailored graduate program in Fuels & Feedstock and continued with our long-standing Integrated Graduate Development (IGD) Program in the Energy segment.
- ▶ To support the development of future skills, we rolled out a global data science education platform. Its intuitive and user-friendly interface ensures that learners can develop practical skills and excel in the fast-growing field of data science.
- ▶ The Sustainability Academy was launched and offered our employees an ever-growing selection of curated learning material about sustainability-related topics. This supports our employees in expanding their knowledge on ESG topics and provides them with a foundation that is needed to understand their role in our journey to net zero. Focus topics for 2023 were ESG, Climate Change, Circular Economy, Sustainable Products, and Human Rights.
- ▶ To support the upskilling of technical employees, we offered specific training initiatives, for example training on low-carbon energy, geothermal, decision quality, and data science.
- ▶ With our Personal Skills Summer Challenge, we playfully encouraged our employees to continue developing their personal skills. At team level, we had a strong increase in team effectiveness training, which supported leaders and their teams in managing the transformation phase.

### Outlook

Various ongoing projects started in 2023 will be ready for launch in the course of 2024. This will positively impact the overall user journey for learners, not only by expanding the content of the learning offer (rollout of specific learning



paths) but also by providing a cohesive design and structure of learning touchpoints and improved tools for accessing learning.

- ▶ Besides focusing on mandatory, legally binding, business-critical, and HSSE training, we will continue to offer specific training initiatives to support the upskilling of our employees in our strategic focus areas, like training on low-carbon energy, geothermal, decision quality, and data science. The Sustainability Academy will continue to grow in 2024 with additional Learning Paths and focus topics.
- ▶ To help our leaders develop their leadership style so they can inspire, support, and empower others to thrive through continuous change and deliver our strategy, we will be launching the Transformational Leadership Program. Over the next three years, we want to equip our leaders with the necessary mindset, knowledge, and skills to lead with purpose and transform our company.

- ▶ To enable our employees to support the transformation, we plan to develop an interactive Campus. We will offer an engaging collection of learning material including e-learning modules, keynote lectures, microlearning, and other learning offers that leverage the expertise and knowledge of our network of experts.

Through initiatives like these, we are fostering a culture of continuous learning and development, empowering our teams to thrive in the evolving landscape of sustainable energy solutions.



### Target 2030

- ▶ Increase average number of annual learning hours to at least 30 hours per employee

### Status 2023

- ▶ Average number of annual learning hours: 30

### Most relevant SDGs



**SDG targets:**

**4.4** By 2030, substantially increase the number of young people 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 of activities on local communities (e.g., local employment and skills development, infrastructure impacts, environmental, health, and well-being impacts), 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 where we operate is essential for safeguarding our operations for the future. In the interest of being a responsible international company, we contribute positively to the fulfillment of human rights in our immediate surroundings through a number of projects and initiatives. Investments in community relations and development respond specifically to identified community needs. They are designed to mitigate social risks that could result from company operations and initiate positive change in neighboring communities.

Our commitments to our communities are laid out in our Human Rights Policy Statement. Our 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 community relations managers.

### Governance

The Community Relations and Development function within Group Sustainability 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 community rela-

tions managers to monitor and steer local implementation of our site-specific global community relations and development commitments. We also organize regular exchanges between 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's Sustainability Strategy processes.

Steering ensures that the OMV Executive Board is informed in an adequate and timely manner about the entire community and social investments portfolio, plans, and performance KPIs. For example, the Group's community relations managers submitted the total budget for community and social investments in 2023 and provided information on the major social or community investments planned.

### Borealis Social Fund

In 2008, Borealis launched the Borealis Social Fund. Each year, a portion of Borealis net profit is donated to the Fund, based on clearly defined allocation rules. Any external or internal stakeholder can submit a project proposal to the Borealis Sustainability Team, which then validates the proposal and makes recommendations to the CEO, who has responsibility for the Fund and selects and approves all projects. Sponsorship above EUR 0.5 mn per project per year also needs the approval of the Chairman or Deputy Chairperson of the Supervisory Board.



## OMV Petrom Foundation

Launched in 2022, the OMV Petrom Foundation develops programs that support long-term investments in disadvantaged communities in Romania in three key areas: health, education, and environment. The Foundation provides resources and solutions and builds strategic long-term partnerships with other non-governmental organizations and central or local public authorities, with the aim of reducing infant mortality, supporting early education, and promoting biodiversity. Through the OMV Petrom Foundation, OMV Petrom extends its support to early health and education and environmental initiatives that are highlighted in the [Social Investment](#) chapter.

## 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 respectful community relations, investing in local development, safeguarding human rights, and ensuring that the local suppliers who work with OMV follow sustainable practices. Transparent and prompt communication with local communities that ensures their voices and concerns are heard and addressed helps OMV establish good relations with those 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 is implemented by locally responsible persons using local resources. In line with our community relations and development procedure, which is in effect for all countries in which we are active, we engage with local communities through tailored programs. For instance, all projects from OMV's Energy segment require community consultation in the development phase. In 2023, 5 out of 13 development projects were in the process of community consultation.

