



# Solutions for People

**Sustainability Report 2022**



# RBI Sustainability Report 2022

(corresponds to the non-financial report pursuant to sections 267a and 243b of the Austrian Commercial Code)



## Important highlights at a glance:

- ✓ RBI once again achieved **positive sustainability rating results** - for example with ISS ESG, Sustainalytics, MSCI ESG, Vigeo Eiris or CDP
- ✓ Revision of material topics based on **"impact materiality"** according to new GRI standards 2021
- ✓ Disclosure of **financed emissions** from corporate loans according to **PCAF methodology** (Partnership for Carbon Accounting Financials)
- ✓ **RBI's emission reduction targets** approved by **Science Based Targets initiative** (first Austrian banking group to do so); targets are aligned with the "well-below-2-degrees" pathway of the Paris Agreement (Scope 1 -3)
- ✓ Further **progress on sectoral policies**, e.g. for oil & gas and steel
- ✓ Adoption of **ESG Group policies** regarding ESG & Sustainability, Human rights, as well as regarding the ESG Business Rulebook with greenwashing prevention process
- ✓ Recognition of **RBI as a "good practice" example in Europe for the implementation of the Principles for Responsible Banking by the UNEP Finance Initiative**
- ✓ RBI as the **largest issuer of green bonds** among financial institutions in CEE
- ✓ **Expansion of sustainable financing** by 34 per cent
- ✓ **Leading position as arranger for sustainable bonds** in RBI's home market (no. 1 in number of transactions, no. 2 in proportionate transaction volume)
- ✓ **Group-wide community investment** of around € 12.7 million and support for the initiatives of around **610 partner organizations**
- ✓ **Reduce Group-wide CO<sub>2</sub> emissions in inhouse ecology** by eight per cent (Scope 1-3) compared to 2021
- ✓ **Increase the share of female top managers** by five percentage points at RBI AG and one percentage point at RBI
- ✓ RBI has been an **official signatory of the TCFD standards** (Task Force on Climate-related Financial Disclosures) since 2022

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#### Exclusion of liability:

We have taken the utmost care in gathering the data and other information contained in this Report. Nevertheless, we cannot completely rule out the possibility of errors. Statements on future developments are based on information and forecasts which were available to us at the time this Report was published. The latter were also written with care. Notwithstanding the above, there are many factors and developments that can lead to discrepancies. We therefore ask for your understanding that we do not assume liability for data and other information contained in this Report. This Report is based on RBI's current business policy. Changes to this business policy are reserved. If this Report contains rules, these shall apply solely to companies of RBI and their board members and employees. Other parties are not addressed by these rules and are neither authorized nor obligated by them. Nobody may derive or assert any type of claims or other rights arising from or relating to this Report against RBI companies or their board members and employees; any liability of these companies, board members and employees arising from or relating to this Report shall be excluded.

This Report has been prepared and the data checked with the greatest possible care. Nonetheless, rounding, transmission, typesetting and printing errors cannot be ruled out. In the summing up of rounded amounts and percentages, rounding-off differences may occur. This Report was prepared in German. The Report in English is a translation of the original German report. The only authentic version is the German version.

This Report is subject to substantive Austrian law. The Bezirksgericht Innere Stadt (Local Court Vienna – Innere Stadt, Austria) is solely responsible for reaching a decision on all possible disputes arising from or relating to this Report.



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# Foreword by the Supervisory Board

## Dear readers,

The start of the war in Ukraine on 24 February 2022 marked a geopolitical and macroeconomic turning point with huge implications for the global economy and everyone living in Europe. It resulted in significant impacts not only on money and capital markets, but also on the movement of goods and economic activity, supply chains and, in particular, energy supply. The year as a whole was characterized by strong inflationary pressures, significant increases in key interest rates and a highly volatile market environment. For this reason, the 2022 financial year was also a particularly challenging year for RBI.

Despite such a difficult economic environment, in the 2022 financial year, RBI continued to pursue its strategic goal of focusing its business activities on a sustainable and inclusive future. In this time of upheaval, it is clear to us that we need to lay the foundations for the future. RBI is conscious of its commitment to social responsibility, not only in creating economic value, but as part of a holistic approach to its activities, always taking into account their environmental and social impact as well. The Supervisory Board takes a keen interest in such activities and plays an active role in monitoring and supporting them.

Banks have a major responsibility in the transition to a more sustainable, climate-friendly economy. They can mitigate the dramatic impacts of climate change by advising their clients and customers, restructuring their portfolios and taking climate mitigation and adaptation measures into account when providing financing. As Chairman of the Supervisory Board, I am therefore very keen to ensure that our bank continues to pursue its commitment to sustainability. An integral aspect of the bank's business strategy is to reduce CO<sub>2</sub> emissions from its own business activities – specifically through corporate lending and inhouse ecology. In order to achieve this, RBI set itself climate targets in 2022, which are based on an analysis of the financed greenhouse gas emissions associated with the bank's corporate loan portfolio. These targets are in line with the Paris Agreement and the reductions which it requires in order to limit global warming to well below 2°C. In line with this, RBI not only provides its clients and customers with expert knowledge in support of their green transition, but also takes responsibility for the CO<sub>2</sub> emissions associated with its own business activities. In setting its emission reduction targets, which were scientifically validated by the Science Based Targets initiative in the autumn of 2022, our bank is addressing the challenges of the future and taking an important step toward limiting the rise in global temperatures.

To implement these targets, the bank has developed, and continues to develop, its own policies for those sectors that generate the most greenhouse gas emissions. These include environmentally relevant criteria that describe both details for the credit approval process and a possible withdrawal from individual sectors if defined criteria are not met. In addition, our corporate customers are urged to complete an ESG (environmental, social, governance) questionnaire. In this context, the collaborative initiative between Oesterreichische Kontrollbank and Austrian banks – including RBI – to offer a shared ESG platform and provide a uniform approach to reducing the costs incurred and the effort required by the relevant companies is very much welcomed. The survey includes sections on energy consumption and greenhouse gas emissions attributable to companies. RBI also uses the information to identify those corporate customers who have set their own climate targets. In future, this data will help provide a more accurate account of the financed greenhouse gas emissions associated with the bank's corporate loan portfolio. Ultimately, the creation of an adequate ESG data pool poses a key challenge at this point in time.

In addition to the focus on environmental concerns, social aspects are becoming increasingly relevant – not least due to the geopolitical situation and the issues arising from it. In order to comply with the current Global Reporting Initiative (GRI) Standards and the planned Corporate Sustainability Due Diligence Directive (CSDDD), RBI worked extensively over the course of the past financial year on the social component of the cross-cutting issue of human rights. The bank developed a Group policy on human rights based on a human rights framework drawn up in cooperation with the Ludwig Boltzmann Institute. This policy serves to implement a more detailed human rights due diligence process and will be reviewed and updated on an ongoing basis in future.

In order to fulfill its commitment as a responsible banker, RBI has set new performance-related qualitative and quantitative sustainability targets for all members of the Management Board as part of the remuneration policy for 2022. The six UNEP FI Principles for Responsible Banking, which RBI signed up to in early 2021, serve as a framework for internal control and evaluation.

The EU Corporate Sustainability Reporting Directive (CSRD), which was finalized at the end of 2022, aims to put the sustainability (ESG) and financial information that companies have to report on an equal footing. This is specified in the Sustainability Reporting Standards developed by the European Financial Reporting Advisory Group. RBI will apply the first set of these new reporting standards from the 2024 financial year onwards.

In addition to monitoring business development, examining this consolidated non-financial report is one of the most important governance tasks of the Supervisory Board in its role as RBI's highest governance body. Furthermore, the Supervisory Board and the Audit and Risk Committee carried out continuous reporting on various sustainability topics throughout 2022. Members of the Supervisory Board attended a Fit & Proper training session on "ESG reporting and the role of the Supervisory Board", led by an expert from the Vienna University of Economics and Business Administration. The members of the Supervisory Board took part in a workshop in which they discussed in depth RBI's strategy and portfolio in the oil and gas sector and in renewable energies. Equally as important as the ongoing internal discussion of these topics is the Supervisory Board's dialog with stakeholders on economic, environmental and social topics in the context of bilateral discussions.



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This report provides a transparent account of RBI's focus areas, measures taken, and key ESG information from the past year, including ESG ratings, the latest results of the portfolio impact analysis in connection with the implementation of the Principles for Responsible Banking, a CO<sub>2</sub> emissions calculation for its corporate loan portfolio, and the science-based climate targets approved by the Science Based Targets initiative. For the second time, the tax concept is published including country-by-country reporting as well as the regulatory disclosure in accordance with Article 8 of the EU Taxonomy Regulation. The report also contains extensive information on activities in the area of diversity and inclusion, and specific examples of RBI's championing of sustainable development in society.

On behalf of the Supervisory Board, I would like to thank all of our employees for their outstanding work in what was once again a very challenging financial year, and to express our full support for their strong commitment to strengthening RBI in its role as a responsible banker now and in the future.

For the Supervisory Board

Erwin Hameseder  
Chairman of the Supervisory Board  
Raiffeisen Bank International AG

# Foreword by the Management Board

## Dear readers,

Due to the war in Ukraine that broke out at the end of February, 2022 proved to be a very challenging year, both for our employees and for our business partners. We responded immediately to the crisis by initiating a number of support activities. Our dedicated task force set up a central control and coordination unit in order to provide the best possible network of support services, such as transport, accommodation and food, as well as emergency aid at the border. In Ukraine, our subsidiary bank supported its employees by providing financial security, one-off financial allowances and psychological support. Assistance was organized across the whole of RBI's markets for our colleagues displaced outside of Ukraine. On the customer side, our Ukrainian subsidiary bank increased lending to the agricultural sector during the sowing season, and also granted loan deferrals. For those forced to flee, RBI was one of the first banks to facilitate the exchange of the Ukrainian hryvnia into euros as well as the unbureaucratic opening of current accounts.

Sustainability continues to be one of RBI's four strategic pillars, alongside growth, digital transformation, and cost discipline. Our sustainability strategy encompasses our three roles as a "responsible banker", "fair partner", and "engaged citizen". Our approach as a responsible banker includes sustainable corporate governance, protection of customer data, adequate risk processes, and responsible lending. As well as having a positive impact on the environment and society, our aim is for our sustainable financial products and services to provide our customers in Austria and the CEE with support in their transition to sustainable business models. In addition, in the past financial year we worked extensively on the cross-cutting theme of human rights and the relevant processes, and developed a Group policy in response to it.

As a responsible banker, our focus is on "Solutions for People" – particularly in light of the current geopolitical situation. This is also the motto of this Sustainability Report, which constitutes RBI's non-financial report pursuant to the Austrian Sustainability and Diversity Improvement Act. It has been prepared in accordance with the international reporting standard "GRI Standards" issued by the Global Reporting Initiative. The report has been approved by the full Management Board, audited by KPMG, and examined by our Supervisory Board. In order to do even better justice to the relevance of the topic, one of our focuses has been to develop an ESG & Sustainability Policy, which will be applied throughout the Group from 2023 onwards.

RBI has been committed to the world's largest initiative for corporate responsibility and sustainability, the UN Global Compact, since 2010. In 2021, RBI signed up to the Principles for Responsible Banking of the UNEP Finance Initiative and since then has been committed to implementing these principles. This resulted in us, the only European bank, being included in the case studies of the UNEP Finance Initiative published in October 2022. These case studies presented examples of good practice for the impact analysis of banking activities on people and the environment, aimed at minimizing the negative impacts of these activities.

In the second year after signing the Principles for Responsible Banking, RBI was again required to conduct an impact analysis on the sustainability impact of our portfolio. As a result of this comprehensive data analysis, two impact areas of strategic importance were identified that are relevant across all three business areas: climate protection and circularity, including resource efficiency, which was analyzed as material as early as 2021. Specific ESG targets and measures were developed in 2022, relating to climate protection in particular: for example, we were the first Austrian banking group to set science-based climate targets, which were approved by the Science Based Targets initiative in September 2022. We want to use these science-based climate targets to help minimize the negative environmental impact of our own business activities for the long term – through corporate loans and inhouse ecology.

We must combine in-depth knowledge with new ways of thinking and innovation if we are to fulfill our commitment as a responsible banker. RBI recognized this early on and built up a cross-functional team of sustainability experts who bring a wide variety of ESG aspects to our banking activities, including sustainable risk and overall bank management, while working together as agile teams. This holistic approach and intensive stakeholder dialog enable us to provide our customers with comprehensive advice on their transformation goals.

Once again, we successfully ranked first among leading arrangers of sustainable financial products: With a total volume of almost € 1,978 million, RBI AG is currently the largest green bond issuer in Austria and has since established itself as a regular issuer of green bonds on the international capital markets and in the retail segment in Austria and Central and Eastern Europe.

As a fair partner, we are proud of our commitment to diversity, and we take active measures to ensure an inclusive working environment. This is set out in our Diversity and Inclusion Strategy. Aspects relating to gender diversity are also anchored directly in the Management Board's objectives. Our commitment is embodied in numerous initiatives, including lighting up our website in purple to mark the International Day of People with Disabilities, flying the rainbow flag, participating in the Vienna Rainbow Parade, and signing up to the Diversity Charter in a total of five countries. To ensure continuous employee development, the goal of becoming a learning organization continues to be incorporated into our strategy in 2022.



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As an engaged corporate citizen, we actively champion sustainable development in society. In 2022, the primary focus was on providing immediate support in connection with the war in Ukraine. RBI companies donated more than € 6 million to NGOs and similar institutions. Overall, we invested around € 12.7 million in the community in the past financial year. Our fundraising and sponsorship projects supported the initiatives of around 610 partner organizations.

Among other things, we see the following ESG rating results as confirmation of our long-standing commitment to sustainability: RBI was again awarded Prime status and an assessment level of "C+" in the ISS ESG sustainability rating. Once again, we achieved a rating of "AA" in the MSCI ESG Ratings. We were also listed in the FTSE4Good Index Series and the VÖNIX Sustainability Index on the Vienna Stock Exchange. And for the eighth year in succession, the global non-profit organization CDP rated RBI as the best company in the Austrian financial sector for the management of climate risks. RBI has continued to submit data to the CDP ratings in accordance with the standards of the Task Force on Climate-related Financial Disclosure (TCFD) from the outset. A further important step has now been taken in this regard, and RBI is among of 4,000 TCFD supporters worldwide by becoming an official signatory to the reporting recommendations.

On behalf of the entire Management Board, I would like to thank all our employees for their tireless commitment towards a sustainable future. Sharing ideas is particularly important in these challenging times, and I cordially invite you to continue our dialog going forward.

On behalf of the Management Board

Johann Strobl  
Chief Executive Officer  
Raiffeisen Bank International AG





## **Information on the Sustainability Report**

(Non-financial report pursuant to sections 267a and 243b of the Austrian Commercial Code)

# Overview

## About the Report

In this Sustainability Report, we describe the economic, environmental, and social impact of our business activities in the 2022 financial year (1 January to 31 December) and present our current activities in the area of sustainability. The aim of the report is to give a comprehensive account of how Raiffeisen Bank International (RBI) has fulfilled its sustainability mission during the reporting period and what plans it has to implement and improve its sustainability performance in the future. Our objective is to provide a transparent account of the ways in which RBI is currently contributing to sustainable development and how it plans to do so in the future. The motto is "Solutions for People".

GRI 2-3

This report represents RBI's summarized and consolidated "non-financial report" (pursuant to sections 267a and 243b of the Austrian Commercial Code). It includes the content that is necessary for an understanding of the course of business, business results and position of RBI as well as the impacts of its activities as derived from the materiality analysis or are expected to be included by relevant stakeholders and at least refers to environmental matters, social matters and employee matters, the respect of human rights and the fight against corruption and bribery. The report is not structured according to these specific matters. Instead, the corresponding information can be found in the relevant chapters. RBI pursues a Group-wide approach to sustainability management that applies to both RBI AG and the RBI Group. Raiffeisen Bank International (RBI) is used to designate the RBI Group in this report. On the other hand, the term RBI AG is used to designate Raiffeisen Bank International AG. Group head office refers to Raiffeisen Bank International AG excluding its branches. For more information on the structure of RBI as a whole, see page 14. In accordance with the requirements of section 243b of the Austrian Commercial Code, the key figures are also reported separately for RBI AG where this is reasonable.

PRB 6

The report lays out the impacts, risks and opportunities of our business activity/business relationships, the sustainability strategy together with corresponding management approaches (concepts) and measures. It also describes specific sustainability activities carried out during and prior to the reporting period. In addition, we present our sustainability program for the next reporting period and the progress made in the activities already initiated. The current reporting period follows on seamlessly from the RBI Sustainability Report for 2021, which is published annually. The report for the 2022 financial year will be published on 23 February 2023.

GRI 2-3

Group ESG & Sustainability Management at RBI is your point of contact concerning this report. Comments, ideas and suggestions for improvements can be sent to [sustainabilitymanagement@rbinternational.com](mailto:sustainabilitymanagement@rbinternational.com).

GRI 2-3

## GRI Standards

RBI has reported in accordance with the GRI Standards for the period from 1 January 2022 to 31 December 2022. The GRI Standards are internationally recognized Standards for sustainability reporting promulgated by the Global Reporting Initiative. In addition, selected indicators relating to the information related to the financial services sector are included.

GRI 1:  
Foundation 2021

PRB 6

GRI 102-48

## Principles for Responsible Banking



### PRINCIPLES FOR RESPONSIBLE BANKING

In 2021, RBI became an official Signatory of the UN Principles for Responsible Banking (PRB), and was the first Austrian banking group to do so. The Principles for Responsible Banking are a single framework for a sustainable banking industry developed through an innovative global partnership between banks and the United Nations (UNEP FI). The roles, tasks and responsibilities of the banking sector are set out in six principles. The framework brings the banking industry into line with the UN Sustainable Development Goals and the 2015 Paris Climate Agreement.

The principles support the banks in enshrining sustainability in all areas of their business. This helps them to recognize their potential for making the greatest possible contribution to a sustainable world.

At marked points in the text and in the PRB Report starting on page 218, the Sustainability Report documents how RBI is implementing the Principles for Responsible Banking and the progress it has made.

## Task Force on Climate-related Financial Disclosures

PRB 6 The requirements of the Task Force on Climate-related Financial Disclosures (TCFD) encompass the four areas of governance, strategy, risk management, and metrics and targets. RBI has been an official TCFD supporter since 2022. The aim of TCFD-compliant reporting is to appropriately publish the risks and opportunities of climate change in order to strengthen financial market stability. Since the 2020 financial year, RBI has published the TCFD information in its Sustainability Report. As the TCFD requirements are largely integrated into the CDP questionnaire, which RBI has completed for a number of years, RBI's TCFD index on page 213 refers extensively to the CDP questionnaire. Additionally, individual aspects of the TCFD reporting framework are covered at various points in the Sustainability Report, and the index contains corresponding page references.

GRI 2-4

PRB 6

## Regulatory disclosure according to the EU Taxonomy Regulation

The EU Taxonomy Regulation prescribes an EU-wide framework (a classification system described as a "taxonomy") that allows investors and companies to determine whether certain economic activities are "environmentally sustainable".

Article 8 sets out the disclosure obligations. Accordingly, companies covered by the Non-Financial Reporting Directive (NFRD) are obliged to disclose information on whether and to what extent their activities involve economic activities that qualify as environmentally sustainable under the Taxonomy Regulation.

The most important metric for financial companies relates to the proportion of taxonomy-eligible economic activities in their financial activities, such as loans, investments and insurance – known as the green asset ratio.

In light of the time required for implementation, the legislator has set out a phased implementation period. Reporting relief for credit institutions remains in place for the current financial year 2022. During this period, credit institutions are required to disclose the proportion of taxonomy-eligible activities as well as qualitative information. The full disclosure of eligible activities in accordance with the Taxonomy Regulation is only required from the 2023 financial year onward.

The chapter covering the regulatory requirements for the 2022 financial year starts on pages 124 ff. of the Sustainability Report.

## Verification of the report's contents

The contents of this Sustainability Report have been audited by KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft (KPMG) in the context of a limited assurance engagement (starting on page 227–229). This report has been examined by the Supervisory Board pursuant to section 96 (1) of the Austrian Stock Corporation Act.

GRI 2-14  
TCFD

## Materiality, impacts, risks, opportunities, and determination of the report contents

GRI 3-1

In the report, we address the topics that have been identified within RBI as material and that represented the focus of our engagement in the past year.

