

Stakeholder group	Format	Contents	Frequency
Customers & other external stakeholders	ESG Events & Activities	RBI event: Eco-footprint across the value chain. How to build a carbon-neutral and sustainable agri-food supply chain.	one-off
		RBI event: Second ESG Data Analytics Forum organized by Research as a joint forum for colleagues from various areas in RBI (Advanced Analytics, Corporates, MIB, Risk, etc.) as well as external partners to discuss Quantitative Finance and Data Science methods related to ESG and the implementation thereof in the banking industry.	one-off
		Raiffeisen Bausparkasse: press talk/presentation of a research study by SPECTRA on "Sustainable building and living in Austria"	one-off
		Raiffeisen Kapitalanlage GmbH: Webinar on Innovation and Transformation on sustainable bond management for institutional clients	one-off
		Webinar on "Raiffeisen Nachhaltigkeit Mix"	one-off
		Webinar Investment opportunities in Emerging Markets	one-off
		Raiffeisen Kapitalanlage GmbH: ESG Investment Day (expert presentations and roundtables)	one-off
	Raiffeisen Kapitalanlage GmbH Info-Break: 3-part course on "Sustainable Investment – Fit for EU Sustainable Finance".	one-off	
	ESG best practice sharing	RBI ESG experts across all areas within the bank share their knowledge in lectures and presentations on RBI's best practice in sustainable finance, sustainability management or special ESG topics in the course of university programs, courses of private education companies, associations, management consultancies or other institutions referring to sustainable development subjects	regular
	Financial Literacy Workshops	RBI's interactive workshop on the topics "Making the right financial and investment decisions", "Avoiding debt traps". Students received scholarships from "START Stipendium"	twice
Kathrein's Financial Literacy summer event with Fondsfrauen in cooperation with RBI/Raiffeisen Centrobank		one-off	
Vienna Initiative's Climate Risk workshop	In 2022, the Vienna Initiative focused on Climate Risk with a dedicated working group organized around 3 streams; RBI as constant member in all 3 streams and co-leader of a stream regarding ESG data and collection	regular	
Employees	Trainings & Exchange	RBI: ESG Academy: 10 online modules for all employees on Sustainable Finance, topics, ESG Risk Management, Products, Regulation and Sustainable Management according the strategic pillars of RBI's sustainability strategy	regular
		RBI Head Office: Several ESG Finance trainings and "SkillUp!ESG" sessions organized by RBI's ESG Competence center for business lines on ESG products, green dashboard or developments in material sectors for RBI employees	regular
		RBI: Risk Management's Green Tuesday Broadcast – platform for presentations and exchange on ESG topics	bi-weekly
		RBI Head Office: ESG High Potential group trainings as centralized Learning Journey – organized by People, Organisation and Innovation (PO&I)	6 huddles between April and November
		RBI: Topic specific Sustainability Summits for 1-2 days for all subsidiaries in different board areas (Retail, Corporate, Risk)	yearly
		RBI Head Office: In 2022, RBI ESG@Legal Breakfast have been started to up-date colleagues on legal ESG developments	regular
		Raiffeisen Sustainability Initiative and RBI Head Office: Human Rights – Due Diligence Workshop with Ludwig Boltzmann Institute and set-up of a cross-functional working group on structuring a Human Rights Policy (Impact and Risk, Traffic light system, Due Diligence Process, implementation needs)	regular
		RBI: ESG ambassador calls in all business lines and risk area as well as with Sustainability Officers of all subsidiaries	monthly or quarterly
		RBI: Instant messenger on RBI's latest ESG news (posted and discussed on an internal Yammer platform)	regular
		Raiffeisen Bausparkasse: Workshops on measures and activities to implement the strategy in the company.	quarterly
Raiffeisen Kapitalanlage: Training ÖGUT certified advisor for sustainable investments	ongoing		

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Owners/shareholders	Dialogs with shareholders	Shareholders with an interest in ESG are engaged on an ad hoc basis in order to jointly advance the topic of ESG in the interests of RBI and its sustainability agenda.	ad hoc
	Dialogs with shareholders	ESG rating agencies (e.g., FTSE Russell, Dow Jones Sustainable Index, VÖNIX, Sustainalytics, ISS ESG, CDP) contact RBI once a year to update their rating results and obtain feedback.	ad hoc and regular
	Dialogs with the Raiffeisen regional banks	<ul style="list-style-type: none"> Dialog on current topics at Supervisory Board meetings (e.g., "fit&proper" units) and other bilateral meetings. Federal ESG working group under the lead of RBI for exchange and synergies Working groups of the Raiffeisen Sustainability Initiative with the aim of best practice sharing and common projects Cooperation with "Raiffeisen Campus" on ESG topics and trainings 	ad hoc and regular
	Annual General Meeting	Report by the Supervisory Board on the non-financial report and responses to shareholder questions on ESG topics.	yearly
	Investor calls	Calls with investors in which our sustainability strategy is communicated in a structured manner and questions on ESG topics are answered.	ad hoc and regular
RBI Sustainability Council	Digital and personal meetings	The Sustainability Council is responsible for supporting the further development of RBI's sustainability agendas in an advisory capacity and evaluating its sustainability performance. It is composed of internal and external experts and RBI decision-makers (see page 25 f.).	twice yearly
Customers & other external stakeholders	Raiffeisen Research ESG services	<p>Research services covering news and analysis with an ESG focus on:</p> <ul style="list-style-type: none"> ESG monthly Green Deal Publication Daily Vienna Calling (extra part for ESG Newsflow), also coverage of all ESG bond new issues ESG Bonds Screener ESG Specials All coverage publication (Equity, Credits) include an ESG part incl. Scoring 	regular
	ESG Client Advisory for institutional and corporate customers	RBI offers tailored sustainable financing solutions for institutional clients and companies. In 2022 more than 200 clients have been advised on ESG topics. RBI offers a regular and continuous dialog on ESG developments and the realization of ESG-related transactions throughout the Corporates and Investment Banking product universe (debt capital markets incl. bonds, loans and promissory note loans, ABF, fund finance, mergers & acquisitions, and equity capital markets, including support and information on new ESG regulation. This takes place in close cooperation and coordination with ESG experts and the respective customer relationship managers. (see page 89 f.)	regular
	ESG Client Advisory for Retail/SMEs	In 2022, a green web portal solution for SME customers was launched on the Romanian market. The aim of the portal was to support small and medium businesses to finding funds, manage their costs by purchasing photovoltaic solutions. It also supports our customers by having a more simplified overview of the available local subsidies and photovoltaic solution providers.	regular
	ESG Client Advisory for Retail/private individuals	<p>Application for retail customers:</p> <ul style="list-style-type: none"> In 2022 RBI provided CO₂ emission insights to our retail customers in the form of monthly snapshots in Albania, Bosnia and Herzegovina and Kosovo. We have also launched a mobile banking app on the Slovak market to educate and guide customers contributing to environmental and social responsibility (monitor how his/her behavior affects our planet by measuring the CO₂ footprint impact from debit card transactions and incentivizing responsible purchases at selected merchants.) 	regular
	ESG Client Advisory Kathrein Bank	Kathrein helps customers to understand the concept of "sustainability preferences" (Taxonomy, SFDR and PAI).	ongoing and on demand
	ESG Events & Activities	RBI event Cultivating Progress: "ESG in Agriculture" – Raising awareness, and big potential of an untapped market in ESG in Agritech and inspiring internal audience and external partners to consider use cases and involvement with our corporate customers.	one-off
		RBI event: Who will build the green city of tomorrow? ESG in the real estate sector with the focus on urbanization	one-off