We start by conducting a Social Impact Assessment (SIA), which includes the free, prior, and informed consent (FPIC) of local stakeholders. Sometimes, an SIA is integrated into an Environmental and Social 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 guidelines 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 outcome of the SIA, site-specific strategies for community relations and development, stakeholder engagement plans, and Community Grievance Mechanisms are developed and implemented.

### Community Engagement

We maintain regular communication with the communities that live 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 any work that may cause a disturbance (e.g., noise from turnarounds) by way of stakeholder meetings, social media, leaflets, and other channels as appropriate. An example of this in action is the "green phone" at the Schwechat refinery, which has ensured 24/7 direct contact for all neighbors for several years now. Every call is answered by the shift supervisor in charge, and in cases of perceived noises or odors, the shift supervisor checks immediately for potential sources in the refinery so that the issue can be resolved as quickly 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 obtaining local approval of OMV operations. This involves 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 can still arise. We manage these grievances through localized Community Grievance Mechanisms (CGMs). The CGMs help OMV and those potentially impacted by its operations resolve issues in a non-judicial manner and, depending on the case, offer access to a solution.

The CGMs are fully operational in all operated E&P assets, in all three OMV refineries (Schwechat in Austria, Burghausen in Germany, and Petrobrazi in Romania), and at one power plant (Brazi in Romania). A Community Feedback Mechanism (CFM) is in place at SapuraOMV. Borealis



has a hotline system where grievances can be reported by both internal and external stakeholders.

At OMV, a CGM is a key tool for preventing and managing our potential impacts on local communities and any associated social risks. Our management of community grievances aims to be fully aligned with the Ipieca best practice guidelines and with the Effectiveness Criteria of the UN Guiding Principles on Business and Human Rights. The Effectiveness Criteria require a grievance mechanism to be legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning, and based on engagement and dialogue. OMV has set a target to assess the CGMs at all sites against the UN Effectiveness Criteria for Non-Judicial Grievance Mechanisms by 2025. The CGM assessments review the existing processes and practices in place, and identify practical improvement measures. During these assessments, internal and external stakeholders are consulted, including via interviews, on the current performance of CGMs and design improvements that may be necessary. The main findings (e.g., key strengths, improvement areas, and proposed actions) are included in the CGM Assessment Report. The action plans are implemented by local management and monitored by the Group Community Relations and Development function.

CGM assessments have so far been completed in OMV's Energy segment in Austria, Romania, Tunisia, New Zealand, and Malaysia, as well as at the Schwechat, Burghausen and the Petrobrazi refineries. Follow-up actions are currently being implemented in accordance with the findings. The sites already assessed account for 93% of all registered grievances at OMV in 2023.

The CGMs stipulate a stringent approach to systematically receiving, investigating, documenting, addressing, and resolving grievances in all the countries where we operate in a timely, fair, and consistent manner, thereby 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. Grievances can be communicated verbally or in writing and can also be expressed in local languages. They can be lodged by email, phone, through our community relations staff working locally and other locally dedicated channels, as well as at a corporate level. The grievances can be expressed anonymously, as well as on behalf of another individual. OMV does not seek retaliation against any community members who lodge a grievance.

Our grievance management system is based on dialogue with our stakeholders first and foremost and is designed to prevent any risk of retaliation. The CGMs help OMV and those potentially impacted by its operations resolve issues without resorting to the legal system. However, OMV's CGMs do not hinder or prevent affected stakeholders, including

local communities, from accessing judicial solutions or other remedies for their complaints or grievances. What they do offer is a channel for resolving grievances out of court and, depending on the case, a remedy for community members. For more information on our community grievance mechanism process, see the [OMV website](#).

### 2023 Actions

**732** total external grievances in 2023:

**475** grievances related to our impact on society<sup>44</sup> received (413 resolved<sup>45</sup>)

**238** grievances concerning an impact on the environment<sup>46</sup> received (178 resolved)

**19** human rights grievances<sup>47</sup> received from externals (19 resolved)

In 2023, the following key improvements were made to our community relations approach:

- ▶ OMV Tunisia completed its CGM Assessment against the UN Effectiveness Criteria. The assessment was conducted to evaluate how OMV Tunisia is implementing the CGM. It highlighted strengths, identified issues and risks, and spotted areas for improvement. Among the key strengths identified was the fact that the mechanism is fully functioning in a highly complex environment and consistently being used to receive and resolve grievances, including legacy grievances, and there is continuous engagement and dialogue with claimants. Recommendations to improve the CGM, such as further improving accessibility, transparency, and documentation, were determined and an action plan was developed and is currently being implemented.
- ▶ The majority of grievances received through OMV's CGMs were registered in OMV Petrom's E&P division. In 2023, we conducted several evaluations and analyses focusing on managing recurrent grievances, especially regarding historically polluted sites. We are working to resolve issues related to the root causes of recurring grievances, such as handling claims related to land rentals and environmental compensation more efficiently. Our proactive efforts to resolve the grievances resulted in a decrease in the number of registered complaints at OMV Petrom E&P of 8% in 2023 compared to 2022.

<sup>44</sup> Society category grievances include noise, dust, land acquisition, access to project benefits, or other disturbances relating to OMV activities.

<sup>45</sup> 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.

<sup>46</sup> Environment category grievances include land degradation, water pollution, air pollution, etc.