This report contains information – including non-financial performance indicators – describing the specific impact of RBI on the economy, environment and people, including human rights. The contents of the report were selected using the principle of materiality. A materiality analysis provides the basis for selecting the relevant topics (see page 40 f.). The analysis should ensure that the contents of the report cover all topics and indicators that have the greatest current or potential, positive and negative impact on the Group's business activities, products and services. This includes both the impacts that are directly attributable to RBI and occur within the organization, as well as those to which it contributes, i.e., those that have arisen based on business relationships with other entities. The risks and opportunities that are relevant to RBI in connection with the aforementioned matters or for which there are risks or opportunities for RBI on account of its business activities or its business relationships are also presented.

## Report scope and data collection

GRI 2-2  
GRI 3-1

The report includes Raiffeisen Bank International AG (RBI AG) and 12 subsidiary banks in Central and Eastern Europe. The key subsidiaries of RBI AG in Austria are also included in the report. These are Raiffeisen Bausparkasse Gesellschaft m.b.H., Raiffeisen Kapitalanlage Gesellschaft m.b.H. and Raiffeisen-Leasing GmbH, as well as the Valida Group, and Kathrein Privatbank AG. Around 90 per cent of RBI's employees work in these companies.

On 1 April 2022, Raiffeisen banka a.d., Belgrade completed the acquisition of 100 per cent of the shares of Crédit Agricole Srbija AD (CASRS), Novi Sad. The corresponding indicators are integrated into the report as follows: Figures on sustainable financing and fundraising are omitted due to concerns relating to their materiality. In the case of employee performance indicators, due to the large volume of data to be collected and in order to meet RBI's quality requirements, they are included only in the total headcount, but not in the detailed figures presented on pages 169–171. Data on inhouse ecology was extrapolated based on the consumption values of Raiffeisen banka a.d., Belgrade.

The sale of Raiffeisenbank (Bulgaria) EAD and its wholly owned subsidiary Raiffeisen Leasing Bulgaria EOOD to KBC Bank, agreed in November 2021, was successfully completed in June 2022. The company therefore no longer forms part of this report. As of 1 December 2022, the Certificates and Trading business areas of the former Raiffeisen Centrobank (RCB) were fully integrated into the Markets & Investment Banking division of Raiffeisen Bank International AG (RBI). The company therefore no longer appears as a separate entity in this report.

The aim of the current report scope is to ensure that the quality of the data collected is of the highest standard and to be able to provide a valid statement on the impact on the economy, the environment and people, including human rights. The data collected therefore relates to the principal companies listed in the first paragraph of this section.

However, it is possible, especially in the "Responsible banker" chapter, that materiality extends beyond the companies mentioned above in order to cover all material ESG-relevant business components. Therefore, a transparent explanation as to which scope of consolidation is included in each case is provided in the respective chapters.

The structure of the chapters and summaries of figures in this report correspond with the segments of RBI's Annual Report. RBI is divided into Austria (AT), Central Europe (CE), Southeast Europe (SEE), and Eastern Europe (EE). RBI AG is presented separately.

Due to rounding, the tables may add up to greater or less than 100 per cent and the totals may not always correspond to the individual items.

Data collection was largely performed using the "ESG Cockpit" sustainability reporting software. This software is used to collect not only quantitative but also a wide range of qualitative data and information. To ensure high data quality, the principle of dual control is applied as an integrated part of the workflow process in the software.

## Responsible banker

The data and information on economic circumstances contained in this Sustainability Report is based primarily on the information from RBI's 2022 Annual Report. This has been audited by external auditors.

GRI 2-4 Additional data and information in the "Responsible banker" chapter is primarily taken from internal applications and, in some cases, was collected using the "ESG Cockpit" sustainability monitoring software. It was also gathered by means of specific requests and discussions with individuals. The data on sustainable financing was largely collected using RBI's internal application "GCPP Web Portal" (see page 94 ff.). This ensures that data is collected in a uniform manner across most of the Group. For the first time in 2022, CO<sub>2</sub> values for calculating financed emissions were taken from the PCAF database. Prior to this, the EXIOBASE database was used (see page 80).

## Inhouse ecology

Quantitative data relating to in house ecology is collected using the "ESG Cockpit" sustainability monitoring software. Additional data published in the report was gathered by means of specific requests and discussions with individuals. The environmental indicators include both data for the head office as well as the branches of the subsidiary banks in Central and Eastern Europe, thus covering more than 90 per cent of all employees. Backward extrapolation is performed when a subsidiary bank in Central and Eastern Europe enters key figures for the first time that could not be collected in previous years due to insufficient data quality. This means the figures shown are not always comparable with last year's report. Additional information relating to the reported data is included in corresponding footnotes.

The key figures of the subsidiary banks in Central and Eastern Europe are also published on our website (<https://www.rbinternational.com/en/sustainability>). Data acquisition of the inhouse ecology indicators is time delayed on account of earlier than expected reporting requirements (as a result of the Austrian Sustainability and Diversity Improvement Act/NaDiVeG). Full-year values are published, with the figures for the fourth quarter of the previous year added to the figures for the first three quarters of the current year. In 2022, due to the commitment to the Science Based Targets initiative, the base year was changed from 2011 to 2020.



## Employees

Data and information relating to employees is recorded on a Group-wide basis either directly in the "ESG Cockpit" sustainability monitoring software or using the "Tagetik" software, after which it is imported into the "ESG Cockpit" software via an interface. Additional data published in the report was gathered by means of specific requests and discussions with individuals.

## Engaged citizen

Data and information relating to the "Engaged citizen" chapter is recorded on a Group-wide basis either directly in the "ESG Cockpit" sustainability monitoring software or by means of standardized questionnaires, specific requests and discussions with individuals.

## Comparability of the information

GRI 2-4

The 2022 Report is fully comparable with the 2021 Report in terms of content.

The tables cover a period of three years for RBI.

# Interesting facts about Raiffeisen Bank International

## Ownership relationships and structure

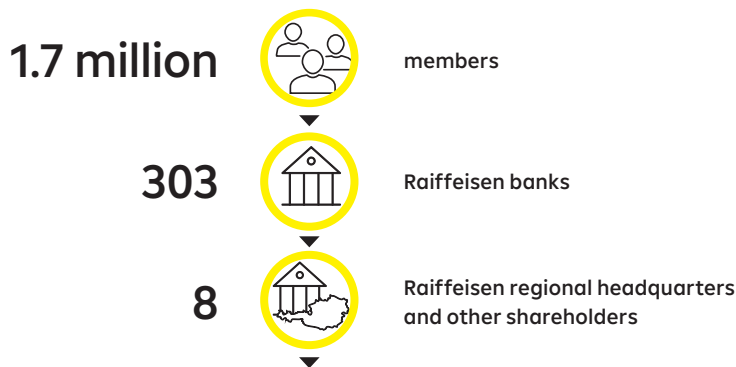
GRI 2-1, -6

The Raiffeisen Banking Group Austria (RBG) is the country's largest banking group and has the most concentrated branch network in Austria. In financing, it primarily serves small and mid-sized retail, service, industrial and commercial enterprises, as well as tourism and agriculture sectors. The RBG is organized into three tiers: the independent, local Raiffeisen banks (1st tier), the eight independent regional Raiffeisen banks (2nd tier), and RBI AG (3rd tier).

More than 300 Raiffeisen banks and their branches, as well as the regional Raiffeisen banks and specialist companies, together make up a comprehensive and extensive banking network. The Raiffeisen banks are universal banks that provide a full range of banking services and are also the owners of their respective regional Raiffeisen bank.

The regional Raiffeisen banks (Raiffeisen Landesbanken and Raiffeisenverband) provide liquidity balancing and other central services for the Raiffeisen banks in their area of activity. In turn, the regional Raiffeisen banks are connected to RBI AG through its role as the central institution of the RBG.

### Structure of the Raiffeisen Banking Group



Bank & Financial Institution Subsidiaries		Corporate Subsidiaries & Equity Investments	
Austria	Abroad	Austria	Abroad
Kathrein Privatbank Aktiengesellschaft	Raiffeisen Bank Sh.a, Albania	A-Trust Gesellschaft für Sicherheitssysteme im elektronischen Datenverkehr GmbH	Akcenta CZ a.s., Czech Republic
Raiffeisen Bausparkasse Gesellschaft m.b.H.	RAIFFEISEN BANK d.d. Bosna i Hercegovina	card complete Service Bank AG	Centralised Raiffeisen International Services & Payments S.R.L., Romania
Raiffeisen Leasing Group	Raiffeisen Bank Zrt., Hungary	Elevator Ventures Beteiligungs GmbH	Regional Card Processing Center s.r.o., Bratislava
Raiffeisen Kapitalanlage-Gesellschaft m.b.H.	Raiffeisen Bank Kosovo J.S.C., Kosovo	LEIPNIK-LUNDENBURGER INVEST Beteiligungs AG	Ukrainian Processing Center PJSC, Kiev
Raiffeisen Wohnbaubank Aktiengesellschaft	Raiffeisenbank Austria d.d., Croatia	NOTARTREUHANDBANK AG	
Valida Group	Raiffeisen Bank S.A., Romania	Oesterreichische Kontrollbank Aktiengesellschaft	
	AO Raiffeisenbank, Russia	Österreichische Hotel- und Tourismusbank Gesellschaft m.b.H.	
	Raiffeisen banka a.d., Serbia	Raiffeisen Continuum Management GmbH	
	Raiffeisenbank a.s., Czech Republic	Raiffeisen Informatik Gruppe	
	Raiffeisen Bank JSC, Ukraine	Raiffeisen Property Holding International GmbH	
	Priorbank JSC, Belarus	RALT Raiffeisen-Leasing Gesellschaft m.b.H. & Co KG	
	Tatra banka a.s., Slovakia	RSC Raiffeisen Service Center GmbH	
		UNIQA Insurance Group AG	

## About Raiffeisen Bank International

GRI 2-6  
PRB 1

Raiffeisen Bank International (RBI) regards Austria, where it is a leading corporate and investment bank, as well as Central and Eastern Europe (CEE) as its home market. Subsidiary banks cover 12 markets across the region. In addition, the Group includes numerous other financial service providers active in areas such as leasing, asset management and M&A.

In total, more than 44,000 RBI employees serve 17.6 million customers from more than 1,770 business outlets, the vast majority of which are in CEE. RBI AG shares have been listed on the Vienna Stock Exchange since 2005.

The regional Raiffeisen banks hold approximately 58.8 per cent of RBI shares, with the remaining approximately 41.2 per cent in free float.



## **Management of Sustainability**

Sustainability strategy, Impact and material issues, Governance, Compliance, Stakeholder engagement, Ratings and awards

# Sustainability management and corporate responsibility

GRI 3-3:  
page 17-23

## Sustainability concept and strategy

### Our understanding of sustainability

GRI 2-23  
pages 17-23

Sustainability has always been a fundamental principle for RBI and a measure of corporate success. For over 130 years, Raiffeisen has combined financial success with socially responsible action.

- We understand sustainability to mean responsible corporate activities for a long-term, economically positive result in consideration of key societal and environmental aspects. This understanding is deeply rooted in Raiffeisen's fundamental values (see also page 18).
- We combine financial success with social responsibility by anchoring sustainability as a fixed component of our business and by practicing sustainability as an integral leadership and management responsibility, in addition to taking key sustainability aspects into consideration in our business activities.
- We are therefore committed to aligning our management structures and processes with this attitude. In the three strategic sustainability areas of responsibility, "Responsible banker", "Fair partner", and "Engaged citizen", which are closely linked to our business activities, we endeavor to professionally and effectively apply our values and competences to fostering sustainable development both in our companies and in society.

In our RBI Group ESG & Sustainability Policy (see also page 30 f.), we have formulated how we pursue sustainability strategically and how we wish to live up to this ambition within our business activities.

PRB 5

Our stated aim is to concentrate on those areas which have a significant impact on the economy, the environment and people, including human rights. This requires us to continuously improve the positive impacts of our business activities while reducing the more negative aspects, and develop ways to measure and verify both. In doing so, we aim to increase the long-term value of our group while also actively contributing to the sustainable development in the society.

Find more at:  
[www.raiffeisen.com/sustainability](http://www.raiffeisen.com/sustainability)

Sustainability is one of the four strategic pillars of RBI's business strategy. It is imperative for us to have an ESG strategy that achieves real impact, primarily based on new regulations, supervisory authority expectations or demand from investors, customers and society. Consumers are demanding more and more sustainable products and services. Employees are demanding more from companies and choosing their jobs based not only on a company's core values, but also on its actual impact and results. Governments play an active role in steering the market through incentives, sanctions and regulations.



The SDGs (Sustainable Development Goals) and the Paris Climate Agreement are just as relevant as the EU initiatives, forming a key part of fostering ESG initiatives. The EU's Sustainable Finance Action Plan sets three broad aims: (1) To reorient capital flows towards a more sustainable economy, (2) Mainstreaming sustainability into risk management, and (3) Enhancing transparency and long-termism. Now that the international community is generating momentum for ESG, the EU will continue to drive progressive standards and influence global ESG agendas. This has wider implications specifically for financial institutions, and therefore also for RBI and its business models.

## The historical values of RBI

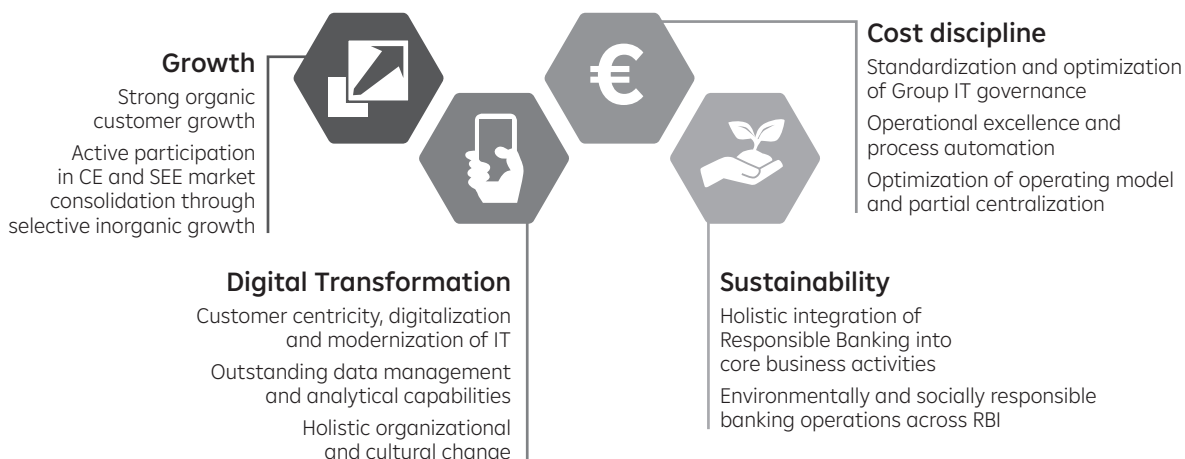
In the 19th century, Friedrich Wilhelm Raiffeisen simplified the idea of a cooperative down to one basic principle: In unity lies strength. RBI is part of a cooperative organization. This can be seen in its key strategies and decisions.

Friedrich Wilhelm Raiffeisen believed in helping others to help themselves and in the principles of charity, community and solidarity. His life was characterized by a sense of responsibility for the community. Now, as before, we build upon a powerful brand that combines and embodies the principles of identity, selfadministration, sustainability, subsidiarity and business ethics based on solidarity.

## Mission & Vision 2025

GRI 2-12, -19  
TCFD

With the Vision 2025 that it presented in 2019 – “We are the most recommended financial services group” – RBI is clearly showing that it wants to be more than just a bank for its customers. RBI is committed to an outstanding service culture which regularly seeks to exceed the expectations of customers with regard to quality. To make this vision a reality, RBI's mission is formulated as follows: “We transform continuous innovation into superior customer experience.” This is tied to the promise to the general public to “act in a socially responsible manner, fostering the long-term welfare of the people and businesses in our markets”. This is consistent with RBI's sustainability strategy, the aim of which is to generate sustainable value. Growth, digital transformation, cost discipline and sustainability continue to be the four strategic pillars that define our progress and set the path towards achieving Vision 2025.



**Vision 2025:**

We are the most recommended financial services group.

**Mission 2025:**

We transform continuous innovation into superior customer experience:

- Customers: We constantly strive to improve customer experience and enable our clients to achieve more in their lives and businesses.
- Employees: We value expertise and create a working environment which promotes collaboration, creativity, and entrepreneurial spirit.
- Shareholders: We aim to generate solid and sustainable enterprise value for our shareholders.
- General public: We act in a socially responsible manner, fostering the long-term welfare of people and businesses in our markets.

**RBI's values:**

- Collaboration – We work together.
- Learning – We are eager to learn.
- Proactivity – We act proactively.
- Responsibility – We act responsibly.

Find more at:  
[www.rbinternational.com/en/who-we-are/governance-and-compliance/vision-mission](http://www.rbinternational.com/en/who-we-are/governance-and-compliance/vision-mission)

A "Strategic Roadmap" has been developed in order to put RBI's strategy into action. This is intended to function as a standardized implementation instrument for RBI AG and the individual subsidiary banks in Central and Eastern Europe, as well as an orientation tool for all employees. The objectives derived are applied from Management Board level right through to the individual employees. They are included in this should be remuneration targets for the Management Board members and the performance agreements for employees. There is a clear focus on the perception of RBI's social responsibility to provide banking transactions to its customers in a sustainable and social manner and support them in an advisory capacity. Strong employee engagement and enablement are the basis for RBI's business success. For this reason, this objective is anchored at the highest level directly with the CEO and serves to underline the importance of the social ESG component. (see also pages 137–138, 144 Employees and page 203. Sustainability program)

TCFD

PRB 2, 5

Find more at:  
[www.rbinternational.com/en/investors/corporate-governance](http://www.rbinternational.com/en/investors/corporate-governance)

## Our values and principles implemented in established rules

GRI 2-23, -24  
GRI G4-DMA  
(former FS1)

### Code of Conduct

The Code of Conduct (CoC) for dealing with customers, business partners and employees, which is applicable Group-wide, is a binding regulatory framework for all employees and, accordingly, is available on the websites of the individual RBI companies in the respective national language. It is based on the fundamental Raiffeisen values and is oriented towards the specific requirements of everyday business at home and abroad. More information can be found in the chapter on "Compliance" starting on page 32.

PRB 1

Find more at:  
[www.rbinternational.com/en/who-we-are/governance-and-compliance](http://www.rbinternational.com/en/who-we-are/governance-and-compliance)

Our diversity vision and mission and the guidelines for day-to-day implementation set out the principles for realizing diversity at RBI. Our value "Collaboration" states that RBI encourages diversity and creates an environment that is characterized by mutual understanding, respect, and trust.

### UN Global Compact

RBI is one of the signatory companies of the UN Global Compact (UNGC), meaning that it is committed to consistently complying with the ten UNGC principles of responsible business. The UNGC is the world's largest CSR and sustainable development initiative. Its principles include the core areas of human rights, labor standards, environmental protection and combating corruption. The globally responsible approach associated with this is expected of all employees and managers as well as partners and suppliers of RBI.

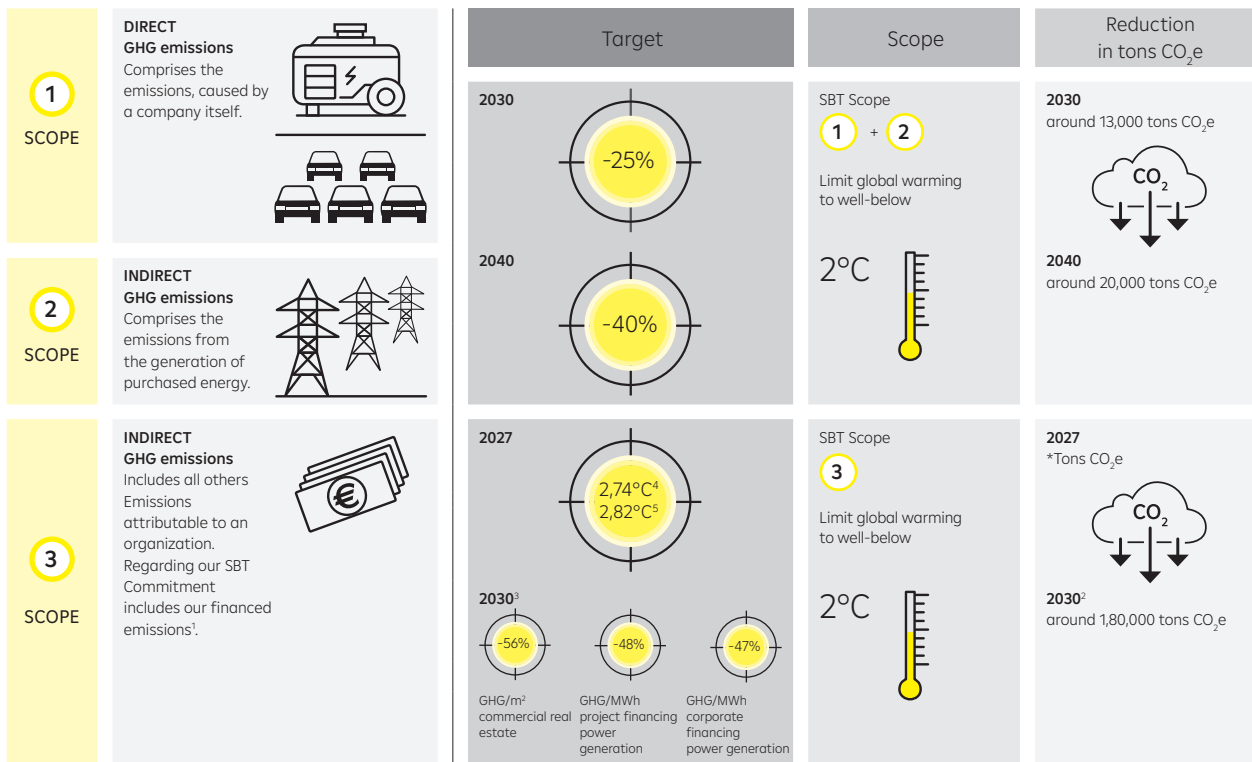
Find more at:  
[www.unglobalcompact.org](http://www.unglobalcompact.org)

## The ten principles of the UN Global Compact

<b>Human rights</b>	Principle 1:	We support and respect the protection of international human rights within our sphere of influence.
	Principle 2:	We make sure that we are not complicit in human rights abuses.
<b>Labor</b>	Principle 3:	We uphold the freedom of association and the effective recognition of the right to negotiations about the Collective Bargaining Agreement.
	Principle 4:	We support the elimination of all forms of forced and compulsory labor.
	Principle 5:	We support the abolition of child labor.
	Principle 6:	We support the elimination of discrimination in employment and occupation.
<b>Environmental protection</b>	Principle 7:	We support a precautionary approach to environmental challenges.
	Principle 8:	We undertake initiatives to promote greater environmental responsibility.
	Principle 9:	We encourage the development and diffusion of environmentally friendly technologies.
<b>Anti-corruption</b>	Principle 10:	We work against corruption in all its forms, including extortion and bribery.

## Science-based targets

In 2022, RBI submitted its science-based climate targets to the Science Based Targets initiative (SBTi) in line with the “well below 2°C” reduction pathway. The Science Based Targets initiative is a partnership between CDP (formerly the Carbon Disclosure Project), UNGC (United Nations Global Compact), WRI (World Resources Institute), and WWF (World Wide Fund For Nature), and has created industry-specific methodologies and calculation tools for companies to help develop scientifically validated carbon targets. SBTi also enables the financial sector to use its own methodology to commit to its own reduction pathway and incorporate corporate climate targets into internal risk management.



<sup>1</sup> The portfolio targets of Raiffeisen Bank International cover 23% of the total investment and lending activities (as of 2021).  
<sup>2</sup> Assuming constant base values (square meters for commercial properties, MWh for electricity generation).  
<sup>3</sup> Intensity targets for project finance and corporate lending in power generation (GHG per kWh) and for corporate lending in commercial real estate (GHG per m<sup>2</sup>). Base year 2020.  
<sup>4</sup> To reduce the Scope 1+2 portfolio temperature score for corporate loans (other long-term debt), listed equities and corporate bonds from 3.20°C (base year: 2021) to 2.74°C by 2027.  
<sup>5</sup> To reduce the Scope 1+2+3 portfolio temperature score for corporate loans (other long-term debt), listed equities and corporate bonds from 3.20°C (2021) to 2.82°C by 2027.  
 \* Greenhouse gas emission savings cannot be calculated with temperature scoring.  
 GHG: greenhouse gas emissions

RBI's targets were approved by SBTi in September 2022. In so doing, RBI has committed to setting CO<sub>2</sub> reduction targets for its core business. In order to fulfil its ambitions, RBI has chosen a holistic approach across all customer groups, with the aim of making a significant contribution to RBI's sustainable business growth through responsible banking.

## UNEP Finance Initiative Principles for Responsible Banking







As a long-standing member of the UNEP Finance Initiative, RBI signed up to the "Principles for Responsible Banking" in 2021, thereby committing to implement the six associated principles within the Group. These principles anchor sustainability at a strategic, portfolio and transaction level and in all areas of business. RBI is thus underlining its efforts to proactively contribute to the implementation of the Paris goals and the redirection of capital flows to sustainable activities.

The implementation phase, which began in 2021, continued in 2022. In a three-stage process covering the first years, RBI as the respective signatory bank is initially demonstrating its commitment by conducting an impact analysis of its portfolio. It will then disclose the most important impacts of its products and services on society and the economies in which they operate. A second impact analysis was carried out at RBI in 2022. Details can be found on page 56 ff.. An important focus is now on defining measurable targets and implementing them in those areas of the bank that have the greatest sustainable impact. Annual reporting will ultimately help to document the progress made in implementing the principles in a transparent manner (see page 218 ff.).

Find more at:  
[www.unepfi.org/industries/banking/case-studies-on-impact-analysis-and-target-setting](http://www.unepfi.org/industries/banking/case-studies-on-impact-analysis-and-target-setting)

RBI 2022 was selected as one of three global case studies by the UNEP Finance Initiative as an example of "good practice". Case studies were selected to provide inspiration and practical insights for other banks. Many elements of the RBI impact analysis and target setting process can be considered good practice.

## The Principles for Responsible Banking of UNEP Finance Initiative

Alignment	
	<p>Principle 1: We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.</p>
Impact & target setting	
	<p>Principle 2: We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.</p>
Clients & customers	
	<p>Principle 3: We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.</p>
Stakeholders	
	<p>Principle 4: We will implement our commitment to these Principles through effective governance and a culture of responsible banking.</p>
Governance & culture	
	<p>Principle 5: We will implement our commitment to these Principles through effective governance and a culture of responsible banking.</p>
Transparency & accountability	
	<p>Principle 6: We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.</p>

## Sustainable Development Goals

PRB 6

In order to help find solutions for global challenges, promote human welfare and protect the environment, the international community of states making up the UN adopted "Agenda 2030" in September 2015 in the interests of sustainable development. At its core are 17 goals for sustainable development – the Sustainable Development Goals (SDGs) and their 169 sub-goals. The SDGs encompass social and economic development as well as environmental sustainability. They also address aspects such as peace and security, justice and global partnerships, all of which are of great importance for sustainable development. The SDGs are globally applicable. In other words, all 193 UN member states, including Austria, are called upon to contribute to achieving the goals according to their means. Incentives should also be established to encourage non-state actors to increasingly make active contributions to sustainable development.

As an international banking group, we consider ourselves obliged to support these important international initiatives within the scope of our sustainability agenda. Our focus is on those SDGs that are relevant to the business activities in each individual case and that best complement our sustainability strategy.

PRB 1, 5

## Our sustainability strategy



Our approach as designers of a sustainable company and society

In order to improve the effectiveness and scope of our sustainability management across the whole of RBI, we have published the Group-wide sustainability strategy "We create sustainable value". This strategy consists of three strategic action areas: responsible banker, fair partner and engaged citizen (each of which addresses the three key pillars of sustainability social, economic and environmental), as well as nine core action areas within which we focus our Group-wide sustainability management. In order to systematically address these core areas, which are also important to our stakeholders, we continuously seek to improve our sustainability strategy.

In identifying the core action areas, we rely on our group perspective as well as the perspectives of our stakeholders, who include our employees, customers, shareholders and suppliers, as well as non-governmental organizations and a number of other stakeholder groups.



We carry out a multi-stage materiality analysis on a regular basis in order to prioritize these fields of activity. For this reason, as well as for the purpose of making any adjustments to our sustainability strategy, we place great value on maintaining a dialog with our stakeholders.

## Central core areas of our sustainability strategy

RBI sustainability matrix	Economy	Society	Environment
Responsible banker	<b>Value creation</b>	<b>Social product responsibility</b>	<b>Ecological product responsibility</b>
	Successful business through responsible management and business strategies, sustainable responsibility in the real economy and the regional economy and the integration of sustainability aspects into the core business	Social responsibility for our products and services by taking consumer concerns into account, consideration of social aspects in providing loans and financial products, protection of customer data and providing correct information	Ecological responsibility for our products and services by guaranteeing national environmental provisions and recognized, international conventions as well as taking into account the environmental impact in project finance plans and financial products
Fair partner	<b>Fair business and operating practices</b>	<b>Employees and stakeholders</b>	<b>Inhouse ecology</b>
	Fairness and transparency towards employees, customers and shareholders through exemplary behavior in areas of influence as an attractive employer; through transparent reporting as well as the avoidance of corruption and fraud	Continuous inclusion of stakeholders as part of sustainable company development by strengthening cooperation management in order to reduce business risks and make use of business opportunities	A responsible approach to resources and the environment by reducing our environmental impact and implementing selected measures in order to achieve the defined Group-wide climate targets
Engaged citizen	<b>Sustainable entrepreneurship</b>	<b>Active civil society</b>	<b>Environmentally friendly society</b>
	Commitment to sustainable entrepreneurship and enterprise and the creation of wealth by helping to establish a framework for sustainable finance as well as direct and indirect support for organizations and socially relevant initiatives	Commitment to a sustainable civil society and responsible political cooperation by promoting public interest and knowledge of financial topics and voluntary work	Working for the environment and the climate through climate protection, protection of species diversity and conservation of the various ecosystem functions and services

# Governance

GRI 2-23

PRB 5

RBI places great value on responsible and transparent business management to strengthen and maintain the understanding and trust of its stakeholders. This is a prerequisite for the performance of our banking group. The traditional Raiffeisen values provide the basis for this (see page 18) as does the Code of Conduct (CoC; see page 32 f.), which is applied across the Group. Generating added value for the long term is our primary strategic objective.

## Corporate Governance

GRI 2-12

TCFD

Find more at:  
[www.rbiinternational.com/en/investors/corporate-governance](http://www.rbiinternational.com/en/investors/corporate-governance)

Corporate governance (CG) refers to the framework of rules and practices for managing and monitoring a company and is determined by legislators and owners. In short, it describes the principles of leading a company. The specific structure is the responsibility of the Management Board and the Supervisory Board.

Management and control within a company that is responsible, qualified, transparent and focused on long-term value enhancement are the goals of good corporate governance. Trust-based, efficient cooperation between the various company bodies, protection of shareholder interests as well as open and transparent communication are central guidelines for us in the implementation of modern corporate governance.

The structure of RBI's corporate governance is based on various legal standards and other provisions that guide its actions both internally and externally. Building on the legal framework, RBI defined internal rules of conduct – the RBI Code of Conduct – as an expression of its commitment to sustainable corporate governance and the accompanying social and ecological responsibility. These serve to ensure compliant conduct.

Openness and transparency in communication with shareholders, their representatives, customers, analysts, employees

and interested members of the public is of great importance to RBI AG. RBI's website contains extensive information on the company, our business success and our share price performance. This information is regularly updated.

As a publicly listed company, RBI AG is committed to the principles of good and responsible company management as laid out in the Austrian Corporate Governance Codex (in the version of January 2021) and has pledged to comply with these principles. The compliance evaluation of the Corporate Governance Report in accordance with section 243c of the Austrian Commercial Code (UGB) was carried out by Deloitte Audit Wirtschaftsprüfungs-GmbH on behalf of RBI AG. In their conclusive report, they noted no cause for objections. For more information on the composition of the Management Board and the Supervisory Board, including its committees, please refer to the annual report of RBI.

## Sustainable corporate management

Sustainability was anchored within the organizational structure as follows as of 31 December 2022:

### Organizational anchoring of sustainability in RBI

#### Control level

Supervisory Board of RBI AG  
Supervisory Board and  
various committees

#### Management Board level

Chief Executive Officer of RBI AG  
Johann Strobl  
and members of the Management Board

#### Management and program level

##### Sustainability Council

Internal and external stakeholders with expertise in the areas of business, the environment and society

##### Group ESG & Sustainability Management

Focus on management and strategic development of sustainability agenda as well as implementation of operational measures

##### Responsible Banking B-1 Steering Group Sustainable Finance Department

#### Local implementation level

##### Employees

Implementation of measures to achieve the sustainability goals at all companies

##### Responsible Banking – operational task force ESG Ambassadors in the subsidiaries

##### Sustainability Officers in the subsidiaries

Establishment and further development of the local sustainability agenda

#### Level of initiatives and memberships relevant to sustainability

##### AFRAC

Austrian Financial Reporting and Auditing Committee

##### Chartas der Vielfalt

Local Diversity Charters (signed in Croatia, Kosovo, Austria, Romania, Slovakia, Czech Republic).

##### EACB

European Association of Cooperative Banks/ Working Group for Sustainable Finance

##### PCAF

Partnership for Carbon Accounting Financials

##### PRB

Principles of Responsible Banking

##### Raiffeisen Sustainability Initiative

Platform for sustainable business management and social responsibility

##### respACT

Austrian business council for sustainable development

##### SBTi

Science Based Targets initiative

##### TCFD

Task Force on Climate Related Financial Disclosure

##### The Valuable 500

Global initiative for companies, that work together for inclusion of people with disabilities

##### UNEP FI

United Nations Environment Programs Finance Initiative

##### UNGC

United Nations Global Compact

##### Vienna Initiative

International framework for safeguarding the financial stability of emerging Europe

##### VfU

Association for Environmental Management and Sustainability

Status: 31.12.2022

## The Management Board and Supervisory Board

The Management Board is the most senior decision-making body for ESG-related strategies, policies and commitments. Each board area must implement their respective sustainability strategies and integrate them into the performance management process. This should be reflected in the ESG policies and conditions for the individual area. The Personnel Committee approves the ESG KPIs for the members of the Management Board of RBI AG, and these are published in the annual remuneration report.

The Management Board is kept informed on an ad hoc basis of all potential loss events (GRI: critical concerns) that fall under operational risk, including legal, IT or compliance risks exceeding € 1 million at local level and € 2 million at Group level. In 2022, 27 cases were reported to Senior Management. Separate committees involving the Management Board, including specific documentation for the Supervisory Board, were set up to deal with the war in Ukraine and the Swiss franc portfolio in Poland and the court cases relating to the latter.

GRI 2-16

The Management Board bears legal responsibility for preparing the RBI Sustainability Report, and is responsible for signing and submitting it to the Supervisory Board. The Supervisory Board is obliged to review the RBI Sustainability Report and report on it at the Annual General Meeting. The Management Board is also responsible for ensuring that RBI's Sustainability Report is published together with the Management Report in the companies register. In 2022, the Supervisory Board's Audit Committee reported twice on topics relating to sustainability, with a focus on reporting.

The Supervisory Board and the Management Board are required to develop existing and new expertise in the area of sustainability and understand how ESG relates to the company's material sustainability risks, opportunities and impacts. RBI AG offers members of the supervisory and management bodies continuing specific training on ESG topics as well as on climate and environmental risks (e.g. Fit & Proper training). In the second quarter of 2022, members of the Supervisory Board attended a Fit & Proper training session on "ESG reporting and the role of the Supervisory Board", led by an expert from the Vienna University of Economics and Business Administration. The members of the Supervisory Board took part in a workshop in which they discussed in depth RBI's strategy and portfolio in the oil and gas sector and in renewable energies. As part of a Fit & Proper training session, an expert from the Ludwig Boltzmann Institute for Fundamental and Human Rights at the University of Vienna gave the Management Board an update on current developments in relation to human rights.

GRI 2-17

## Sustainability Council

The Sustainability Council has become firmly established as a core organizational component of sustainability management, and as a body for engaging ESG stakeholders. It is composed of external ESG and sustainability experts representing economic, environmental and social issues, including human rights, alongside RBI decisionmakers. The Council is chaired by the CEO of RBI. Internal members include the CRO, a member of the Management Board of one of the subsidiary banks in Central and Eastern Europe, and a managing director of one of the subsidiaries in Austria. Meetings are held twice a year and are organized by Group ESG & Sustainability Management. The role of the Sustainability Board is to advise on the development of sustainability agendas and to evaluate the results of their activities. It assists in defining important action areas and focal points (materiality approach), identifies targets and measures, and makes recommendations on the development and implementation of the annual sustainability program.

GRI 2-16, -17

TCFD

As of 31 December 2022, the following internal and external persons sit on the Sustainability Council:

- Johann Strobl, CEO of RBI AG (Chair)
- Dieter Aigner, Managing Director of Raiffeisen Kapitalanlage GmbH
- Rudolf Bretschneider, Consultant at GfK Austria GmbH
- Ralf Cymanek, Member of the Management Board of Raiffeisen Bank Zrt. in Hungary
- Barbara Coudenhove-Calergi, Expert for social innovation at the Federation of Austrian Industries

- Eva Eberhartinger, Head of the Tax Management Group at the Institute of Accounting & Auditing, Vienna University of Economics and Business Administration
- Martin Essl, Founder of the Essl Foundation
- Franz Fischler, Chair of the Raiffeisen Sustainability Initiative
- Gregor Höppler, Head of the Group Executive Office of RBI AG
- Hannes Mösenbacher, CRO of RBI AG
- Andreas Pangl, General Secretary of the Austrian Raiffeisen Association
- Prof. René Schmidpeter, Professor for Sustainable Management at the International University of Applied Sciences, Munich
- Georg Schöppl, Member of the Management Board of Österreichische Bundesforste AG
- Andrea Sihn-Weber, Head of RBI Group ESG & Sustainability Management and Managing Director of the Raiffeisen Sustainability Initiative
- Karin Steppan, Special Representative for Sustainability & CSR at Raiffeisenlandesbank NÖ-Wien AG
- Alfred Strigl, Managing Director of plenum gesellschaft für ganzheitlich nachhaltige entwicklung gmbh

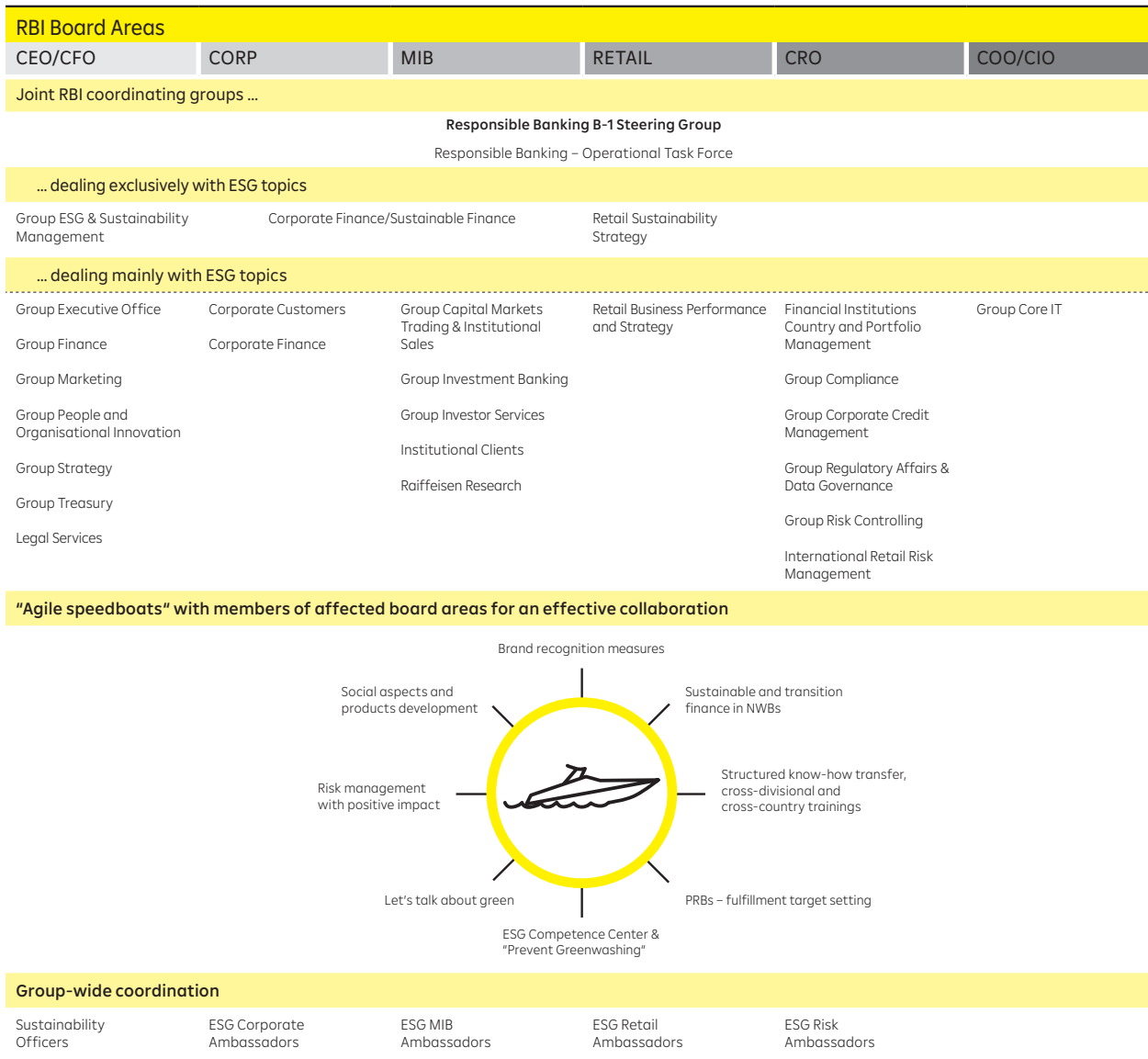
## Group ESG & Sustainability Management division and Sustainability Officers at the subsidiaries

The principal tasks of Group ESG & Sustainability Management, which reports directly to the CEO, include the planning, implementation and continued development of RBI's approach to environmental, social and governance (ESG) activities - based on the sustainability strategy "We create sustainable value" implemented in 2012 and the three action areas of "Responsible banker - Fair partner - Engaged citizen". This department works closely with representatives of the specialist departments and business units as well as the sustainability officers at the subsidiary banks in Central and Eastern Europe and the Austrian subsidiaries, and serves as both a central point of contact and center of expertise. One important task is to support the divisions and subsidiaries in setting ESG-related environmental and social targets and deriving measures for improvement in the individual areas, while taking international requirements and standards into consideration.