<sup>47</sup> Human rights category grievances include just and favorable working conditions at contractors, child and forced labor, indigenous rights, etc. For more information, see [Human Rights](#).





- ▶ The Petrobrazi refinery has a 24/7 call center service that facilitates communication between the Petrobrazi refinery and all stakeholders wanting to submit complaints or request information. In 2023, the call center was promoted online in the Prahova community. The call center’s workflow was also reviewed and the procedure was updated to improve the process.
- ▶ In the first years of the implementation of the Community Feedback Mechanisms (CFMs) in Malaysia, a key finding was that contractors need to frequently be reminded about the availability of the mechanism due to high turnover. In 2023, posters on the availability of the CFM and how to access it were put up in all site offices in several languages.

### Outlook

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

- ▶ OMV Petrom will begin a social and human rights impact assessment (SHIA) for the Neptun Deep project. The Neptun Deep project is the largest natural gas project in the Romanian Black Sea, located about 160 km away from the shoreline in Constanța. The goal of the SHIA is to establish a community baseline study and analysis of the current and potential social and human rights issues affecting the communities near Tuzla and Costinești, and prepare a community engagement strategy, community investment plan, and human rights risk management and due diligence plans in the area.

- ▶ At the Petrobrazi refinery, the new working procedure for the call center will be implemented and the call center will continue to be promoted.
- ▶ In OMV Petrom’s E&P segment, we intend to continue to investigate root causes and expand on the site investigation and evaluation studies for each historical and recurrent grievance. We will enhance data linkages and management between the Land Management System database and ServiceNow (which houses the grievance management database dedicated to tracking and managing grievances, including the details of the grievances, their status, resolutions, communication records, and any other relevant information related to handling complaints and issues).
- ▶ SapuraOMV will carry out stakeholder engagement activities with fishing communities in the vicinity of its operations and proactively inform them about the availability of the Community Feedback Mechanism.



#### Target 2025

- ▶ Assess Community Grievance Mechanism at all sites against UN Effectiveness Criteria<sup>48</sup>

#### Status 2023

- ▶ 8 out of 9 sites in scope assessed

#### Most relevant SDG



#### 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

<sup>48</sup> Nine defined assets on a 100% operator/majority-owned basis from the OMV Energy, Refining, and Power business segments are currently in scope (scope liable to change based on operatorship/divestments). The scope is currently: E&P assets within the Energy segment in Austria, E&P Romania, E&P Tunisia, E&P Yemen, E&P New Zealand, E&P Malaysia, the Schwechat refinery, the Burghausen refinery, the Petrobrazi refinery.



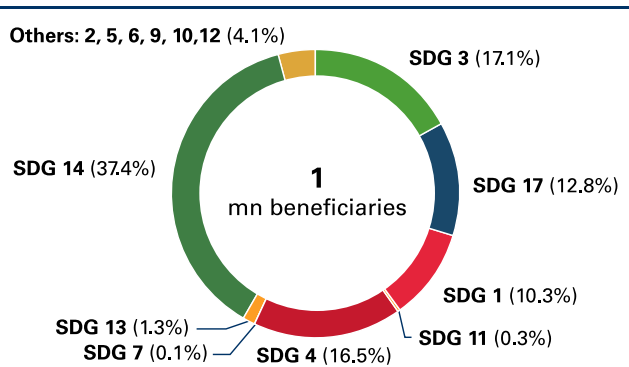
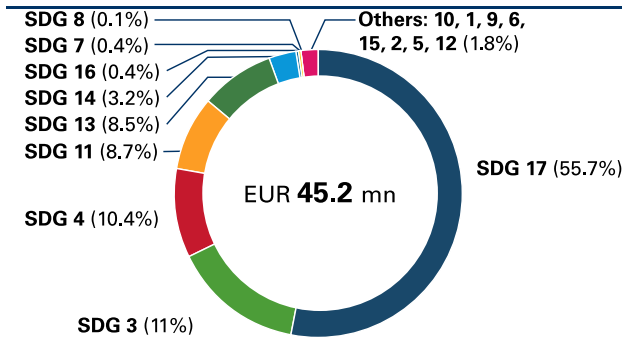
## Social Investments

OMV has defined an umbrella term for its social investments. These include any activities that encompass monetary or non-monetary support and activities beyond core business that aim to contribute to the social welfare and progress of society in general. Our social investments (includes community development projects) aim to create long-term societal value for local communities impacted

by our business and add value to the societies in which we operate.

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.

### 2023 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 16: Peace, Justice & Strong Institutions
  - SDG 17: Partnerships for the Goals
- Other SDGs supported to a smaller degree
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## Management and Due Diligence Processes

### Needs Assessments

Community development investments are always aligned with identified local needs and made following consultation with local stakeholders, as well as following consideration of country-specific priorities in relation to the Sustainable Development Goals (SDGs). We prioritize projects with the 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 Social Impact Assessments (SIAs), or with broader societal priorities (e.g., by consulting the Social Progress Index<sup>49</sup>).

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, and thus expect 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

Consistent communication ensures a single strategic approach and supports OMV's social responsibility objectives. OMV has therefore defined three key focus areas for our community and social investments:

- ▶ 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 subsidiaries also identify priorities that are specific to them. For instance, the Borealis Social Fund

<sup>49</sup> 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](http://www.socialprogress.org)



has defined three areas of social engagement that contribute to SDGs 14, 6, 7, and 4.

### Corporate Volunteering

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

In 2023, we conducted a volunteering action of 18 participants with the Tafel Austria organization, which currently saves up to four tons of food from being destroyed every day and supplies it to around 28,000 people affected by poverty. OMV has been supporting Tafel Austria at various levels for many years. The aim of the cooperation with Tafel Austria is to raise awareness of the issue of poverty and food waste both among our colleagues in the company and in society, and also to provide a better life for people in Austria who are affected by poverty.

We also continued our tree planting activities in Romania and New Zealand. Over the course of the four-year Romania Plants for Tomorrow campaign, 22,000 volunteers contributed to the planting of 2.8 mn seedlings over an area of 550 hectares. As part of New Zealand's Project Crimson, almost 70,000 native plants have been planted since 2020 and 11 volunteers participated in 2023.

Every year, tons of rubbish float ashore along the coast of Stavanger and along the entire coast of Norway. Clean Shores is a global non-profit organization that works to keep the world's coastlines clean and free of litter. OMV (Norge) AS is the main sponsor of Clean Shores Global and through this, we support the local community, act as good neighbors, and show that we care. In turn, OMV highlights Clean Shores Global as a partner in its Corporate Social Responsibility profile, and encourages employees of OMV (Norge) AS to participate in volunteer beach cleaning operations. These are organized spontaneously by groups of employees or departments. Around five to ten cleaning sessions take place each year with five to ten participants on average.

### Environment Days at OMV Tunisia

As part of an international campaign to #BeatPlasticPollution, around 100 employees from OMV Tunisia spent two days volunteering to collect plastic waste either on the beach of Gabès or in the desert of Tataouine. To celebrate World Environment Day (WED), which takes place annually on June 5, 25 people from corporate volunteering, including members of the OMV Tunisia leadership team,

were present at the beach in Gabès to participate in the "Run and Plog" activities jointly organized by OMV and other public sector institutions and local non-government organizations. Participants engaged in a plastic waste collection rally. The Gabès coastline is home to a vulnerable ecosystem in the Mediterranean with increased interest in preserving marine biodiversity (e.g., endangered turtle species). From Gabès, we moved to our sites in the desert of Tataouine. Another cleaning campaign was held in the heart of the desert, where the Waha CPF and Nawara CPF field teams and contractors gathered to pick up littered plastic. Two permanent waste containers were also placed on the road to allow travelers to dispose of plastic bottles in an adequate way.

### 5,000 Therapy Minutes Donated by OMV Employees

We also consider OMV employees' participation in fundraising campaigns as part of our volunteer work. During the CAPE 10 Christmas campaign, OMV employees supported the CAPE 10 Foundation in financing urgently needed therapy hours, especially psychotherapy, for children and young people in Austria in 2024. The donated sum of EUR 4,260 was doubled by OMV and four children and young people at risk of poverty will be able to receive the therapy they need in 2024.

### 2023 Actions

EUR **45.2** mn in community and social investments<sup>50</sup>

**293** community and social investments in 24 countries

**1** mn beneficiaries reached

**2,471** employee volunteers

### Impact Snapshot: Access to Basic Services

In 2023, we continued our plans to invest in infrastructure to improve access to basic services such as health care and water. Our investments have focused on supporting underserved communities or areas with limited access to basic services in countries where we operate, in line with our commitment to respecting human rights. Nevertheless, unforeseen events and disasters can happen at any time. OMV responds immediately to acute problems, e.g., disaster or humanitarian aid, and consistent communication ensures a single strategic approach and support of OMV's social responsibility objectives.

<sup>50</sup> Includes contributions in cash, contributions in kind, and donations; excludes sports and cultural sponsoring and other related management overheads.



### Humanitarian Aid

In 2023, the Borealis Social Fund partnered with the Austrian Red Cross to launch the Borealis Immediate Aid Fund (Borealis ISH Fonds) to provide fast and unbureaucratic financial aid to help people in Austria in financial emergencies. Based on a needs analysis, the fund focuses on helping young families and elderly people in emergency situations where no other support is available. In addition to receiving financial aid, recipients benefit from a consultation with the Austrian Red Cross to help them avoid similar situations in the future.

### Victims of the Earthquake in Turkey and Syria

The devastating earthquake in Turkey and Syria in 2023 was impossible to ignore or forget. The OMV Group put several immediate measures in place and committed to providing substantial support for the Austrian national rescue and emergency teams on the ground in the amount of EUR 0.5 mn.

The Borealis Social Fund supported those affected by the Turkey and Syria earthquake by contributing to a container city in Adana, Turkey, which was set up temporarily to house families while the area was being rebuilt. Borealis contributed to 34 out of 200 containers and this aided 152 people.

### OMV's Response to Catastrophic Flooding in Libya

Heavy rainfall caused by Storm Daniel resulted in severe flooding in several areas in eastern Libya in September 2023. The worst affected was Derna, where a part of the Wadi Derna dam was washed away and large sections of the city were rendered uninhabitable by the floods. Two dams upstream of the city burst one after the other, releasing huge volumes of water that rushed down the valley and flooded the area, destroying roads, bridges, and buildings and killing thousands of people.