Furthermore, the department is responsible for managing and ensuring the proper annual disclosure of new and extended reporting requirements for non-financial data as part of the Group's Sustainability Report and for fulfilling the UNEP FI Principles for Responsible Banking. Group ESG & Sustainability Management is responsible for the holistic coordination of ESG stakeholder engagement and acts as a collection point for activities involving internal and external stakeholders. Other areas of responsibility include cooperation with selected ESG rating agencies.

GRI 2-16 Group ESG and Sustainability Management provides the Management Board and Supervisory Board with an update report on the key strategic and operational focus areas on a quarterly basis or, in the event of critical concerns, on an ad hoc basis. The department coordinates the Sustainability Council and organizes the Responsible Banking B-1 steering group and its task force.

## Organizational anchoring of Responsible Banking in RBI



Abbreviations:

CEO - Chief Executive Officer | CFO - Chief Financial Officer | CORP - Corporate Banking | MIB - Markets & Investment Banking | RETAIL - Retail Banking | CRO - Chief Risk Officer | COO - Chief Operating Officer | CIO - Chief Information Officer

Status: 31 December 2022

## Responsible Banking Steering Group and Task Force

The Management Board is supported in its ESG decisions by the cross-functional and cross-divisional Responsible Banking B-1 Steering Group. This steering group is composed of the divisional heads from all board areas whose main focus is on ESG issues, and acts as an advisory and recommendation body for the Management Board. Each member of the B-1 Steering Group has an appropriate level of knowledge and experience in ESG activities. The inclusion of all relevant areas serves to ensure vigilance with regard to ESG risks as well as implementing a holistic approach to sustainability. The group meets monthly with the chair rotating every three months in 2022 to ensure that each area was involved at the highest level. Group ESG & Sustainability Management is not only an active member, but is also responsible for coordinating this steering group.

GRI 2-13, -12, -16

The Steering Group is responsible for the following tasks and responsibilities:

- It advises the Management Board on ESG issues: The Steering Group or the relevant departments inform the Management Board in an appropriate manner about any potential or existing material impacts, risks, and opportunities related to sustainability, e.g., the need to make changes to ESG strategies, implementing provisions, or ESG-related commitments.
- It recommends ESG KPIs in relation to the members of the Management Board's performance management activities at head office and in the subsidiaries.
- It monitors the holistic alignment of the principles for responsible banking.
- It discusses and reviews RBI's ESG strategy in relation to its "Paris alignment" and as well as the UNEP FI Principles for Responsible Banking.

Operational management of the UNEP FI Principles for Responsible Banking (PRBs) is overseen by the Responsible Banking Task Force, which is led by Group ESG & Sustainability Management. The Task Force consists of a crossfunctional team and mirrors the B-1 Steering Group at an operational level. Members of the Task Force meet every other week. They define, coordinate, and collate key ESG issues on a range of topics. A project management tool is used to help manage PRB tasks and ensures a continuous, transparent tracking of progress. The Task Force reports regularly to the Responsible Banking B-1 Steering Group and proposes monthly agenda items for Responsible Banking B-1 Steering Group meetings to the designated "Chair".

It is through this ESG governance of the B-1 Steering Group and its operational Task Force that top-down and bottom-up discussions involving all relevant functions are possible. Furthermore, specific ESG topics are addressed using agile settings known as speedboats. At Group level, ESG ambassadors for the individual business areas have been appointed at the subsidiaries in order to ensure a standardized and coordinated approach throughout RBI.

## Sustainable Finance

The Sustainable Finance department functions as an ESG Group Competence Center for the corporate finance, financial institutions and public authorities customer segments. In organizational terms, the department is located in the "Corporate" board area within "Corporate Finance". The department, set up in 2008, provides ESG expertise for all customer segments and supports the customer and product departments in advisory discussions and in the structuring of sustainable financing and investment products. The department also coordinates a team of ESG experts at RBI. One of its key tasks is to manage sustainable loan portfolios for green bond transactions. Sustainable Finance organizes the quarterly Green Bond Committee and RBI's annual meeting of ESG experts.

A key focus for 2023 is to coordinate a Group-wide ESG business strategy and to integrate the retail customers segment into the ESG Group Competence Center.

## Risk

The Risk Management board area - led by the Chief Risk Officer (CRO) - plays an essential role in relation to implementing the ESG strategy and the associated risk management. Compliance (see also from page 32 ff.) and Credit Risk Portfolio Management (see also from page 72 ff.) are mainly responsible for this.

The Compliance function is responsible for a wide range of activities. Alongside other stakeholders involved in compliance with applicable climate-related regulations and standards, it has the task of monitoring statutory and regulatory requirements, recommending changes to corporate policy, providing expert opinions on sector policies, preparing and recommending follow-up measures, and reviewing the product offering for sustainable financing, such as "green" products. The tasks and responsibilities of Compliance also encompass the mitigation of risks related to greenwashing, conflicts of interest, etc. . The Compliance function is represented on a number of relevant committees, e.g. Responsible Banking and the Remuneration Committee.



Credit Portfolio Management is responsible for Group-wide risk management. As such, it identifies and manages portfolio risks by setting risk appetite and portfolio limits. In hierarchical terms, it is assigned to the Financial Institutions, Country and Portfolio Management ("FCPM") risk area, which reports directly to the Group CRO.

In view of the significant and increasing importance of ESG risks and their potential steering impact, FCPM has assumed responsibility for steering and implementing ESG-related issues across the entire risk organization in alignment with regulatory, business and market requirements. Credit Portfolio Management is therefore one of the key players involved in the coordination of the ESG risk project. The ESG risk project bundles all risk efforts into one structured approach. The project is sponsored by the Group CRO. Regular meetings are organized at project level and with the Group CRO to track project development and make decisions (monthly unless otherwise required). In addition, internal implementation of ESG risk is carried out through our regular internal processes, which require the approval of the Group Risk Committee and the RBI Board of Management.

## Internal audit

RBI Group Internal Audit is a permanent organizational unit within RBI AG that performs its duties throughout the year in accordance with Group-wide auditing regulations. All auditors work solely for RBI Group Internal Audit. RBI Group Internal Audit is the relevant Group audit function of RBI and as such also controls all local audit functions within the subsidiaries. In general, RBI uses a risk-based approach to determine the nature and scope of its auditing activities.

RBI Group Internal Audit is independent in its audit planning, execution and reporting as well as in its evaluation of audit results. Furthermore, the unit and its employees are prohibited from being involved in any decisions or business processes or from assuming any other tasks that are not consistent with the audit function.

The required quality of internal auditing activities is achieved through ongoing monitoring, periodic selfassessments, and external quality assessments to ensure compliance with audit-specific regulations, especially the International Standards for Internal Auditing (IIA Standards) and the corresponding Code of Ethics. External quality assessments are conducted at least every five years by an independent auditor or third-party assessment team.

RBI Group Internal Audit has incorporated the strategically important ESG topics into its auditing activities. Since ESG topics affect most business and risk areas, Group Internal Audit monitors ESG topics across all the relevant audit areas, which then serve as input for the annual/quarterly audit plan and for the specific work plan for each individual audit. ESG topics are covered either through specific audits or as one of several topics within an audit.

An overview of all of the audits is ensured at the area-wide planning stage and at the individual audit level. For 2022, specific ESG topics were covered in several of the audits performed. One specific ESG-related audit focused on RBI's Sustainability Report. No material findings were identified as a result of these activities.

GRI 2-23 d-f

## ESG & sustainability policies

The RBI Group Policy Framework is based on different types of internal policies:

- Regulations (REGs) for the implementation of regulatory requirements,
- Laws (LAWS) that affect a large number of employees,
- Specific instructions (SPINs) defining internal governance, and their supporting documents (SUPs).

The entire Management Board of RBI AG is responsible for approving new, updated and canceled REGs and LAWS. Senior Management (B-1), is responsible for approving new, updated and canceled SPINs and SUPs.

The rules stated in the internal policies are mandatory and binding, unless otherwise stated in the policy itself. The scope of application is defined for each policy by the respective policy owners and approved by the respective approval authorities.

RBI Group Policy SharePoint is the standard information platform for RBI and the official source for all RBI internal policies. All employees at Group headquarters as well as employees in the various Group units that are part of the RBI Group Policy Framework can access this data at all times. Information on new and updated policies is also sent to the relevant employees on a regular basis.

GRI 2-23 a, c; -24

## ESG & Sustainability Management Policies

The main ESG & Sustainability Management policies for which the individual Management Board areas or Senior Management (B-1) are responsible are described in the individual chapters:

Overall

- RBI Group Code of Conduct
- RBI Group Human Rights Policy
- RBI Group ESG & Sustainability Policy

Responsible banker

- ESG Risk Framework including the EU Taxonomy Regulation KPI Calculation Framework
- Business Policy on Nuclear Energy
- Business Policy on Steel Strategy
- Business Policy on Oil & Gas
- Business Policy on Thermal Coal
- Policy on Defense Sector
- Policy on Gambling Sector
- RBI Group ESG Rulebook

Fair partner – Employees

- RBI Group Diversity Policy
- RBI Group Total Rewards Management Policy
- Performance Management RBI Group Policy

Fair partner – Inhouse ecology

- RBI Supplier Code of Conduct

Engaged citizen

- RBI Donations, Sponsorship and Membership Fees Internal LAW

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duct](http://www.rbinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct)

Work was carried out on two key policies in 2022, for which Group ESG & Sustainability Management is responsible.

## RBI Group ESG & Sustainability Policy

The RBI Group ESG & Sustainability policy defines the management of sustainability & ESG and focuses on the topics for which Group ESG & Sustainability Management and the Sustainability Officers in the subsidiaries are primarily responsible.

Sustainability governance is emphasized in the document in order to meet regulatory requirements/processes (see following paragraph). It also covers the requirements of the UNEP FI Principles for Responsible Banking, including processes, governance and responsibilities. The policy focuses on the material topics and how these should be defined, managed and reported. The ESG Stakeholder Engagement Process as well as the internal ESG Corporate Rating Process for RBI are also part of this policy.

This policy is also the documented approach to ESG management in relation to RBI's environmental, social and governance components. Regulatory requirements such as the EU Non-Financial Reporting Directive, the upcoming Corporate Sustainability Reporting Directive including the EFRAG Standards and the developments of the EU Corporate Due Diligence Directive for sustainability provide the basis and are taken into consideration. International standards requirements such as the Global Reporting Initiative (GRI), the UNEP FI Principles for Responsible Banking (PRB) and the Taskforce on Climate-related Financial Disclosures (TCFD) also form the basis of this document.

The policy also includes the supporting document "RBI Group Sustainability Report: Principles, Processes and Responsibilities". This document describes the principles of data collection and RBI's sustainability reporting responsibilities.

The policy was approved and published internally in December 2022. With regard to reporting, it applies from the 2023 financial year.

## RBI Group Human Rights Policy

GRI 2-23 b, -24

RBI's Group Human Rights Policy sets out RBI's values, areas of impact and influence, and responsibilities in relation to its human rights responsibilities in accordance with the RBI Code of Conduct. It is the result of work and cooperation between the Ludwig Boltzmann Institute of Fundamental and Human Rights and a cross-divisional RBI working group established in 2022 specifically to address the topic of human rights. It states the importance of the topic and serves as a starting point towards further defining and implementing a risk-based due diligence process.

In order to respect, promote and comply with human rights, RBI refers to its sphere of influence among employees, suppliers and customers. With regard to employees and suppliers (see pages 126 ff. and 176 f.), RBI Group is already able to draw on established state-of-the-art processes and policies. In terms of customers, the policy illustrates how RBI is adapting existing processes and highlights further key tasks that are being addressed by the cross-divisional working group. It is a continuously evolving working and learning process that takes the new EU regulatory requirements into consideration and is subject to the UN Guiding Principles on Business and Human Rights.

RBI's Group Human Rights Policy was approved by the RBI Management Board in January 2023.

# Compliance

## Code of Conduct

GRI 2-23, -24, -25  
GRI 3-3 a-f

GRI 2-26, -12  
GRI G4-DMA  
(former FS1)

PRB 3, 6

Find more  
at: [www.raiffeisenbankinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct](http://www.raiffeisenbankinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct)



Our Code of Conduct (CoC) is an important part of our corporate culture and forms the basis of our business practices.

RBI's business model places people at its core. The Code of Conduct is a binding regulatory framework that is applicable Group-wide for all employees and can be found in the respective national language on all of the websites of RBI and the subsidiary banks in Central and Eastern Europe. The Code is based on Raiffeisen's fundamental values and is oriented towards the specific requirements of everyday business at home and abroad.

As a main component of our corporate responsibility, the CoC consciously goes beyond formal and legally ordained conduct and describes how we deal with customers, business partners and employees. It ensures compliance with international standards based on the values of collaboration, proactivity, learning and responsibility. This includes observing laws supporting the fight against money laundering and terrorist financing, prohibiting fraud, corruption and bribery as well as market abuse, avoiding conflicts of interest, complying with financial sanctions, adhering to data protection standards and other forms of critical business practices, including respect for the fundamental rights of employees, as well as complying with environmental laws to the best of our knowledge and ability.

In addition, all persons acting for or providing services on behalf of RBI as well as all other business partners are expected to apply regulations and standards that are identical or comparable to those set out in the Code. The commitment to observing the CoC is included in all contracts with contractors, suppliers and service providers. In 2020, a tailored document for suppliers was created on the basis of the Code of Conduct, setting out the expectations arising from the contractual relationship.

To raise the necessary awareness of the principles of the CoC, all employees are required to participate in mandatory e-learning that covers the basics of the CoC. In addition, all employees must sign a compliance declaration in which they commit to observe the CoC, which includes the disclosure and regular updating of statements on conflicts of interest.

Responsibilities, accountabilities and reporting lines are defined on a systematic basis for all departments and Group companies. The Management Board of RBI AG bears ultimate responsibility for the CoC. Operational responsibility for implementing the CoC in all global group units lies with the respective competent management bodies. The divisional head responsible for compliance is tasked with coordinating the activities in connection with the CoC. This person is also responsible for all issues relating to compliance with selected legal requirements. In addition, all members of management are responsible for ensuring compliance with the CoC in their own areas of responsibility. CoC compliance is linked to the remuneration of employees, and the employee performance appraisal systems take compliance with the CoC into consideration.

The CoC and its effectiveness are reviewed regularly and approved and published by the RBI Management Board following extensive consultation with a number of stakeholders. In 2022, RBI initiated a review process focusing more on ESG-related topics and compliance with the latest regulatory guidelines. The updated CoC is expected to be published in early 2023.

All employees are obliged to report serious violations of the CoC, such as market abuse, fraud, theft, embezzlement, bribery or corruption. RBI uses a software solution from an external service provider that enables anonymous electronic reporting. Above and beyond this solution, there are other channels for reporting breaches of the Code of Conduct (e.g. telephone, email). Our employees are proactively informed about these mechanisms. All reports are processed in accordance with RBI's internal compliance investigation mechanism. Our zero tolerance policy (e.g. against harassment and discrimination)

Find more  
at: [www.raiffeisenbankinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct](http://www.raiffeisenbankinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct)

GRI 2-9, -13  
TCFD

GRI 2-25, -26

stipulates that all allegations are taken seriously. All reports are treated as confidential.

Where violations are identified, appropriate disciplinary action, up to and including dismissal, is carried out in accordance with group policy. We constantly analyze our rules and regulations in order to minimize the risks for the future as far as possible.

GRI 2-25

Violations and breaches of the CoC (e.g. general statistics and KPIs) are reported regularly (at least annually) to the Management Board of RBI AG, and also to the relevant committees (Risk Committee, Audit Committee) of the Supervisory Board of RBI AG. Specific material cases are ultimately escalated to the highest management bodies on an ad hoc basis.

GRI 2-16

In 2022, 130 reports were received, 74 of them via the whistleblower system, 56 of which were received and responded to by the ombudsperson. The reports/requests for advice related to bribery and corruption (3), conflicts of interest (5), fraud and theft (8), harassment, discrimination and retaliation (41) and other internal misconduct (75). Investigations confirmed the allegations in 64 cases, which led to appropriate disciplinary action under Group regulations, up to and including termination. 41 cases were dismissed as being inconclusive or unfounded, and mediation or counseling was offered in 34 cases. In addition, 30 cases of violations of the Code of Conduct (e.g. breach of professional duties, fraud and theft) were identified.

GRI 406-1

All reports and cases were appropriately investigated and the necessary consequences drawn.

RBI is one of the signatory companies of the UN Global Compact (UNGC), and is therefore committed to proactively and consistently complying with the principles contained therein, which cover the core areas of human rights, labor regulations, environmental protection and anti-corruption. The concomitant attitude of global responsibility is expected of all employees and managers, as well as of partners and suppliers (see pages 19–20).

GRI 2-23

Human rights violations may generate illicit profit, support slavery and human trafficking, promote the continuation of poor working conditions, and lead to other abuses. RBI strives to further improve the implemented controls concerning financed projects and corporate customers as well as existing and potential suppliers. RBI also does not directly or indirectly finance any businesses, projects or parties in which human rights violations are discernible. Our employees have been instructed to take information on forced or child labor into account and, in case of doubt, to involve Compliance.

GRI 2-23



Position statements on customer relationships, lending and RBI's own investments in certain sectors (e.g. military equipment and technology, gambling and nuclear power) are also communicated proactively. Business inquiries involving these sectors are forwarded to Compliance for further evaluation to ensure that risks of this nature are adequately managed, minimized or avoided. RBI AG regularly evaluates and analyzes the economic sectors that are subject to policy-making (e.g. thermal coal, oil and gas, tobacco, steel). Our processes and control mechanisms are aimed at identifying potential environmental, social or reputational risks resulting from such companies in good time and revising them regularly in the event of changes to our risk appetite.