OMV's employees and assets in Libya were not affected. OMV Libya was actively involved with the NOC (National Oil Corporation) Emergency Management Committee, and together with other international companies operating in Libya, immediately offered support to meet the urgent humanitarian needs in the eastern region of Libya. OMV demonstrated one of the fastest responses to this devastating event by delivering two urgently needed 1 MW generator sets to support the affected areas within three days.

### Together from Day One, Romania

Through the OMV Petrom Foundation, OMV Petrom extended its support for early health initiatives. Under the Together from the First Day program, OMV Petrom invested EUR 1 mn to equip 45 maternity wards and neonatal units in 28 counties. This resulted in improved

neonatal care for over 20,000 newborns, contributing to a reduction in infant mortality. Furthermore, the First Step to Health project aimed to equip 39 family practitioners' offices to improve prenatal care by providing essential support for 7,000 pregnant women and young children. Finally, the Baby Box program received financing of EUR 1.58 mn to provide vital assistance and health information to 2,713 mothers and newborns in vulnerable circumstances. More Information can be found on the [OMV Petrom website](#).

### WISE Charitable Trust for Healthy Homes in Taranaki, New Zealand

Support for the WISE insulation program for healthy homes enabled 264 homes in the Taranaki region to be insulated in 2023. Through OMV New Zealand's support of the Bellyful program, 1,942 meals were provided to 269 mothers with young babies in need.

### Water and Energy: Water for the World Program

Access to water and energy are fundamental as they affect the ability of poor families to obtain sufficient food and protect their health, as well as limiting the livelihoods and educational opportunities available to them. Since 2007, Borealis and Borouge have provided solutions through Water for the World, a joint program to address the global water and energy challenge in rural and urban communities, with a focus on South-East Asia and Africa. The program cooperates with a range of non-profit organizations and supports numerous projects across Asia and Africa, including in China, Ethiopia, India, Kenya, Nepal, Morocco, Myanmar, and Pakistan, benefiting over one million people since its inception.

Water for the World celebrated its 15-year anniversary in 2023. Based on a joint vision and global concept, the two companies followed different local implementation strategies tailored to the companies' organization and local needs. The two approaches complement each other: With activities in Asia and the Middle East and in regions with water scarcity or the need to extend water infrastructure to remote regions, Borouge implemented a variety of projects in a number of countries in that region, each with a respective local/national NGO and supported by the respective Borealis employee in charge of Borouge's activities in that country.

With the majority of its activities in Europe where the challenge is mostly related to old infrastructure leading to water leaks, Borealis focused on supporting awareness raising, for example through water roadshows/exhibitions and supporting the Stockholm Water Prize, improving knowledge on topics such as preventing water leaks caused by aging water infrastructure, efficient water use in agriculture/sustainable water practices in agriculture, and



calculating the world's first water footprint for plastics. In addition, since 2007, Borealis has worked in partnership with Water and Sanitation for the Urban Poor to provide funding and in-kind materials to support their activities on the African continent.

The program was expanded in 2017, and in addition to water infrastructure, renewable infrastructure projects were also implemented. The first project was launched in Myanmar with the installation of photovoltaic modules in a hospital in Kanni, which was followed by a project in Uganda.

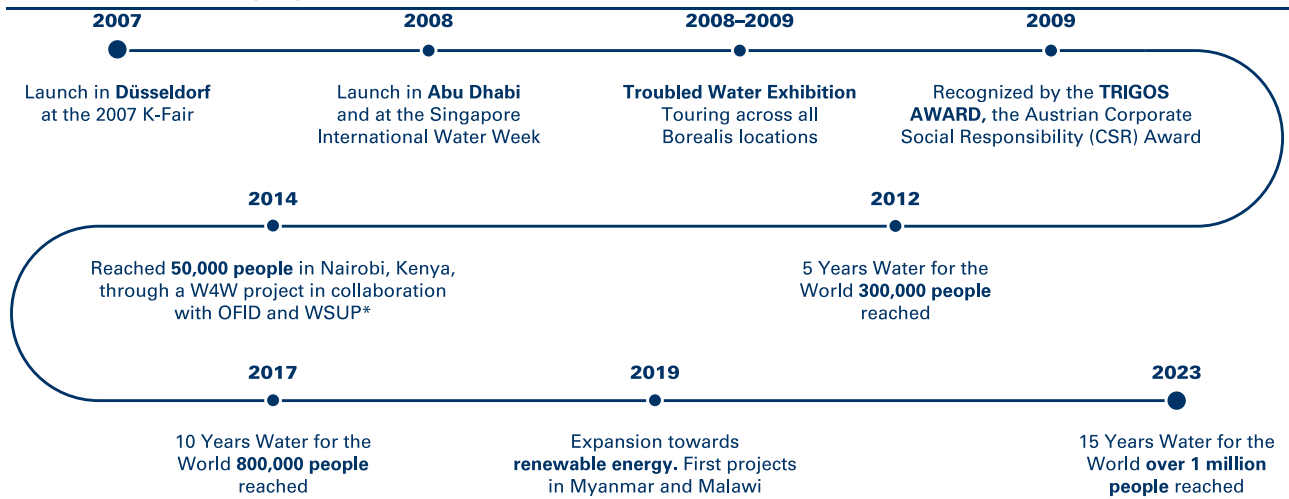
Over the last 15 years, the water challenges faced by the world have changed and today include the consequences

of climate change, such as increased natural disasters, floods, and droughts. Therefore, during 2024, the program will be reviewed and the conceptual approach and project portfolio adapted to meet the societal needs of today and the future.