GRI 2-23, -25

Find more at: [www.rbiinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct](http://www.rbiinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct)

## Compliance

RBI places great value on compliance with relevant regulations. We do not tolerate any form of financial crime (e.g. bribery/corruption, tax evasion, money laundering, terrorist financing, evasion of sanctions, fraud or market abuse) and we work actively against such activities.

GRI 2-13, -25, -26



A prerequisite in our business and operational practices is the fair, ethical and legally compliant behavior of all members of staff. Mechanisms for complying with laws as well as internal or external codes of conduct are established in all countries in which RBI operates through our CoC and the clear, detailed regulations contained in the Compliance Policies, which are continuously adapted and improved in response to the latest regulatory requirements and global challenges.

Internal reports (ad hoc, quarterly, annual) discuss various aspects of the implementation of compliance guidelines and processes as well as data and statistics.

The compliance area has an important managing and checking function in our company, particularly in the context of the development of group standards and their implementation.

The new Group Steering and Control department, set up in 2021, is intended to provide oversight and expertise within our network using a risk-based and comprehensive approach to steering and control, and to facilitate the Group-wide exchange of best practices, standards and competencies in order to avoid regulatory breaches, support the implementation of RBI's business strategy and protect RBI's reputation.

GRI 2-12 The Head of Compliance regularly reports directly to the Management Board and Supervisory Board on compliance matters. As part of the business efforts to ensure RBI's competitiveness, Compliance has also taken measures to continuously improve efficiency and effectiveness (e.g. organizational changes, digitalization, machine learning, improved data analysis, introduction of agile methodology).

GRI 205-2  
GRI G4-DMA  
(former FS4) RBI runs annual Group-wide awareness initiatives to build a better culture of compliance. All RBI employees are given regular training on compliance topics in line with their compliance-relevant function. Compliance risk is taken into account in the different organizational units and their workflows, processes, roles and responsibilities (e.g. by adopting the "Chinese walls" concept). All new RBI employees must complete training courses on the topic of compliance. In particular, these cover aspects of preventing economic crime (especially combating money laundering and the financing of terrorism, international sanctions and embargoes, and corruption and fraud prevention), market abuse and conflicts of interest as well as appropriate measures and rules concerning internal reporting obligations. Furthermore, defined groups of employees are required to attend regular refresher training. In order to raise the level of employee compliance and risk awareness, RBI has updated its training concept and sessions to incorporate advanced techniques and user-centric approaches to learning. In addition, managers, compliance ambassadors and employees of selected areas are trained in line with the specific requirements of their role and responsibility.

GRI G4-DMA  
(former FS4) A multi-channel campaign to improve awareness of compliance matters at RBI began in 2021. A Group-wide campaign to raise awareness of the importance of whistleblowing was also launched in 2022. It is mandatory to track completion of training sessions.



## Anti-corruption

GRI 2-25

The following table shows the number of anti-corruption training sessions held in the respective financial year, broken down by employee category and region in both absolute and percentage terms.

GRI 205-2

	RBI*				RBI AG**	
	2022	2021	Change over previous year	2020	2022	2021
<b>Anti-corruption training sessions according to employee categories</b>						
Board (first tier of management)	55	54	2 %	57	3	4
B-1 (second tier of management)	410	419	-2 %	387	38	47
B-2 (third tier of management)	1,320	1,175	12 %	1,211	123	156
Other managers	1,700	1,531	11 %	1,971	36	46
Other employees	31,510	28,138	12 %	29,358	2,972	3,175
Board (first tier of management)	65 %	57 %	8 PP	60 %	50 %	67 %
B-1 (second tier of management)	75 %	71 %	4 PP	70 %	75 %	87 %
B-2 (third tier of management)	81 %	72 %	9 PP	74 %	69 %	99 %
Other managers	75 %	59 %	16 PP	67 %	78 %	90 %
Other employees	85 %	72 %	13 PP	77 %	88 %	100 %
<b>by region</b>						
Central Europe	8,656	6,449	34 %	8,564		
South Eastern Europe	10,313	9,935	4 %	9,970		
Eastern Europe	12,314	10,535	17 %	11,003		
Austria	3,713	4,398	-16 %	3,447	3,172	3,428
Central Europe	95 %	76 %	19 PP	100 %		
South Eastern Europe	90 %	75 %	15 PP	72 %		
Eastern Europe	75 %	60 %	15 PP	65 %		
Austria	80 %	97 %	-17 PP	80 %	87 %	100 %

\* The values include the figures from the companies listed in the Overview chapter (Report scope and data collection, page 11, first paragraph).  
\*\* RBI AG only includes the figures for the group headquarters here.

Measures and activities in the area of corruption prevention are guided by the principles of the Austrian Criminal Code, the UK Bribery Act and the US Foreign Corruption Practices Act in the versions currently applicable. These include the obligation of the management staff of all units of RBI to shape a corporate culture in which each and every form of fraud is unacceptable. Assessment and evaluation of the risk of fraud takes place periodically and is documented accordingly. Persons who provide services for us are subject to due diligence. The relevant procedures for avoiding economic crime are communicated clearly and put into practice effectively. This also applies for intermediaries.

These processes are monitored and reviewed on a regular basis. The Group's internal Anti-Bribery and Corruption ("ABC") framework is continuously revised and is based on risk and prevention with the following principles. Proportionate, process-based annual risk assessment and scenario analysis; commitment of the Management Board; disclosure obligations in connection with (potential) conflicts of interest, especially gifts, invitations, secondary employment, related party relationships, company participations, sponsorship and contributions/donations; a continuous communication and training program including candidate testing; monitoring and review of business activities.

GRI 2-23, -24  
GRI 205-2Find more at: [www.rbinternational.com/en/homepage/compliance-information/rbi-groups-abc-programme](http://www.rbinternational.com/en/homepage/compliance-information/rbi-groups-abc-programme)

GRI 205-3

In 2022, five passive bribery cases were identified at RBI, which led to the termination of the customer relationship and/or dismissal or disciplinary action against employees or legal proceedings.

## Handling conflicts of interest

RBI has internal policies in place governing the handling of conflicts of interest. RBI employees are required to disclose potential and actual conflicts of interest in accordance with defined system-based reporting guidelines. Reports filed are assessed by the Compliance department and remedial action is taken as required. Provision is also made for regular monitoring and disclosure of conflicts of interest. The Management Board receives regular reports and an appropriate escalation procedure is in place. RBI strives to prevent and avoid conflicts of interest. RBI discloses conflicts

GRI 2-15, -23,  
-24, -25

of interest to its stakeholders in accordance with statutory requirements relating to capital markets or other relevant regulations.

GRI 2-25

## Anti-money laundering

Money laundering is the act of concealing the existence, origin, movement, intended purpose or use of illegally obtained assets or funds in order to make them appear legitimate. This system typically involves three stages: the placement of funds in a financial system, the stratification of transactions in order to conceal the origin, ownership and location of the funds, and the integration of the funds into society in the form of investments that appear legitimate. We recognize that money laundering undermines confidence in the financial system.

GRI 2-28

Based on our mission of becoming the most frequently recommended financial service provider in CEE, we are committed to combating money laundering by complying with all the applicable legislation on money laundering as well as international best practice standards, such as the recommendations of the Financial Action Task Force (FATF), in all countries and areas of responsibility in which we are active. In order to design the statutory preventive mechanisms in a targeted manner, RBI supports legal initiatives wholeheartedly and has co-initiated and been regularly involved in a number of working groups in Austria (e.g. Compliance Package, Financial Crime), as well as participating in several initiatives at a European level (such as the EU AML package 2021).

This commitment is made fully transparent in RBI's anti-money laundering (AML) declaration and our adjusted risk appetite with respect to offshore customers and customers with high reputational risk, as well as our correspondent banking relationships. RBI reviews its customer portfolio on an ongoing basis and adjusts it according to RBI's risk appetite.

GRI 2-23

RBI has created a comprehensive AML framework to ensure that AML risks are properly identified, evaluated and appropriately mitigated. Our AML framework provides orientation for all employees and group units and obliges them to conduct transactions in accordance with the applicable laws and regulations. It is based on a number of components, including the following:

- Appointment of an anti-money laundering officer
- Risk identification and classification with regard to customers and products as well as risk-based due diligence obligations
- Systematic, continuous due diligence obligations with regard to customers (including identifying politically exposed persons and beneficial owners), comprising enhanced due diligence for high-risk customers and management approval for certain types of customers (e.g., customers associated with politically exposed persons or certain high-risk countries)
- Role-based training and awareness programs (classroom-based, e-learning, micro-learning)
- Customer data, transaction and account monitoring, including coherence screening
- Reporting on suspicious activities

GRI G4-DMA  
(former FS9)

In addition, we continuously evaluate the effectiveness of our AML framework and the technologies used and update them as required in order to take into account changes in the environment (e.g. media screening in connection with negative reporting, artificial intelligence, correspondent bank risk scoring). This is supported by functions such as Internal Audit/ Group Audit and internal control systems. Employees are provided with corresponding training and development programs.

RBI participates in and uses the know your customer (KYC) information exchange platform SWIFT KYC Registry, which aims to improve transparency through the simple and centralized exchange of KYC information.

Because the fight against money laundering is a continuously evolving process, we recognize the importance of constant diligence and the capabilities of our employees and our banking group and are committed to keeping pace with the

increasingly complex techniques used by criminals. As well as adopting a clear focus on compliance with laws and regulations, we concentrate on operational efficiency and effectiveness – a statement that is underlined by the Management Board's commitment to make further investments in RBI compliance.

RBI is committed to rigorously combating tax evasion and tax avoidance. (see also page 62 ff.) In case of doubt, it obtains the necessary declarations, confirmations from authorities, and tax records. Along with the heightened know your customer and due diligence obligations that are already in place, RBI has defined additional requirements for companies domiciled in offshore territories and takes particular care to ensure that transactions are legitimate. In these cases, the nature and purpose of the business relationship with RBI and the source of funds of the respective companies are examined in greater detail. This involves a focus on the transparency of the business model, the legal and economic connections with companies operating onshore, and special verification mechanisms for payment transactions, assets and collateral; the ownership structure of offshore customers is also scrutinized.

## Sanctions compliance

RBI has taken extensive Group-wide precautions and implemented IT-based verification processes to ensure that all banking transactions are consistent with EU sanctions and that applicable UK and US sanctions are taken into account. RBI complies with the highest standards and comprehensively meets its obligations with regard to international financial sanctions and trade restrictions. More and more colleagues across the Group are being encouraged to gain international accreditation in sanctions compliance. Latest sanctions developments and expertise are shared continuously with internal stakeholders via dedicated working groups. We seek to routinely review our approach and systems to comply with regulatory requirements and to ensure that our systems are aligned with market standards.

GRI G4-DMA  
(former FS9)

## Internal Control System

RBI has a well-established internal control system (ICS). The Internal Control Systems department within RBI is responsible for safeguarding the effectiveness of the ICS. Identification, development, documentation, prioritization and regular verification checks serve to ensure a suitable control environment. The internal control systems department operates independently and employs various types of tests to measure the effectiveness, appropriateness and efficiency of the controls used to reduce underlying risks. The ICS as a whole, monitored by the internal control systems department, ensures that the organization achieves its operational and financial reporting and regulatory compliance objectives.

GRI 2-13

Policies governing strategically important topics are a key element and form the basis of our effective internal control system. Collectively, these policies are core to our company principles. They include the authority to approve group and company policies as well as departmental and separation of duties policies (see also page 29 f.).

## Capital Markets compliance

RBI has implemented a comprehensive framework to identify, evaluate, control and manage risks arising from the bank's capital markets business. This framework covers both securities services for customers and trading activities for the bank's own account and seeks to ensure proper standards of market conduct. Our focus lies in stringent investor protection and preventing market abuse. RBI is committed to fair, transparent and clear communication with investors, which includes comprehensive disclosure of sustainability-related information for all financial instruments issued by RBI and marketed as sustainable.

RBI maintains tight control over employee access to sensitive information. It defines and monitors restrictions on employee access to such information. For instance, restrictions on personal account dealing have been introduced in order to prevent conflicts of interest and market abuse.

In addition, RBI actively participates in national and international trade associations and working groups to create best practice guidelines for strong corporate governance in capital market activities.

GRI G4-DMA  
(former FS9)



Responsibility for implementing such guidelines lies with the management of the respective Group units. Compliance monitoring is triggered on a regular basis by a process known as "Confirmation of Implementation". As part of this process, 61 Group units must confirm that they are following the policies relevant to them. The monitoring process is carried out by the Group's internal auditing department and local auditing departments as part of their auditing activities.

GRI 2-13



All cases that are classified as operational risks, in particular penalties and legal actions, are monitored and controlled on a Group-wide basis within the scope of the operational risk management by the Operational Risk Controlling team as part of integrated risk management. Within the operational risk strategy, scenarios and plans of action are analyzed and early warning indicators developed together with the operational risk managers. Cases with overlapping effects/ causes are treated exclusively in the results and allocated to the main driver.

GRI 2-27

For reporting indicator 2-27 regarding non-compliance with laws and regulations, the threshold of € 100,000 was applied as this represents the current risk appetite threshold in terms of required mitigation actions. For 2022, three cases were identified as potentially material and cash flow based and were associated with fines as a result of potential breaches of law. These three cases relate to two entities in Eastern Europe. In one case, an appeal has been lodged as the bank does not share the view that a breach has occurred.

## Lobbying

Lobbying is defined as the deployment of suitable people within the company or independent companies to influence public decision-making processes for the purpose of safeguarding or enforcing specific interests in respect of the public sector. We essentially consider this to be advisable and legitimate in the process of democratic decision-making and in matters of the execution of state regulations.

This activity is subject to high standards of transparency, both for specialized lobbying companies and for companies that use their own employees – known as corporate lobbyists – for lobbying activities. All members of RBI are required to register lobbyists who act on their behalf in the national lobbying register. At RBI, lobbying work is carried out via RBI AG as well as the Fachverband der Raiffeisenbanken (Association of Raiffeisen Banks), which is part of the Austrian Economic Chambers (WKO). Accordingly, RBI AG is registered in the Austrian lobbying register.

GRI 2-28

At EU level, RBI AG is listed in the Transparency Register of the European Commission and the European Parliament. This involves observing activities by EU institutions with regard to possible impacts on the Raiffeisen Banking Group (RBG), creation of networks and shared interest coalitions and specific research and preparation of information on EU initiatives and measures in the area of financial services that are of relevance to us (e.g. deposit insurance fees, corporate governance). Since it was included in the register, RBI AG has been obliged to comply with the code of conduct of the institutions (European Commission/European Parliament). Our position statements concerning consultations of the European Commission can be found on the Commission website. At national level, our position enters into joint position statements by the Austrian Economic Chambers, banking and insurance section. (Membership in the Austrian Economic Chambers is mandatory).

Corporate lobbyists of RBI are obliged to observe the following points in their contact with office holders: They are committed to the truth, and any information that they provide must be – to the best of their knowledge – undistorted, complete, up to date and not misleading. They ensure that officials know who they actually are, that they work for RBI, and declare that they are entered in the lobbying register.

All lobbyists who work for RBI obtain information exclusively by fair means and make decisions in a fair way. They inform themselves about the restrictions on activities and rules on incompatibility that apply to office holders and comply with these restrictions and rules. They do not tempt office holders to infringe on the applicable rules and standards of

behavior and never exert unfair or inappropriate pressure on office holders. Clear rules are defined in our Compliance Policies as well as the "Code of Conduct according to Article 7 of the Lobbying Act".

Find more at:  
[www.rbin-ternational.com/en/investors/corporate-governance](http://www.rbin-ternational.com/en/investors/corporate-governance)

The Management Board of RBI AG is solely authorized to approve contributions to political parties, election committees, party-affiliated organizations and political figures (politicians, candidates) for all of RBI, and such contributions are permitted only if the following conditions are fulfilled:

GRI 2-12

- The contribution does not violate any statutory regulations.
- The contribution is within the customary extent of the respective country.
- The contribution is not apt to have any improper impact.

Such payments must be handled transparently and with the involvement of RBI Group Compliance. The transparency provisions regarding party financing and lobbying, which have been in place in their latest version since 1 January 2013, must be complied with and are implemented in the Group Executive Office of RBI AG. In 2022, RBI again did not make any financial or in-kind contributions to any politicians or parties.

GRI 415-1

## Impacts and material topics

GRI 3-1

As an internationally active banking group, we are faced with specific challenges in our efforts to realize our sustainability vision. These arise from the economic, social and environmental impacts of our business activities as well as from the external conditions within which we operate. We work within a global environment that is characterized by numerous economic, geopolitical and environmental risks.

The financial sector itself has for years been confronted with many challenges and risks. In order to remain profitable over the long term, these challenges call for a strong culture of risk management and sustainability. Compliance with appropriate due diligence processes is therefore of particular importance.

We intensively address RBI's impacts on the economy, environment and society, and the risks and opportunities associated therewith. This includes risks and opportunities for RBI and also those for the economy, the environment, and society. Our own activities or business relationships can have an impact, resulting in a positive or negative contribution to sustainable development. The aim is to mitigate negative impacts and enhance positive ones, and at RBI, we try to ensure this through strategic and operational sustainability management.

There is a separate sub-chapter in each of the "Responsible banker", "Fair partner/Employees", "Fair partner/Inhouse ecology" and "Engaged citizen" chapters (see pages 56 ff., 129 f., 175 f., 187 f.).

## Material topics

The principle of materiality forms the core of our reporting. The GRI emphasizes in its GRI Standards 2021 that sustainability reports should focus on material sustainability issues. This requires us to take an "inside-out approach" – and with it the impact of the company on the economy, the environment and people, including human rights, known as "impact materiality" – in order to identify material topics. The process of identifying and prioritizing the relevant topics and aspects must also be systematic and well documented.

### Identification of relevant topics

The selection of material topics takes into account internationally recognized criteria and sustainability standards, primarily those of the GRI, but also the United Nations Global Compact and current laws and regulations. In addition, we consider feedback about the Sustainability Reports and evaluate dialogs with individual stakeholders.

Direct feedback in the form of surveys and workshops as well as evaluations of discussions held with individual stakeholder groups, including customers, employees, rating agencies, non-governmental organizations and sustainability experts, as well as the defined focal points of the company strategy, also served as important sources for RBI and its Sustainability Officers in identifying key topics. Current initiatives and projects, such as the UNEP FI Principles for Responsible Banking, Science Based Targets initiative, or our work with external experts on current topics such as human rights, play an increasingly important role in identifying those topics where impact is greatest.

### Prioritization of the sustainability aspects and materiality analysis

RBI applies a multi-stage approach to its materiality analysis in order to better evaluate and subsequently prioritize the material topics and areas for action. This has been revised to reflect the new GRI Standards 2021.

The first step was to review the material topics in the Sustainability Report 2021. These were:

- Inhouse ecology and supply chain
- Engagement with society and the environment
- Employee concerns
- Sustainability in the core business
- Economic added value
- Organizational governance
- Regulations and control
- Risk management
- Stakeholder engagement
- Transparency and disclosure

We then examined whether these topics actually all have a directly attributable impact, or whether they are in fact management tools used to measure and manage the positive and negative impacts of other topics. Organizational governance, risk management, stakeholder engagement, and transparency and disclosure were among the topics identified. They continue to be material in the sense of "We apply them to manage our material topics" but they are not material topics in the sense of "impact materiality".

The second step was to conduct a detailed review of all GRI standards to determine their materiality for RBI. This primarily excluded standards applicable to manufacturing companies but not to financial services companies. All standards identified as material were subsequently assigned to the existing material topics.

Alongside this, all identified GRI standards were assigned to the existing material topics and their sub-topics. Sub-topics include those topics that were previously assigned to a main topic.



The impact of the individual sub-topics was evaluated on a case-by-case basis, using the likelihood of occurrence and the level of severity to assess their significance. The most important tool for our core business is the UNEP FI Impact Analysis Tool, used to identify the most positive and negative impact areas (for details see page 56 onwards). For Inhouse ecology, the main environmental impact factor was identified as consumption related greenhouse gas emissions (see page 180 f.). For the other sub-topics, we used qualitative descriptions combined with an assessment of each to determine the degree of impact and subsequently identify materiality.

Based on this, the material topics and their sub-topics are as follows:

Strategic Area of Action	Material Topic	Material Sub-topic
All	Compliance	- Combating money laundering and terrorism - Combating Corruption - Lobbying
Responsible banker	Sustainable Financing	- Climate Change - Circularity - Human Rights
	Sustainable Investment	-
	Societal Aspects within the Core Business	- Financial Inclusion - Protection of Customer Data and Data Protection - Responsible Sales Practices and Marketing
	Economic value creation	- Economic Sustainability - Tax Compliance
Fair Partner/Employees	Employee Concerns	- Employment - Diversity - Health - Employee Development - Employee Involvement
Fair Partner/Inhouse Ecology	Inhouse Ecology	- Emissions - Energy - Business Travel
Engaged Citizen	Commitment to Society and Environment	- Donations and Corporate Volunteering - Commitment to sustainable framework conditions - Financial Literacy

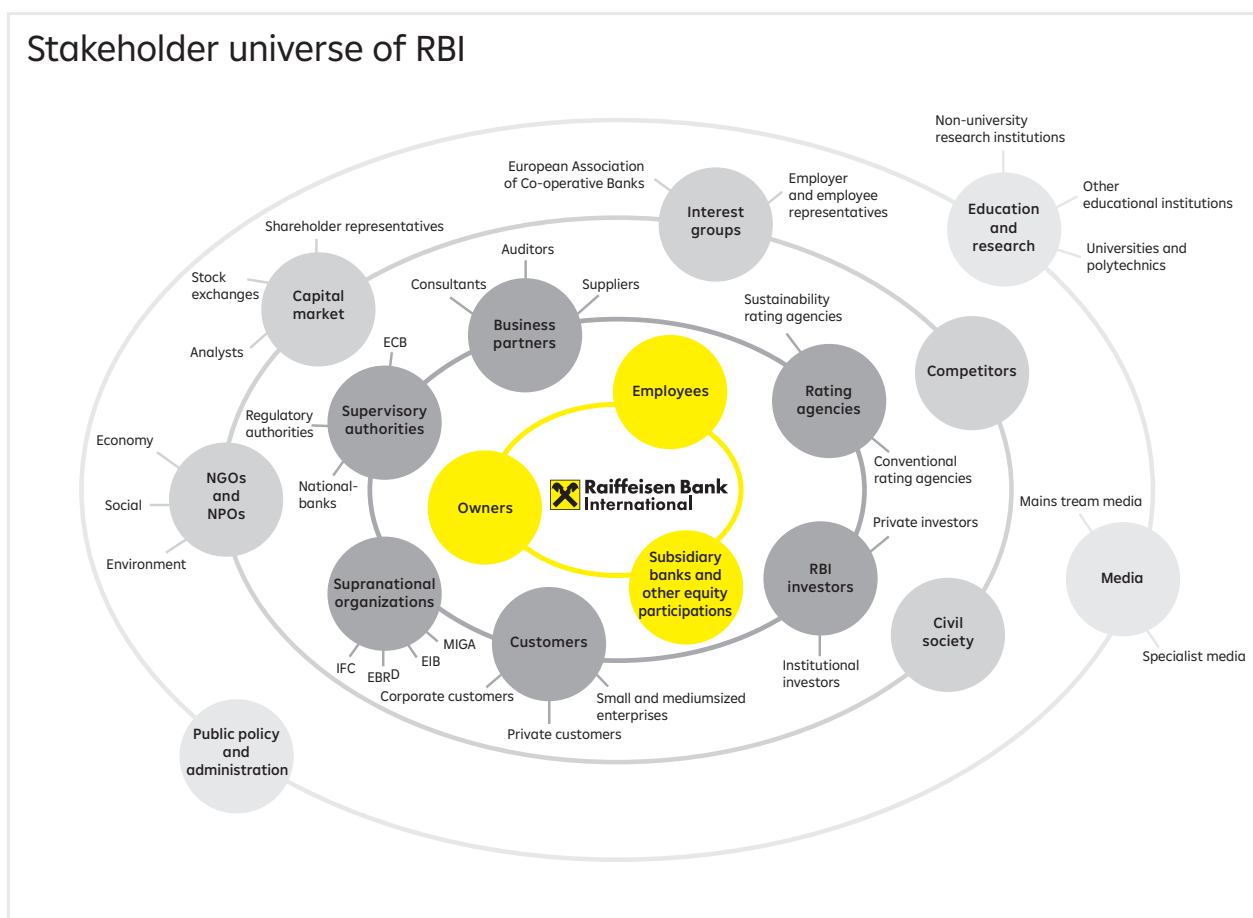
GRI 3-2

GRI 2-29  
TCFD  
PRB 4

# Stakeholder

## Our stakeholders

RBI defines its stakeholders as those people or groups of people that have a legitimate interest in the company through their direct or indirect business activities. Stakeholders are therefore primarily employees, customers, owners, subsidiaries and equity participations as well as business partners. There are also several other stakeholder groups with regular mutual relations.



## Our stakeholder approach as a fair partner

RBI is a fair business and dialog partner to all stakeholders. In this role, we interact in an open and respectful manner with employees (see chapter Fair partner - Employees), customers, business partners, shareholders and other stakeholder groups. However, we also consider environmental and climate protection to be part of our social responsibility and see ourselves as a fair partner to the environment (see Responsible banker and Fair partner - In house ecology chapters).

We are guided by the following principles in our role as a fair partner:

## Fair business and operating practices

RBI places great value on fair business and operational practices. Trust and reliability have always been among RBI's fundamental principles, which includes fairness and transparency towards employees, customers and shareholders. Just as important to us is exemplary conduct within our sphere of influence. In our internal regulations, we have clearly stated that in our pursuit of profit, there must be no violations of law or of the Code itself. We forgo business that can take place only through such practices.

RBI stands for fair competition and responsible marketing. We feel obliged to offer an outstanding service culture in which we strive to exceed the expectations of our customers wherever possible. We ensure that recommendations are given in an honest and fair manner and that customers are adequately informed about the risks. False or misleading advertising is something we feel is unacceptable.

A prerequisite in our business and operational practices is the fair, ethical and legally compliant behavior of all members of staff. For further information, please see page 32 onwards.

## Transparency and disclosure

Transparent corporate governance is extremely important to RBI as it serves to build and maintain the trust and understanding of its stakeholders. It is a prerequisite for the performance of our banking group and a key principle in the implementation of modern corporate governance.

Transparency, i.e. the disclosure of measurable objectives and the reporting of measures taken and the success in meeting their targets, is our overarching central guiding principle. Reporting on business activities and sustainability is conducted transparently and comprehensively on the basis of recognized and authorized international standards (such as the Global Reporting Initiative, TCFD or the Principles of Responsible Banking). As such, our communication with stakeholders goes beyond the statutory requirements.

## Comprehensive stakeholder engagement

Our business activities affect the interests of a wide range of stakeholder groups and individuals in different countries. We recognize that we are only able to run our company sustainably if we engage in open and constructive dialog with our stakeholders and seek out and find common solutions, even on controversial issues. We foster and promote constructive exchange with our stakeholders. We strive to identify the needs of our key stakeholders and act within the scope of our authority. We work closely with our shareholders and see them both as dialog partners and consultants. One of the four mission statements is therefore: We aim to generate solid and sustainable enterprise value for our shareholders. We identify and assess relevant and sensitive issues through regular dialog with stakeholders. We use various forms of communication with our stakeholders to evaluate the relevance of sustainability topics and use the results to further develop our sustainability management. The RBI Group also plays an active role in various national and international forums.

To ensure the inclusion of our stakeholders, we engage in many forms of dialog including the Internet, intranet, blogs, workshops and events, surveys, conversations with experts, training courses and participation in local, national and international discussions on sustainability and sustainability initiatives. These are supplemented by various publications, such as those published by Raiffeisen RESEARCH or Raiffeisen Kapitalanlage. Dialog with customers is also becoming increasingly important (see page 89 ff).

GRI G4-DMA  
(former FS15)  
GRI 3-3

The following table on stakeholder dialog provides an overview of the extensive dialog formats utilized in various areas of the company.

Stakeholder group	Format	Contents	Frequency
<b>Owners/shareholders</b>	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, VONIX, 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"> <li>Dialog on current topics at Supervisory Board meetings (e.g., "fit&amp;proper" units) and other bilateral meetings.</li> <li>Federal ESG working group under the lead of RBI for exchange and synergies</li> <li>Working groups of the Raiffeisen Sustainability Initiative with the aim of best practice sharing and common projects</li> <li>Cooperation with "Raiffeisen Campus" on ESG topics and trainings</li> </ul>	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
<b>RBI Sustainability Council</b>	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
<b>Customers &amp; other external stakeholders</b>	Raiffeisen Research ESG services	<p>Research services covering news and analysis with an ESG focus on:</p> <ul style="list-style-type: none"> <li>ESG monthly Green Deal Publication</li> <li>Daily Vienna Calling (extra part for ESG Newsflow), also coverage of all ESG bond new issues</li> <li>ESG Bonds Screener</li> <li>ESG Specials</li> <li>All coverage publication (Equity, Credits) include an ESG part incl. Scoring</li> </ul>	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"> <li>In 2022 RBI provided CO<sub>2</sub> emission insights to our retail customers in the form of monthly snapshots in Albania, Bosnia and Herzegovina and Kosovo.</li> <li>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 CO<sub>2</sub> footprint impact from debit card transactions and incentivizing responsible purchases at selected merchants.)</li> </ul>	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	<p>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.</p> <p>RBI event: Who will build the green city of tomorrow? ESG in the real estate sector with the focus on urbanization</p>	one-off

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
	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 "SkillUpESG" 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		

GRI G4-DMA  
(former FS4)

GRI 2-12  
GRI 3-3 e, f  
TCFD

# Sustainability ratings, indices and awards

## Sustainability ratings and sustainability indices

In addition to financial indicators, sustainability criteria are increasingly relevant to the investment decisions taken by investors. Guidance is offered by the analyses and ratings issued by agencies specializing in sustainability as well as index providers.

### ISS ESG

ISS ESG evaluates a company’s social and ecological performance in the context of corporate ratings by applying over 100 sector-specific social and environmental criteria. ISS ESG ensures that the ratings are kept up to date through regular update cycles. In order to make the evaluations are transparent, ISS ESG publishes not only criteria and processes, but also key rating results.



RBI maintained its “Prime Status” C+ sustainability rating in September 2022.

### MSCI

RBI was awarded an AA rating (on a scale of AAA-CCC) by the MSCI ESG Ratings\* in July 2022 for the second year running.



\* The use by RBI of any MSCI ESG research LLC or its affiliates (“MSCI”) date, and the use of MSCI logos, trademarks, service marks or index names here in, do not constitute a sponsorship, endorsement, recommendation or promotion of RBI by MSCI. MSCI services and data are the property of MSCI or its information providers, and are provided “as-is” and without warranty. MSCI names and logos are trademarks or service marks of MSCI.

### Sustainalytics

Sustainalytics is a leading independent provider of environmental, social and corporate governance (ESG) research, ratings and analyses. It specializes in analyzing and evaluating the sustainability performance of companies and countries, and helps investors around the world to develop and implement responsible investment strategies.



In July 2022, RBI was rated “low risk” with regard to material financial impacts of ESG factors. RBI ranked 24th among the 406 banks included in the “Diversified Banks” category.

### FTSE4Good

RBI AG has been included in the FTSE4Good Index Series of FTSE Russell since 2015.

FTSE Russell has confirmed that RBI was assessed independently in accordance with the FTSE4Good criteria and meets the requirements for membership of the FTSE4Good Index (most recent index review: June 2022). This series was developed to measure the performance of companies that demonstrate strong environmental, social and governance (ESG) practices. The FTSE4Good indices are used by a wide variety of market participants to create and assess responsible investment funds and other products.





## VÖNIX

RBI AG is listed in the VBV-Österreichischer Nachhaltigkeitsindex (VÖNIX Index), the sustainability index of the Vienna Stock Exchange. It contains domestic companies listed on the Vienna Stock Exchange that are leaders in terms of environmental and social activities and performance.

Launched in June 2005, VÖNIX was one of the first domestic sustainability indices and demonstrates the longterm benefits of sustainable management and investment. VÖNIX is based on the measurement of entrepreneurial sustainability. This requires a complex model featuring extensive ecological and social exclusion criteria and positive criteria. As part of an annual sustainability analysis, information on the relevant sustainability criteria is collected for all domestic companies whose shares are listed in the Prime Market of the Vienna Stock Exchange. Publicly available company information, individual company sources and other materials such as press reports and databases serve as the sources of this information.



## Moody's ESG Solutions

Moody's ESG Solutions' ESG rating for RBI is "Robust". It ranks 22nd out of 99 banks in the "European Retail & Specialised Banks" sector (July 2022).



Moody's ESG Solutions Group, a business unit of the Moody's Corporation, serves the growing global demand for ESG and climate insights. It uses Moody's data and expertise across ESG, climate risk and sustainable finance and works with Moody's Investors Service and Moody's Analytics to deliver a comprehensive, integrated suite of ESG and climate risk solutions, including ESG scores, analyses, sustainability ratings and verification/certification services for sustainable finance.

## CDP

The annual environmental disclosure and evaluation process of CDP – a global non-profit organization – is recognized as the gold standard for the environmental transparency of listed companies. CDP uses a detailed and independent methodology to assess companies, assigning a score from A to F based on comprehensive disclosure, awareness and management of environmental risks and the demonstration of best practices relating to environmental leadership, such as setting ambitious and meaningful targets. Over 18,700 companies worldwide have been rated by CDP.



With a score of A-, RBI is one of only eight companies in Austria to be awarded an A or A- rating, and for the eighth time it is also the top-rated company in the Austrian financial sector in terms of climate risk management. Thanks to its extensive climate protection measures, RBI is a leader when it comes to environmental ambition, measures taken, and transparency.

# Awards

## CIRA Award



Presentation of the CIRA Award 2022, © CIRA/APA-Fotoservice/Tesarek

A study by the Hamburg-based financial and corporate communication agency Kirchhoff Consult AG under the direction of HHL Leipzig Graduate School of Management and in cooperation with CIRA (Cercle Investor Relations Austria), the interest group for investor relations in Austria, was newly published in 2022 and combined with the CIRA Award.

This award recognizes the quality of the sustainability reporting of listed companies. For the 2022 Award, special attention was paid to the quality of the sustainability reporting, the integrative understanding of sustainability and the coherence of the presentation of sustainability topics across different communication formats. The sum of the scores for these three categories provides the Sustainability Score. RBI achieved a score of 70 per cent and took fifth place in the "Effective Sustainability Communicator Austria" category.

## RBI Outstanding ESG Leader in Three Categories

Find more at: [www.gfmag.com/magazine/julyaugust-2022/sustainable-finance-awards-2022](http://www.gfmag.com/magazine/julyaugust-2022/sustainable-finance-awards-2022)

Once again, Raiffeisen Bank International (RBI) dominated Central and Eastern Europe (CEE) with victories in three categories, including overall winner. According to Bloomberg, the bank is the leading issuer of green bonds in CEE and ranks first in sustainable bonds - a mixture of green and social bonds - in terms of volume and number of transactions in Austria and CEE in 2021.

## Green Bank of the Year 2022 & Green Asset Management Fund of 2022

Find more at: [www.raiffeisen.hu/raiffeisen-csoport/raiffeisen-bankzrt/afenntarthatosagert](http://www.raiffeisen.hu/raiffeisen-csoport/raiffeisen-bankzrt/afenntarthatosagert)



Green Finance Conference 2022, © Nationalbank Ungarn

Raiffeisen Bank Zrt, Hungary was awarded "Green Bank of the Year 2022" for the Hungarian market by the National Bank of Hungary. The deciding factor in it winning the award was not only the bank's strong market position in green financing in both the corporate and retail segments, but also its estimated carbon footprint and outstanding progress made in this area over recent years.

Besides the bank's success, Raiffeisen Investment Fund, the asset management company of Raiffeisen Bank Hungary, was also recognized as the "Green Asset Management Fund of 2022".

## Special Award Sustainability 2022



Presentation of the Special Award Sustainability 2022, © ARIR

Raiffeisen Bank S.A., Romania was recognized by the Romanian Investor Relations Association (RIRA), a non-governmental and non-profit organization established to provide a platform for developing investor relations, for being the largest issuer of green bonds on the Romanian market in terms of volume and number of transactions. Raiffeisen Bank S.A. received the award mainly on account of its strong market position in Romania, for its commitment to sustainable investment, and for being the largest issuer of green bonds in terms of volume and number of transactions. It was the first bank in Romania to issue green bonds. The award confirms

the company's commitment to contributing towards the development of the local capital market and mobilizing financial resources for sustainable investments that will ensure Romania's transition to a sustainable and decarbonized economy. RIRA's fourth gala recognized best practices in investor relations and non-financial reporting.

## Award for the implementation and promotion of green bonds in the capital market



Award presentation, © BVB

The Bucharest Stock Exchange awarded Raiffeisen Bank Romania for its "Implementation and promotion of green bonds on the capital market in 2021". This was in recognition of the promotion of this type of financing in Romania through the listing of green bonds on the Bucharest Stock Exchange. Raiffeisen was the first bank in Romania to issue green bonds. The bank's listing of green bonds demonstrates its commitment to contributing both to the development of sustainable communities, by mobilizing resources for projects that create added value for the entire Romanian society, and to the Romanian capital market, by providing a diversified range of products for Romanian investors.

Find more at:  
[bvb.ro/](http://bvb.ro/)

## Corporate Sustainability Ranking – Gold Level Recognition



CST Index 2022 Award, © CST Index

Raiffeisen Bank S.A. Romania was awarded Gold at the Romania Corporate Sustainability & Transparency Index (CST INDEX) 2022 Gala, achieved an overall score of 93 out of 100.

Find more at:  
[sustainabilityindex.ro/romania-cst-index-2022](http://sustainabilityindex.ro/romania-cst-index-2022)

## AICO Grand Prix 2022 – Tactical Solution



AICO Grand Prix 2022 presentation,  
© AICO – The Association for Internal  
Communications, Tatra banka

Tatra banka received an internal communication award for its humanitarian volunteer work in Ukraine. The Slovak Association for Internal Communication (AICO) announced the winners of the eighth edition of its AICO Grand Prix Awards in November 2022. Tatra banka was awarded the Grand Prix in the category "Tactical Solutions" for its humanitarian volunteer work in Ukraine. The judges scored each entry on the following three criteria: Creativity, effectiveness and innovation.

Since the beginning of the conflict in Ukraine, Tatra banka and Raiffeisen banka in Slovakia have not only helped their Raiffeisen colleagues and their families from Ukraine, but also many other Ukrainian people who had to flee their homes. More than 310 volunteers gave their time and energy in a number of different ways. Slovak colleagues coordinated their efforts with humanitarian organizations and spent the first days of the conflict helping directly on the Ukrainian-Soviet border. These efforts were effectively communicated across the bank, raising awareness of the issue among employees and increasing employee engagement.

As part of this humanitarian aid, Tatra banka also provided free accommodation, transport and food. This emergency aid was provided over a three-month period, after which it turned into integration work. Tatra banka volunteers set up a "buddy program" for this purpose, which helped their Ukrainian peers adjust to conditions in their new environment. These "buddies" helped with coping with everyday life, like finding accommodation, getting to know public transport, hiking tips, and more.






## **Field of action Responsible banker:**

For sustainability in the core business

# Interesting facts at a glance

## Financed greenhouse gas emissions 2022



Asset Class	PCAF Data Quality Score	Outstanding Exposure (in € billion)	Financed Emissions (in million tCO <sub>2</sub> e)	Intensity (tCO <sub>2</sub> e/million €)
Business Loans & Unlisted Equity	3.7	47.02	9.07	192.93
Project Finance Electricity Generation	3	0.00	0.00	494.98
Project Finance Real Estate	4	4.87	0.09	17.99
Equity and Bonds	3.3	4.89	0.84	178.65
<b>Total</b>	<b>3.7</b>	<b>56.59</b>	<b>10.00</b>	<b>176.69</b>
Project Finance Electricity Generation Avoided	3	0.19	0.09	442.49

## Breakdown of RBI\* green financing based on sustainability criteria

**€ 4,415 million**

(of which € 745 million unutilized line)

Green financing RBI AG + subsidiary banks in CEE



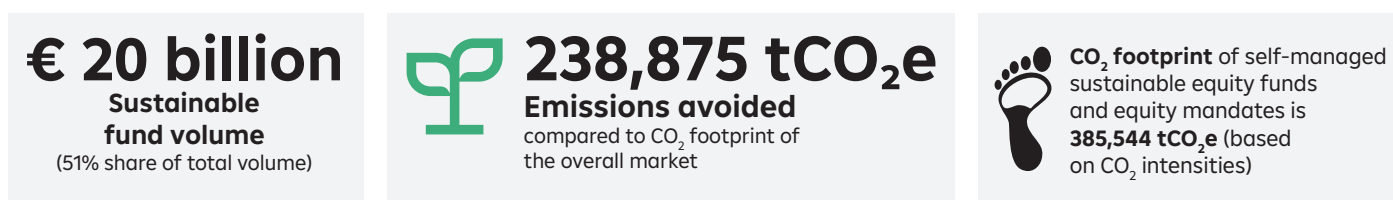
\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

## Breakdown of RBI\* social financing based on sustainability criteria



\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

## Environmental impact of sustainable self-managed equity funds and segments of Raiffeisen KAG



GRI 3-3 a-f  
TCFD

# Responsible banker

As a “responsible banker”, long-term added value is our primary objective. Accordingly, sustainability is an integral part of our business strategy and our products, services and processes are aligned with this goal. We therefore pursue a holistic approach to avoiding ESG risks and taking advantage of opportunities to improve both environmental protection and social standards.