**Status 2023**

- ▶ Since it began in 2007, Water for the World has reached more than 1 mn people and implemented over 20 projects in more than 20 countries.

**Water for the World Highlights**



WSUP: Water and Sanitation for the Urban Poor; OFID: OPEC Fund

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**

In 2023, we continued to develop community projects that promote self-sufficiency, job growth, and economic development within 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 building supplier capacity. Some of the key initiatives that the OMV Group has been actively involved in include:

**Tasharok: Empowering Communities in Tunisia**

OMV Tunisia completed the Tasharok project in Gabès, which was celebrated with the community in the presence of regional officials and OMV partners. The aim of this project was to bring about a positive change in Basboussa and Bouchemma, two communities in the vicinity of the Nawara Gas Treatment Plant (GTP), by: enhancing the city's waste management services in collaboration with the municipality, and equipping it with the necessary materials and equipment; collaborating with a local micro-grant program for the benefit of Basboussa community members so they can create small-scale economic activities to improve their financial situation and support their families; and bringing people together to organize and support each other in resolving community issues through the creation of a community-based organization, and acting as a representative for the Basboussa neighborhood.



Southlabs is a start-up support initiative aiming to drive innovation in south Tunisia, namely Tataouine and Gabès. Twenty beneficiaries from both regions have been selected to benefit from a coaching program that allows them to apply for the start-up initiative run by the state. The program provides business plan improvement, communication, marketing, and fundraising training. Having applied for and received the start-up label, beneficiaries will benefit from early-stage funding of up to EUR 100,000.

### Early Childhood Education and Care in Romania

In Romania, the participation rate in early education has decreased in recent years and is among the lowest in Europe. Through the OMV Petrom Foundation, OMV Petrom has been able to support early education projects. The Start in Education project targets 60,000 preschool children (age 3–6) from underprivileged communities, with the aim of enhancing their school readiness. The educational project addresses the immediate needs of the most vulnerable preschool children, mostly from rural areas, and aims to facilitate their access to educational resources, with early learning experiences managed by parents at home. This has resulted in increased enrolment in the kindergarten.

In the 2023–2024 school year, ABC Kindergarten teaching kits will continue to be provided for 1,500 kindergartens, and training programs in the field of interactive education and parenting will be organized for 3,500 educators. The project will also support another 60,000 preschool children and 10,000 parents in 41 counties with educational resources and parenting workshops. Thanks to this, the number of children benefiting from the Future in a Schoolbag educational kit has reached 120,000, and the number of parents participating in the School of Parents workshop reached 23,000. Also, the “Let’s be friends – no bullying in kindergartens” project trained 600 specialists from 60 kindergartens to work during the 2023-2024 school year with over 8,000 children on the “Let’s be friends” methodology, which is based on the philosophy that a strong sense of community and positive relationships between children prevent exclusion and bullying. Besides training, the 60 kindergartens also received the package of educational resources to be used by the educators and integrated into their daily routine of activities with children and parents.

### Vocational School

OMV Petrom continued to support dual education in Romania with donations of around EUR 300,000 in 2023. The Petrochemical School is a dual-system program supported by OMV Petrom. The future petrochemists benefit from professional training in the field of petrochemicals and internships at the Petrobrazi refinery. Approximately 100 students received scholarships worth up to EUR 130 during their studies. We have almost 100 students in the four dual education classes, and three classes with around

75 students graduated in 2023. Upon completion of the three years of vocational education (petrochemical operators’ qualification), students will acquire a recognized professional qualification and will have employment opportunities within our Company. The Petrochemical School program is a pilot project with the aim of assuring a constant and sustainable flow of a high-quality blue-collar workers.

### SapuraOMV Upgrades Water Gravity Pipes and a School Library

Since 2023, SapuraOMV has collaborated with the Kuching Resident Office as part of their Village Transformation program. One project involved partly upgrading an existing water gravity pipe network that links fresh clean water from the waterfall dam to the nearby village (Kampung Seboboq), which currently has 119 households and over 700 residents in the B40 category. By upgrading the water gravity pipes, the villagers will have access to fresh clean water with no disruption.

The second project with the Kuching Resident Office’s Village Transformation program is to upgrade the existing library at Tringgus Elementary School. It has been 20 years since the school’s wooden library received any upgrades. The donation will go toward purchasing new tables and chairs plus reference and reading materials for both teachers and schoolchildren. In addition to that, SapuraOMV will also be running a donation drive to collect used story books for the library.

### House of Science, New Zealand

In partnership with House of Science, 418 science resource kits have been delivered to 37 local Taranaki schools in New Zealand. This enables children to further explore the subject of science in primary schools.