GRI 2-23, -24  
GRI 203-2

To support this approach, RBI became the first Austrian banking group to sign up to the global Principles for Responsible Banking (PRBs) of the UNEP Finance Initiative at the start of 2021. The Principles for Responsible Banking are a single framework for a sustainable banking industry that was developed through an innovative global partnership between banks and the United Nations Environment Programme Finance Initiative (UNEP FI). By signing the principles, we have undertaken to systematically pursue the path we have adopted, anchoring sustainability topics even more strongly in all business areas and leveraging our potential further so that we can make the greatest possible contribution to a sustainable world. The PRBs constitute the overriding steering framework for RBI.

Our aim is to offer sustainable financial products and services in a way that supports our customers in their transformation toward a sustainable future, thereby making a positive contribution to society. This is also consistent with our Vision 2025.



RBI has committed to fulfilling these six principles within the timeframe prescribed by UNEP FI. The requirements arising from the principles are managed on a project basis as part of the holistic governance approach established by the company (see page 27-28) and by an operational steering group. We use an annual impact analysis and progress reports on steering the current topics and tasks of the UNEP FI Principles for Responsible Banking to define our targets and transparently illustrate what has already been achieved and what remains to be done. On this basis, together with an agile way of working within the Group and the integration of innovative and digital initiatives, we are working to continuously implement these guidelines, which are defined as follows:

TCFD **Principle 1: Alignment**

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

GRI 201-2 **Principle 2: Impact & target setting**

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and the environment resulting from our activities, products and services. To this end, we will focus our efforts on areas in which we can have the most significant impacts and set corresponding targets.



**Principle 3: Clients & customers**

We will work responsibly with our clients to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

GRI G4-DMA  
(former FSS)**Principle 4: Stakeholders**

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

GRI 2-6

**Principle 5: Governance & culture**

We will implement our commitment to the Principles through effective governance and a culture of responsible banking.

**Principle: Transparency & accountability**

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals. A PRB report including a self-evaluation and showing the progress made in implementing the Principles at RBI can be found at the end of this report (page 218).

# Sustainability in the core business

GRI 2-6  
TCFD

The most effective leverage for a bank is in its core business, and in particular granting loans and investing funds. In all business areas and products, RBI takes the greatest possible care to structure its business and business relationships for long-term resilience, to avoid social and environmental risks and to take advantage of opportunities to improve environmental protection and social standards. Trust and reliability have always formed part of RBI's fundamental principles.

We are committed to an outstanding service culture in which we regularly seek to exceed our customers' expectations with regard to quality. This is also reflected in RBI's Mission and Vision 2025: we aim to be the most recommended financial services provider by making our customers' lives easier through innovation. Accordingly, we constantly strive to improve the customer experience and help our customers to achieve more in their lives and businesses. Our goal is to serve our customers as comprehensively as possible with financial services that meet their needs, while providing support and advice on their path to sustainable transformation (see also "Sustainable Finance", page 89-93). The growth in demand for products and services that combine social, environmental and economic criteria is naturally taken into account. We ensure that recommendations are given in an honest and fair manner and that customers are adequately informed about the risks. At the same time, we aim to take account of and optimize the key impacts of our business activity on the economy, the environment, circularity and human rights as far as possible. This contributes to a positive customer and stakeholder experience. We also focus on sustainable segments when it comes to the customers and businesses we choose to engage with.

TCFD



To this end, the Management Board has set ESG targets including the implementation of strategies for CO<sub>2</sub>-intensive (oil & gas) and low-CO<sub>2</sub> (renewable energies) sectors, the promotion of sustainable transactions and the extension of the number of cross-border ESG experts within the RBI Group (see also the Remuneration Report on our website).

Find more at:  
[www.rbin-ternational.com/en/investors/corporate-governance](http://www.rbin-ternational.com/en/investors/corporate-governance)

At the same time, investors are showing a growing interest in how their assets are used and are increasingly requesting information on the handling of and compliance with ESG criteria.

For this reason, continuously enhancing our products to include ESG components and rolling out new ESG products are particular priorities for us (see "Further sustainable products and services" starting on page 119). We also support the further development of the regulatory framework and increased cooperation as well as the exchange of information between all of RBI's stakeholders.

GRI 2-23, -24  
GRI 201-2  
GRI 203-2  
GRI G4-DMA  
(former FS1)

## Ecological and social product responsibility

PRB 6

RBI is conscious of the possible economic, social and ecological impacts caused by the use of its products and services and has set out its ecological and social responsibility commitments in its Code of Conduct.

RBI cares about the environment. We therefore always consider the associated environmental consequences of the products and services we offer. In particular, financing of or participation in transactions or projects which put the environment at risk of lasting detrimental effect are not consistent with our business policy. Our goal is to reduce the negative impacts of our business activities on the environment to a minimum and to continuously improve the environmental footprint of our product and service portfolio. The measures we take include providing continued support in the transition to a low-carbon economy, which is why we have also set science-based targets.

When making decisions, every employee must consider the potential risks posed by a transaction or project that could lead to negative impacts on the environment. The risks range from endangering the environment to the associated risk for the financing business as well as the resulting damage to the Group's reputation. For each financing and project approval, it must also be ensured that the company being financed is using the funds in a way that ensures compliance with the respective regional and EU environmental legislation as well as with the international agreements on protecting the environment (see also "Risk and lending", starting on page 72).

We have developed sector guidelines for particularly sensitive, CO<sub>2</sub>-intensive sectors geared towards identifying the key environmental risks for each sector and defining corresponding measures for improvement. Further information on our internal sector policies can be found in the "Risk and lending" chapter starting on page 83.



Social responsibility arises from the pivotal role that banks play in society due to the products and services they offer. Virtually all payment transactions are processed through banks, and banks have an influence on the purposes for which funding is utilized by choosing to grant loans. Our products and services can therefore directly contribute to changing the life situations and consumer behavior of the population. Indirect influences arise through investments in projects or companies with particular social or societal relevance, from which people could either benefit or be disadvantaged.



Observing human rights is a basic requirement in connection with all of the products and services we offer and is set out in our Code of Conduct. Specifically, we strive to avoid financing transactions connected with forced or child labor or in violation of the European Convention on Human Rights, obligations under the labor and social law of the respective country, applicable regulations issued by international organizations (including the relevant UN conventions), or the rights of local populations or indigenous people.

GRI 2-23 b, -24

A human rights policy was developed in 2022 with the involvement of all relevant units. This was approved by RBI's Management Board in January 2023 (see also page 31).

In line with RBI's Code of Conduct, the RBI human rights policy defines the values, impact areas, spheres of influence and responsibilities relating to human rights. It sets out the importance of this topic and serves as a starting point for the definition and implementation of a risk-based due diligence process going forward. Employees, suppliers and customers constitute the relevant sphere of influence for RBI in terms of respecting, promoting and observing human rights.

# Business strategy

TCFD

RBI is a leading universal banking group in CEE and a corporate and investment bank in Austria. It provides financial services to retail and corporate customers, as well as banks and other institutional clients. RBI continues to focus on the CEE region, which offers structurally higher growth rates than Western Europe and therefore more attractive potential returns. With its specialist institutions in Austria (in areas such as leasing, factoring, building savings and loans, wealth and asset management), each with a strong market position, RBI is broadly diversified and also benefits from the opportunities in the Austrian market.

GRI 2-6

PRB 1, 2

2022 was a challenging year, that will prove to be a historical turning point for Europe and all markets in which RBI operates from a macroeconomic and geopolitical perspective. Due to the war in Ukraine and its repercussions on the region, RBI announced in March 2022 that it is assessing all strategic options for Raiffeisenbank in Russia, including a carefully managed exit from Raiffeisenbank in Russia. In the course of this assessment, the interests of all stakeholders are being considered carefully.

Despite this macroeconomic and geopolitical shock, RBI's business remains strong and resilient thanks to its proactive approach to risk management. All of RBI's subsidiary banks are self-funded, well-capitalized and have insignificant cross-border exposure to Russia.

Based on its Vision 2025, RBI still aims to become the most recommended financial services provider in the countries in which the Group operates by 2025. This is to be achieved by making customers' lives easier through continuous innovation and a superior customer experience (RBI's Mission). In addition to growth, digital transformation and cost discipline (see pages 20-21 of the Annual Report for more information), sustainability remains the fourth strategic pillar that will define our progress and path towards realizing Vision 2025.

RBI pursues the clear strategic objective of being a responsible banker in its core markets. It strives to not only offer sustainable financial services to its customers in Austria and CEE, but also support them as they transition to sustainable business models. Alongside the internal motivation to fully align its business operations with this aim, RBI signed the UNEP FI Principles for Responsible Banking in early 2021, thereby underscoring its efforts to proactively participate in meeting the Paris targets and redirecting capital flows toward sustainable activities.

TCFD

In order to fulfill its ambitions, RBI has chosen a holistic implementation approach for all customer groups with the aim of contributing significantly towards RBI's business growth through responsible banking.

A Group-wide ESG competency center was also established for corporate and institutional customers in order to provide advisory services and integrated financing solutions for these two customer segments (e.g. ESG-linked products, sustainable bonds and Schuldschein loans). The integration of ESG aspects into bank products for retail customers and small companies is to be strengthened to accommodate the growing importance of sustainability criteria in purchasing decisions. As a result of the substantial increase in demand for sustainable investment products such as funds, certificates and ESG bonds due to the ESG mega trend, efforts are particularly focused on further developing a broad but targeted product portfolio for retail investors as well as for investors and issuers in the corporate and institutional customer segments.

Based on the overall Group strategy, each client segment is following its own individual business strategy aimed at differentiating RBI in terms of customer experience, in order to contribute step by step towards RBI's goal of being the most recommended financial services group. Group-wide strategic implementation is based on the strategic roadmap, which sets out the most important initiatives and goals for the next two years and is made transparent and available for the entire organization, including regular status reports. Sustainable finance has also been an integral part of the corporate strategy since 2021 (see also "Sustainable Finance", pages 89 ff.).

TCFD

## Customer segments

### Retail customers

RBI provides services to around 17.41 million retail, private banking and small business customers in CEE, offering a broad product range (e.g. account packages, clearing, settlement and payment services, consumer finance, mortgage loans and investment products). In Austria, RBI performs investment advisory and asset management services for retail customers solely via its subsidiary Kathrein Privatbank. Information on the sustainability initiative in this business line can be found in the "Sustainable Finance" chapter starting on page 91.

### Corporate & institutional clients

RBI serves around 146,000 corporate clients across CEE (including medium-sized businesses, large local companies, international corporations and local authorities) as well as local and international institutional clients. Its product range encompasses a broad spectrum of tailored solutions in the areas of finance, capital market advisory and risk hedging as well as an extensive selection of transaction banking solutions (payment transactions, trade and export finance). Information on the sustainability initiative in this business line can be found in the "Sustainable Finance" chapter starting on page 91.

GRI 201-2  
TCFD

# Impacts, risks and opportunities

RBI's pivotal role as a bank means that its activities and business relationships impact the economy, environment and society, including human rights. Thus, it can provide negative or positive contributions to sustainable development. Only by knowing the impacts of our business activities on the environment and society can we pursue a serious policy of sustainability and align the company strategy with this goal. The sustainability impact of the core business of a bank is felt across a wide range of dimensions that comprise opportunities as well as risks.

To this end, the core business was reassessed with regard to the topics that have a directly attributable impact and the key management tools (in risk management and customer engagement) for steering the positive and negative impacts of the material topics (see also "Prioritization of the sustainability aspects and materiality analysis" on page 42). The material topics identified were:

- economic value creation (see page 60),
- societal aspects in the core business including
  - customer privacy (see page 65)
  - responsible sales practices and marketing (see page 66) and
  - financial inclusion (see page 70),
- sustainable financing (see page 94) and
- sustainable investment (see page 105)

In examining the impact of the material topics and sub-topics, the probability and severity of the possible impacts were assessed.

The topic of "human rights" – spanning all of the areas listed above – is also defined as "material". This overarching issue is also expressly listed in the GRI as a separate impact area and its high relevance is underscored by the regulatory developments that are planned in the EU. RBI developed a corresponding human rights policy in 2022, which is applicable throughout the Group (see page 31).

GRI 203-2 The sustainability impact was analyzed for our portfolio again in 2022 using the UNEP FI Portfolio Impact Analysis Tool. This process consists of two stages in which the actual and potential positive and negative impacts are analyzed across the whole spectrum of environmental, social and economic topics pertaining to the portfolio. However, it also has the purpose of understanding the specific impacts in order to define the main impact areas. This is known as impact identification.

The second stage involves estimating the consequences and analyzing possible measures. The impact tool helps to align the strategy and practices of the signatory banks with the vision of the Sustainable Development Goals (SDGs) and the Paris Climate Agreement. The analysis comprised several steps:

- **Scope of analysis:** The portfolio impact analysis looked at RBI's business activities (consumer, business<sup>1</sup> and corporate<sup>2</sup> banking as defined by UNEP FI) and the share of the overall portfolio attributable to them, as well as its market position in the CEE countries:
  - Consumer banking: share of around 31 per cent
  - Business & Corporate banking: share of around 56 per cent

The missing percentages result from the fact that, on the one hand, Kosovo and, on the other hand, individual products (e.g. Treasury, Participation and others) which are not consolidated and would therefore distort the result, were not taken into account. The reporting date for the data collection was 30 June 2022.

- **Scope of exposure:** For Business and Corporate Banking, the gross profit per sector and country as well as the NACE code of the respective customer were used for further analysis. Twelve markets were looked at for the impact analysis. For consumer banking, the impacts of five banking products were examined in detail. This includes credit cards, loan agreements, structured loans, building loans and vehicle loans. For details of liabilities to credit institutions and customers by asset classes, please refer to pages 132, 200 and 202 of the Annual Report.
- **Context and relevance:** The industries defined as negative key sectors for the 38 impact themes in 12 impact areas in UNEP FI's key sector mapping were prioritized as part of data collection. This mapping provides insights as to which sectors are key in terms of achieving and/or undermining the 12 impact areas. The country needs in connection with the 12 impact areas and the Sustainable Development Goals were also reported.

The material negative impact areas in terms of the biggest share of our exposure that has an impact are in the two fields of "climate change" and "circularity". The latter field encompasses the impact themes of resource efficiency and waste management. The chart below shows the country-specific need for action in relation to the respective impact area. The values in the UNEP FI tool range from 1 to 4, with "3" and "4" indicating a high level of country need. Furthermore, the columns marked in green in the heading show the key positive impact areas. These are financial services per se (i.e. public access to use of financial services) and flourishing SMEs (successful SMEs boosting development and adding value). Both impact areas have a positive effect on SDG 8 and 9.

GRI 201-2

In terms of the share of our exposure, the columns marked in red in the heading show the two most significant negative impact areas. These are "climate change" (which is affected by avoiding, reducing and eliminating greenhouse gas emissions) and "circularity" (defined as a model of production and consumption in which the amount of materials – especially raw materials – used is reduced). One way of positively addressing climate change mitigation is by funding renewable energy. The red/green shades in the respective fields show the extent of the negative/positive impact based on the proportion of the sectors funded (NACE codes) in the respective country that are driving this impact.

<sup>1</sup> Business Banking encompasses: SMEs and municipalities

<sup>2</sup> Corporate Banking encompasses: large corporates, multinationals, sovereign and financial institutions



Analysed Countries	Key positive Finance <sup>1</sup>		Key positive Flourishing MSMEs <sup>2</sup>		Key negative Climate stability <sup>3</sup>		Key negative Circularity <sup>4</sup>		Measures to reduce the negative impact
	SDGs				8, 9				
	8, 9		8, 9		1, 7, 12, 13		6, 8, 11, 12, 14		
	Country need <sup>5</sup>	Business & Corporate Banking <sup>6</sup>	Country need <sup>5</sup>	Business & Corporate Banking	Country need <sup>5</sup>	Business & Corporate Banking <sup>7</sup>	Country need <sup>5</sup>	Business & Corporate Banking <sup>7</sup>	
RBAL	4		2		1		3		Sustainability targets of the RBI AG Management Board (see the Remuneration Report)  Financed emissions (starting on page 79)  Science-based targets (page 82)  Sector policies (starting on page 83)  ESG Customer Advisory (page 90)  E-scoring (page 77)  E-questionnaire (starting on page 77)
RBI AT	1		1		3		4		
RBBY	1		1		1		3		
RBBH	3		2		3		3		
RBHR	1		1		2		3		
RBCZ	1		1		3		4		
RBHU	2		1		2		3		
RBRO	3		1		2		4		
RBRU	2		1		3		4		
RBSRS	2		1		3		4		
TBSK	1		1		2		3		
RBUA	3		2		2		4		
RBI Group									

<sup>1</sup> Access to financial services for individuals and firms.  
<sup>2</sup> MSME: Development and adding value by successful micro, small and medium-sized enterprises.  
<sup>3</sup> State of the climate if it is not impacted by human activity. Climate stability can be achieved by avoiding, reducing or eliminating greenhouse gas emissions.  
<sup>4</sup> A circular economy is the model of production and consumption in which the amount of materials – especially raw materials – used is reduced, particularly by reducing and reusing, repairing or recycling.  
<sup>5</sup> The need for ESG action is gathered for each country in order to identify the requirements and priorities in every impact area based on the sources defined by UNEP FI. "3" and "4" indicate a high level of country need.  
<sup>6</sup> Retail Banking predominantly causes a positive impact in the "financial services" area as well.  
<sup>7</sup> Retail Banking is not listed. It only has an indirect negative impact.

Color of the negative/positive impact based on the proportion of the country portfolio that causes the impact: (1–8 per cent: light orange/light green; >8–15 per cent: dark orange/medium green; >15 per cent: red/green) In line with the UNEP FI definition, Business & Corporate Banking encompasses: Corporate, Financial Institutions, Funds, Insurance, Project Finance, SME, Municipalities and Sovereigns.





As a result of the extensive data analysis using the UNEP FI Portfolio Impact Analysis tool, RBI identified two impact areas of strategic importance that are highly significant as material themes in all three business areas:

Climate stability/SDG 1, 7, 12 and 13

Circularity/SDG 6, 8, 11, 12, 14

The results were already presented and discussed in various internal stakeholder dialogs, including at the Group Meeting 2021, an event involving the members of the Management Board and first-level managers from all subsidiary banks in CEE, the subsidiaries in Austria and head office. Building on this, the results were evaluated in detail with the subsidiary banks in 2022. Targets and measures for the two key themes of "climate change" and "circularity" were subsequently stipulated by the business areas. This is reflected in the sector-specific Group policies (steel, oil & gas, real estate<sup>1</sup>) and in new policies such as those for agriculture and transport. In addition, target-setting is also supported by the Science Based Targets, which were approved in 2022. With a view to better addressing the negative impact in circularity, RBI has since 2022 been an active member of the UNEP FI "PRB Resource Efficiency and Circularity Target Setting" working group.

Conducting an annual impact analysis has become a fixed element of our portfolio analysis. Sustainability targets were agreed at RBI AG Management Board level, and these are also transparently disclosed in the Remuneration Report. These targets will be continuously developed to reflect the results of the impact analysis (see also the Remuneration Report on the company's website and the "Sustainability program" section on page 203).