### Cultural Treasures for Our Youth

As part of OMV’s sponsoring partnerships, we provide targeted support for educational and youth activities in all our projects and give young people access to art and culture. For many years, we have invited children and young people from Max & Lara from our partner CAPE 10 to experience and learn from cultural events organized by our sponsoring partners. In 2023, over 100 children and their parents attended such events organized by OMV sponsoring partners. This doesn’t just provide opportunities to learn and experience art, but also to experience and participate in cultural life in our society. We therefore consider these opportunities as a contribution to our social responsibility.

### CODY21: Digital Education Program in Austria

As digitalization is becoming more and more important to the youngest members of society, we are offering virtual



education in elementary schools in Lower Austria through interactive video units on basic digital education. OMV finances the CODY21 platform and thus makes an important social contribution to education and equal opportunities for a total of 3,200 school children in OMV's partner communities. In 2023, we also donated 400 laptops to partnering schools with the aim of providing more possibilities for pupils and teachers in regard to digitalization.

### **WELCOME TO THE FUTURE! Exhibition**

Borealis has been one of the main sponsors of the ZOOM Children's Museum in Vienna, Austria, since 2013. The ZOOM Children's Museum and Borealis share the common goal of helping to make complex sustainability issues understandable for the younger generation, getting them excited about science and research, and sharpening their skills for future challenges. In 2023, the Borealis Social Fund and the ZOOM Children's Museum in Vienna celebrated the opening of a new hands-on exhibition, WELCOME TO THE FUTURE!, which deals with the sustainability challenges of tomorrow's world. For this purpose, ZOOM has transformed the exhibition hall into a Future Lab where artists, scientists, and experts from a wide variety of areas contributed their ideas for our future. The ZOOM Children's Museum welcomes children to ask questions, to touch and to feel, to examine and to play to their heart's content. In their own individual way, they zoom in on objects and situations and, in doing so, find out about themselves and discover their own skills, abilities, and creativity.

### **Ecopost for Fair and Regular Income Generation**

Borealis and Ecopost formed a collaboration where Borealis will fund Ecopost's activities to boost waste recycling in Kenya and to promote a circular economy in line with the UN Sustainable Development Goals. Borealis will specifically support capacity building, training, and engaging more waste collectors, as well as formalization of their work by funding entrepreneurial start-up kits for the youth and women's groups.

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 around the world and their livelihoods, health, and opportunities. We can no longer afford to tackle the social challenges the world faces without recognizing the extent of the effects environmental changes can have on people and their health and well-being. Climate change, access to sustainable energy, and environmental protection are key priorities in our community and social development efforts.

### **Environmental initiatives supported by the Petrom Foundation**

Part of the environmental initiatives of the Petrom Foundation is the Green for Future program, which invested EUR 1 mn in Vânători-Neamt Natural Park. The focus is on enhancing the biodiversity conservation, wildlife management, and community development. Furthermore, the Green for the Alpha Generation program developed students' skills in addressing climate change in their communities and benefited 147 teachers and 2,900 pupils across 26 counties through curricula and projects aimed at combating climate change.

### **RoEficientă: Energy Efficiency in Romania**

România Eficientă is a unique initiative in Romania that aims to create a culture of energy efficiency in the building sector. There are two main components and goals that drive this project: firstly, information, education, and public awareness, and secondly, carrying out major renovations based on NZEB (Nearly Zero-Energy Buildings) standards at a couple of the public schools in Romanian counties, including building a pilot school in Ploiești. This initiative is strongly backed by the energy and climate policies in the European Union and is largely centered around the principle of energy efficiency.

The project becomes all the more important in the context of the European Green Deal, which places great emphasis on energy efficiency, one of the main pillars of the new European policies, and on building renovation. In 2023, we decided to launch a new concept, more applicable to the current educational needs, in addition to what we are already doing. In order to show and explain the impact of school renovation and the multiple benefits of modern energy-efficient buildings, this new educational concept is based on direct learning from specialists. Therefore, through visits to school and universities, we will focus on educating the children and young people, creating educational materials (which can be accessed anywhere and anytime from the official platform <https://www.romania-eficienta.ro/>), educating teachers to promote energy efficiency measures to the younger generation, and educating the general public through practical experiences/models (school renovations, Doza de Energie/Energy Dose video productions and influencers).

The Liliești High School was the largest private investment for the energy renovation of an educational establishment in Romania (worth up to EUR 1.6 mn). By renovating to NZEB standard, the school will have less impact on the environment and will also be more resilient to the impact of climate change. The refurbishment works at Liliești High School will result in an annual reduction of around 60% in the energy consumption for heating the building. The five-pump heat system contributes to this result. In addition,



the school will benefit from “green” electricity, obtained from its own sources, through a system of 30 photovoltaic panels with an installed power of 550W each. Its inauguration took place on March 20, 2023.

România Eficientă has reached its fourth phase, which means renovation works at the Zig-Zag Kindergarten in Ovidiu (Constanța) are in full swing, with completion estimated for March 2024. The kindergarten has undergone an extensive renovation process, including works to increase energy performance to bring it up to NZEB requirements and consolidation and capacity expansion works. The building will be upgraded from energy efficiency class E (lowest limit class G) to the highest energy class (A). Total annual energy consumption will be reduced by more than 60% and carbon emissions by about six times. The building will be equipped with renewable energy systems, i.e., photovoltaic panels and heat pumps. In parallel, we have also started preparing the documentation for a school in Șimian (Mehedinți).

#### **OMV Petrom Supports Circular Economy Projects with Social Impact**

In 2023, OMV Petrom continued several initiatives to raise awareness about the circular economy and foster the transition to a circular economy in Romania. For instance, circular economy initiatives with social impact include the “Let’s Click on Romania” project, a collaboration between private companies and the NGO Ateliere fără Frontiere. In this project, 4,000 computers were refurbished and donated by private companies to over 200 institutions such as schools, NGOs and kindergartens, reducing CO<sub>2</sub> emissions by around 500 t. The project also proposes a model of good practice at the national level regarding the circular economy, and through this example provides access for young people from marginalized rural and urban environments to a better education. This includes resources related to the transition to a green economy, an area still undeveloped in rural areas even though it is a necessary one for the evolution of human society as a whole. The project endeavors to have a positive impact on the environment by reusing and donating electronic waste to equip the school’s computer labs and classrooms, thus extending their life cycle. NGOs have also managed to incorporate some very rarely mentioned subjects into school life: circular economy, reusing materials, and sustainability.

OMV Petrom supports a circular project by giving furniture a new life in 18 communities in Romania. In 2023, it redirected over 4,400 pieces of furniture to communities in Constanța, Prahova, Dâmbovița, Olt, Dolj, Arges, Brasov Buzau, Bucuresti, and Iași counties.

#### **Waste and Resource Efficiency: Project STOP**

Environmental pollution caused by littering is a global challenge. Millions of tons of plastic waste leak into the environment and oceans every year. Mismanaged waste is adversely affecting the region’s ocean ecosystems, livelihoods, human health, and sustainable development more broadly. An important solution is to accelerate the transformation toward a circular economy. A key enabler for this is stopping waste leakage at the source by establishing low-cost, efficient, and circular waste management systems.

#### **Project STOP Highlights 2023**

Co-founded by Borealis and Systemiq, with broad support from national and regional governments, international institutions, academia, and the private sector, Project STOP focuses on delivering measurable impact on the ground. Since its inception in 2017, it has steadily extended from the first city of Muncar to two more cities, Pasuruan and Jembrana. To ensure the system continues to function effectively after formal handover, a comprehensive education program was developed in the three cities to train municipal employees, and the Project STOP team will remain available for support and advice. Read more about Project STOP in the [Borealis Annual Report](#).

A key highlight in 2023 was the inauguration of a new material recovery facility (MRF) in Songgon Municipality, Banyuwangi, East Java, representing a key milestone on the path to building Indonesia’s first regency-led circular waste management system as part of the Project STOP Banyuwangi Hijau expansion plan. One of the largest of its kind in Indonesia to date, the new MRF will manage waste collection and sorting from households in the region, including materials to be recycled, with a daily capacity to process up to 84 t of waste. The MRF will collect all waste, including 3,300 t of plastic waste per year, at full scale by 2025. This expansion program consists of three consecutive phases and was kicked off in early 2023, with completion scheduled for the end of 2025. By that time, Project STOP aims to positively impact the lives of up to 2 mn residents, create 1,000 full-time jobs, and annually collect 230,000 t of waste, including the 25,000 t of plastic that has been collected since the inception of Project STOP in 2017.





## Status 2023

**391** new full-time jobs created in waste collection, sorting, organic processing, and management and administration

**393,280** people provided with waste collection services for the first time in their lives

**61,770 t** of waste (including 8,755 metric tons of plastic) collected, sorted, and further processed

Waste management systems in the cities of Pasuruan and Jembrana handed over to the local municipalities

Groundbreaking ceremony in September 2023 of a material recovery facility that will manage 23,000 t of waste, of which 3,300 t of plastic per year, once at full scale by 2025

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. To gain a better overview of all our projects we promote communication on our media channels. Consistent communication ensures a single strategic approach and supports OMV's social responsibility objectives and its reputation.

In 2024, we will review our prioritization of focus areas in line with our sustainability strategy and define common Group-wide areas that take into consideration the ongoing energy transition and climate change. We will also continue our ongoing social projects to meet the needs of people in the communities where we do business.

To emphasize the importance of social investments in all countries where we conduct business or operate, also including in times of crisis, a target has been clearly defined in the Strategy 2030. Based on this, we want to implement a social fund so we can act immediately and in a straightforward way, especially in the event of acute problems such as disasters or humanitarian crises, and provide long-term perspectives for our project partners. Furthermore, we want to provide consistent communication about our programs. OMV fully benefits from the high impact and visibility of relevant projects and initiatives.



### Target 2030

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

### Status 2023

- ▶ 1.2%<sup>51</sup>

### Most 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

<sup>51</sup> In 2023, OMV's reported net income attributable to stockholders of the parent was EUR 3,634 mn. Our social expenditures in 2023 were particularly high because of donations for humanitarian causes in Turkey and Libya. At OMV Petrom, EUR 23 mn was distributed after the end of the 2022 financial year. This distribution was facilitated by the new fiscal facility Form 177, approved by National Agency of Fiscal Administration Order No. 1679/2022, which is used to redirect the corporate tax, as applicable, toward sponsorship, patronage, or the granting of private scholarships.