GRI 2-29  
GRI 203-2  
GRI G4-DMA (former FS5)

TCFD

Find more at:  
[www.rbinational.com/en/investors/corporate-governance](http://www.rbinational.com/en/investors/corporate-governance)

As per the UNEP FI tool, the key causes of the negative impact are listed in the table below. The credit exposure for corporate customers and project financing, broken down by sectors, can be found in the Annual Report on page 202).

<sup>1</sup> will be finalized in the first quarter of 2023



## Main causes of the negative impact

	Climate stability	Circularity
<b>A – Agriculture, forestry and fishing</b>		
01 Agriculture, forestry and related activities	x	x
<b>B – Mining and quarrying</b>		
06 Extraction of crude oil and natural gas	x	x
08 Extraction of stone and earths, other mining		x
09 Providing services for mining and extracting stone and earths		x
<b>C – Manufacturing</b>		
10 Manufacture of food and animal feed		x
11 Manufacture of beverages		x
12 Tobacco processing		x
16 Manufacture of wood, wicker, plaiting and cork goods (except furniture)		x
17 Manufacturing paper, cardboard and related products		x
19 Coking and oil refining	x	x
20 Manufacturing chemical products	x	x
21 Manufacturing pharmaceutical products	x	x
22 Manufacturing rubber and plastic goods	x	x
23 Manufacturing glass and glass products, ceramics, processing	x	x
24 Metal production and processing	x	x
25 Manufacturing metal products		x
26 Manufacturing data processing devices, electronic and optical products		x
27 Manufacturing electrical equipment		x
28 Mechanical engineering		x
29 Manufacturing motor vehicles and motor vehicle parts	x	x
30 Manufacturing other vehicles (e.g. railway rolling stock)		x
31 Manufacturing furniture		
<b>D – Electricity, gas, steam and air conditioning supply</b>		
35 Energy supply	x	x
<b>F – Construction</b>		
41 Structural engineering	x	x
42 Civil engineering		x
43 Building site preparation, construction installation and other finishing trades	x	x
<b>H – Transporting and storage</b>		
49 Land transportation and transport in pipelines	x	x
50 Shipping	x	x
53 Postal, courier and express services		x
<b>L – Real estate activities</b>		
68 Real estate and housing	x	x

List of sectors as per NACE codes

# Economic value creation

Economically successful business is a prerequisite for ensuring the long-term survival and success of a company. Economic value creation is generally the primary goal of productive activities. Only this ensures that other, ethical objectives can also be realized. In creating economic value via its business activities, RBI generates additional benefits for the company itself as well as for its owners and employees, its customers and the economy in general. In this way, it makes an important contribution to the stability, resilience and productivity of the economic system and the prosperity of society. We are fully aware of the associated responsibility.

## Economic sustainability

Another requirement is ensuring appropriate capital resources. The concept of Group risk controlling comprises a sustainability perspective that should ensure that RBI has a sufficiently high core capital ratio at the end of a planning period even if the macroeconomic environment worsens unexpectedly (details can be found in RBI's 2022 Annual Report starting on page 196).

The following tables provide an overview of the direct economic contribution RBI makes to the economy. In 2022, the presentation was adjusted to increase transparency (prior-year figures were adapted). This has no quantitative effect on the underlying figures.

Economic performance - Direct economic value generated and distributed				
in € million	RBI*		RBI AG	
	2022	2021	2022	2021
Interest income according to effective interest method	6,681	3,847	1,141	3
Interest income other	577	747	209	930
Dividend income	64	42	359	740
Current income from investments in associated companies	64	46	0	0
Net fee and commission income	4,835	2,852	604	482
Net trading income, fair value result and net gains/losses from hedge accounting	622	51	69	-91
Impairment losses on financial assets	-949	-295	-103	-71
Other net operating income	351	331	130	141
Other result	-585	-284	-1,528	169
Gains/losses from discontinued operations	453	86	0	0
<b>Direct economic value generated – revenues</b>	<b>12,112</b>	<b>7,424</b>	<b>882</b>	<b>2,304</b>
Operating expenses	-2,572	-2,241	-627	-550
Fee and commission expenses	-957	-867	-175	-163
Other net operating expenses	-322	-212	-62	-36
Other administrative expenses	-1,069	-988	-339	-312
Resolution fund	-89	-75	-52	-39
Deposit insurance fees	-135	-99	0	0
Employees	-2,010	-1,579	-400	-358
Wages and salaries	-1,651	-1,291	-326	-290
Social security costs	-359	-288	-74	-68
Payments to investors	-2,205	-1,671	-791	-839
Net interest expenses	-2,205	-1,267	-791	-434
Payments to investors	0	-404	0	-404
Payments to state and investments at municipal level	-1,073	-432	-21	-10
Governmental measures and compulsory contributions	-87	-39	-26	-19
Current income taxes	-973	-390	5	10
Investments in the community/donations	-13	-4	-1	-1
<b>Economic value extracted</b>	<b>-7,859</b>	<b>-5,924</b>	<b>-1,840</b>	<b>-1,756</b>
<b>Economic value retained</b>	<b>4,253</b>	<b>1,500</b>	<b>-958</b>	<b>548</b>

GRI 2-4  
GRI 201-1

\* Includes all companies of the IFRS consolidation scope (according to RBI Annual Report 2022, pp. 244-258).

GRI 201-4

## Total monetary value of financial assistance from the government

in €	RBI		RBI AG	
	2022	2021	2022	2021
Total monetary value of financial assistance from the government	1,552,130*	2,290,521*	0	0

\* These relate entirely to tax relief and tax credits at Raiffeisen Bank S.A., Romania.

GRI 2-1, -6, -7  
GRI 201-1  
GRI G4-FS6

## RBI\* key figures by segment 2022

2022	Total assets in € million	Change from previous year**	Business outlets	Employees***	Profit/loss after taxes in € million	Banking levies in € million	Customers in million	Amounts owed to customers in € million
Poland	2,043	-21.1 %	1	260	-518	-5	0.0	14
Czech Republic	27,724	5.6 %	134	3,736	366	0	2.0	22,871
Slovakia	21,813	11.3 %	142	3,466	191	0	1.2	15,499
Hungary	10,777	3.7 %	66	2,313	183	-60	0.5	7,329
<b>Central Europe segment</b>	<b>62,130</b>	<b>6.0 %</b>	<b>343</b>	<b>9,775</b>	<b>222</b>	<b>-65</b>	<b>3.7</b>	<b>45,700</b>
Albania	2,468	9.0 %	76	1,247	32	0	0.5	2,181
Bosnia and Herzegovina	2,630	3.0 %	93	1,338	52	0	0.4	2,150
Bulgaria	0	-100.0 %	0	0	46	0	0.0	0
Kosovo	1,361	9.1 %	39	919	29	0	0.3	1,130
Croatia	6,674	12.7 %	70	1,760	43	0	0.5	5,051
Romania	12,648	4.6 %	297	5,084	254	0	2.3	10,010
Serbia	5,584	48.1 %	154	2,349	92	0	0.9	4,731
<b>South Eastern Europe segment</b>	<b>31,352</b>	<b>-6.1 %</b>	<b>729</b>	<b>12,697</b>	<b>548</b>	<b>0</b>	<b>4.9</b>	<b>25,253</b>
Belarus	2,692	30.3 %	56	1,613	113	0	1.0	1,978
Russia	26,872	43.4 %	127	9,537	2,058	0	3.2	20,175
Ukraine	4,258	5.1 %	386	5,400	65	0	2.9	3,694
<b>Eastern Europe segment</b>	<b>33,817</b>	<b>36.1 %</b>	<b>569</b>	<b>16,550</b>	<b>2,236</b>	<b>0</b>	<b>7.0</b>	<b>25,847</b>
<b>Group Corporates &amp; Markets segment</b>	<b>62,627</b>	<b>1.7 %</b>	<b>23</b>	<b>3,343</b>	<b>517</b>	<b>-10</b>	<b>1.9</b>	<b>31,631</b>
<b>Corporate Center segment</b>	<b>44,774</b>	<b>39.4 %</b>	<b>-</b>	<b>2,049</b>	<b>498</b>	<b>-12</b>	<b>0.0</b>	<b>1,043</b>
<b>Total</b>	<b>207,057</b>	<b>7.8 %</b>	<b>1,664</b>	<b>44,414</b>	<b>3,797</b>	<b>-87</b>	<b>17.6</b>	<b>125,099</b>

\* Includes all companies of the IFRS consolidation scope (according to RBI Annual Report 2022, pp. 244-258).

\*\* The change in total assets in local currency compared with 31 December 2021 is due to the exchange rates.

\*\*\* In full-time equivalents as of the reporting date.

GRI 3-3  
GRI 207-1,-3

# Tax compliance

RBI's tax strategy is derived from the statutory requirements, the Code of Conduct and the internal policies derived on this basis.

The fulfillment of the applicable tax obligations plays a prominent role. RBI applies this principle to its business activity in all jurisdictions and markets in which it is active.

In its legal form as a stock corporation domiciled and managed in Austria, RBI AG is subject to unlimited tax liability in Austria with its entire global income. Outside Austria, it is also subject to unlimited tax liability with its subsidiaries domiciled outside Austria, as well as limited tax liability in respect of its permanent establishments for tax purposes and the income they generate. RBI AG is also subject to extensive tax obligations arising from its business relationships with its customers and business partners.

Tax obligations also entail tax risks, i.e. uncertainty with regard to the tax assessment of relevant matters. This can arise in particular from the complexity of the economic matters involved and the applicable tax system. RBI AG has established internal processes and control systems to identify, control and minimize tax risks.

## Tax concept

GRI 207-1

In line with our Code of Conduct, we reject all forms of tax evasion. Accordingly, we are fully committed to complying with the applicable laws and regulations on combating tax evasion and other financial criminal offenses in the markets and legislations in which we operate. These principles are taken into account in all business activities and decisions.

When designing new products, we take care to ensure compliance with the applicable tax provisions.

RBI also complies with regulations and initiatives on tax transparency, such as the Foreign Account Tax Compliance Act (FATCA), Common Reporting Standard (CRS), US Qualified Intermediary (QI), VPDG, GMSG and DAC 6 (see the notes on GRI 207-4).

In our internal processes and controls, we ensure that we comply with internal and external regulations and that undesirable tax practices are identified at an early stage and prohibited. Our overarching objective is to satisfy our tax obligations completely, correctly and in a timely manner in order to prevent compliance-related tax risks. With the Code of Conduct and our internal policies and processes, we are working toward a uniform understanding of this tax strategy at all RBI locations in order to ensure that the tax strategy is implemented accordingly.

In 2022, we continued to strengthen our control mechanisms and governance system to prevent any potential tax abuse, and subsequent tax evasion.

These principles and approaches are set out in the Code of Conduct, which applies to the entire Group. This is regularly reviewed, expanded and elaborated on in various individual guidelines.

RBI AG's business model in no way seeks any presence in tax havens. Any outstanding activities in such locations are to be terminated as soon as possible.

## Tax governance, control and risk management

GRI 207-2

The CEO bears ultimate responsibility for the fulfillment of RBI AG's tax obligations. The CEO assigns this responsibility to the Chief Financial Officer (CFO), who delegates it to the Head of Group Tax Management. Tax responsibility for the respective foreign subsidiaries (especially the network banks) lies with the respective local management.

Tax risks are identified, managed and monitored in line with the internal processes.

Employee expertise on tax matters is ensured by way of internal and external training. Some employees of Group Tax Management are also subject to strict further training obligations in connection with their professional qualification as tax advisors. Extensive regular training for internal departments conducted by Group Tax Management and external consultants forms part of internal tax compliance. Necessary measures are derived from an annual analysis of the Group-wide tax compliance risk.

Additionally, external consultants perform recurring audits of tax compliance.

Compliance with tax provisions and the corresponding control framework are monitored at multiple levels. Monitoring of the relevant matters is reinforced through internal control measures and the arrangement of external audits. External expert opinion is sought where clarification on certain complex issues is required.

GRI 2-26 Incidents or suspicions of tax misconduct can be reported to the bank internally or by third parties using the established communication channels of the compliance function. This includes the whistleblowing platform (see page 32-33).

Reporting on taxes in the annual report is also audited as part of the external audit of the annual financial statements.

## GRI 207-3 Stakeholder engagement and management of tax concerns

Important tax topics and projects are presented to the CEO or the full Management Board for acknowledgment or approval. External opinion is sought where necessary in order to ensure that the perspectives of the different stakeholders are taken into account in the decision-making process and that tax risks are identified and documented accordingly.

Group Tax Management pursues an intensive dialog with the responsible local tax authorities with a view to engaging in partnership-based cooperation. Regular expert dialog also takes place with the ministries of finance.

The active participation of Group Tax Management in the tax committees of various institutions, such as the Austrian Economic Chambers (assessment of legislation, expert exchange, etc.) and the Federation of Austrian Industries, allows trends in tax law to be identified and responded to in a timely manner.

## GRI 207-4 Country-by-country reporting

2022	Revenues from third-party sales in € million	Revenues from intra-group transactions with other tax jurisdictions in € million	Profit/loss before tax in € million	Tangible assets other than cash and cash equivalents in € million	Corporate income tax paid on a cash basis in € million	Corporate income tax accrued on profit/loss in € million	Number of employees in FTE
Albania	108	0	38	30	0	-6	1,247
Belarus	350	2	156	36	-46	-43	1,613
Bosnia and Herzegovina	157	0	56	70	-2	-3	1,338
Bulgaria	116	0	50	0	-1	-4	0
Kosovo	91	4	33	32	-4	-4	919
Croatia	285	24	52	146	-2	-9	1,760
Austria	1,528	926	621	616	-23	-4	5,392
Poland	-459	1	-518	4	0	0	260
Romania	833	10	301	88	-54	-47	5,084
Russia	4,666	167	2,616	214	-585	-559	9,537
Serbia	297	1	107	91	-12	-15	2,349
Slovakia	663	-96	235	94	-103	-45	3,466
Czech Republic	1,600	189	452	141	-16	-86	3,736
Ukraine	695	7	82	50	-25	-17	5,400
Hungary	1144	222	205	87	-25	-22	2,313
Other countries	0	0	0	0	0	0	0
<b>Subtotal</b>	<b>12,072</b>	<b>1,456</b>	<b>4,487</b>	<b>1,700</b>	<b>-896</b>	<b>-864</b>	<b>44,414</b>
<b>Reconciliation</b>	<b>-</b>	<b>-</b>	<b>-284</b>	<b>-16</b>	<b>0</b>	<b>5</b>	<b>0</b>
<b>Total</b>	<b>-</b>	<b>-</b>	<b>4,203</b>	<b>1,684</b>	<b>-896</b>	<b>-859</b>	<b>44,414</b>

### Notes:

Names of resident companies can be found starting on page 244 of the Annual Report.

Primary activities of the organization can be found on pages 18 and 93–94 of the Annual Report.

The number of employees is calculated as the number of full-time equivalents as at 31 December 2022.

Countries not listed individually are summarized in the "Other countries" item due to immateriality. In the reporting period, RBI had no offshore jurisdictions as defined in the EU list:

<https://data.consilium.europa.eu/doc/document/ST-13092-2022-INIT/en/pdf> Annex I

The different effective tax rates compared with the nominal tax rates of individual countries largely result from accounting effects, tax loss utilizations, group taxation, and deferred taxes (subsequent recognition or value adjustment) and from prior-period taxes (e.g. from the reversal or recognition of tax provisions), as well as from utilizable loss carryforwards and from the tax exemption of dividend income (international participation exemption).

# Societal aspects in the core business

It is important to our customers that we consider their requirements and concerns in the design, sale and use of our products and services. The security of both our products and our customers is a crucial consideration for us. Responsible sales practices and marketing play a key role in this regard. Along with access to all the relevant information regarding products and services, we value the verifiability of claims, explanations of the possible risks associated with products or services and appropriate information on topics such as risk reduction. For example, a customer's ability to repay a loan is carefully considered prior to lending (see also "Risk and lending" starting on page 87). We carefully investigate any complaints (see page 70) which are brought to us and respond as soon as possible. We also strive to provide comprehensive barrier-free access to our financial services for disabled persons. Protecting customer data is also part of our social responsibility (see next chapter "Protection of customer data and data security").

A broad range of products and continuous innovation are important prerequisites for a positive customer experience and the satisfaction and loyalty of our customers. This is ensured by Group-wide product competence centers and the Group Strategy team.

All new products, product combinations and variations across the entire network are also subject to a formal Product Approval Process (PAP) designed to ensure that each product is optimized as far as possible, all risks and potential controversies associated with the product are identified, and that products are consistent with the bank's risk strategy and risk appetite as well as the regulatory requirements. Naturally, we offer products or services only when we have the corresponding expertise, the necessary infrastructure and the required license and when the product or service is approved for the relevant markets. Trends and developments on the market are taken into account during product development.

From the product concept to the final approval, the PAP is a process that always needs to be followed when a new product or service is set to be offered. The PAP ensures compliance with the institution's risk strategy and risk appetite as well as regulatory requirements (Austrian Banking Act, Austrian Financial Market Authority, European Banking Authority, Austrian Anti-Money Laundering Act, Markets in Financial Instruments Directive/MIFID). The PAP is approved by the management body and needs to be thoroughly documented and verified/supported by the bank units responsible. The PAP process is run using a digital solution, the PAP tool.

## Protection of customer data and data security

The comprehensive protection of all data provided or made available to RBI, particularly from individuals (e.g. customers or employees), is an integral part of RBI's business activities and one to which it attaches an extremely high degree of importance. The recording, storage, processing and transmission of personal data of natural persons at RBI is subject not only to the mandatory statutory requirements, but also to mandatory internal principles and processes that are set out in a specific organizational and process structure for data protection and enhanced as required in coordination with the Data Protection Officer. Compliance is managed by the Group Data Privacy & Quality Governance, Group Information & Cyber Security and Group Resilience Management organizational units and monitored by the Data Protection Officer.

Security has top priority at RBI. Data from customers, employees, and partners is handled with great care. RBI has taken a wide range of technical and organizational measures to ensure confidence in its services. The rapid pace of technological change requires a continuous improvement process and the corresponding adjustment of security measures from a technical and organizational perspective alike. The Group-wide cybersecurity strategy is amended annually in line with the prevailing circumstances, adapted accordingly and approved by the Group Management Board.



GRI 2-23, -24  
GRI G4-DMA  
(former FS1)

GRI 2-12

The information security management system on which all security processes are based has been certified in accordance with the internationally recognized ISO 27001 standard since April 2020. Further information on the measures taken by RBI to protect information and its technical infrastructure can be found on RBI AG's website.

Find more  
at: [www.rbinternational.com/en/raiffeisen/data-protection](http://www.rbinternational.com/en/raiffeisen/data-protection)

In addition, RBI AG services, supports and monitors its Group subsidiaries in Austria and abroad with regard to the requirements of the GDPR and the internal principles and processes that are required to be observed within the Group. In addition to the GDPR, the applicable national laws in the respective countries must be observed. This involves supplementary or differing provisions in some cases, particularly in countries outside the EU.

Additional information on the processing of personal data by RBI can be found in the RBI data protection declaration.

In order to further heighten awareness of data protection and data security at RBI and its Group companies, employee training includes an e-learning package aimed at generally improving the careful handling of personal data, as well as classroom-based training to enable practical implementation for the respective target group (business analysts, product owners, etc.). The e-learning campaign constitutes mandatory periodic training for all employee levels.

Complaints and data protection violations are monitored, reviewed, processed, and documented at RBI and all domestic and foreign subsidiaries. The reasons for the respective complaint or data protection violation are investigated and all necessary measures are taken to protect the data subject (including any notification of the responsible data protection authority).

GRI 418-1



In the past financial year of 2022, 29 invitations to submit comments were received by RBI AG or its foreign subsidiaries, mainly via the responsible data protection authorities. 15 of these cases were acknowledged as justified complaints. The small number of proceedings involving the data protection authorities are partially complete and partially not yet finalized.

GRI 418-1

Cyber and IT security risks are covered by a Group-wide fidelity/crime insurance policy. This policy covers direct losses from cyber attacks such as withdrawals of bank deposits. Wherever possible and reasonable, RBI's other insurance policies (professional liability insurance, transporting valuables, etc.) also include cover components for cyber and IT risks. Security is of the utmost importance to RBI. RBI has taken strategic measures to strengthen cyber security in order to ensure the highest degree of security for its customers' data and to allow it to swiftly identify and optimally counter future threats to the bank's IT landscape. No security incident<sup>1</sup> with data loss was reported at RBI in the 2022 financial year.

GRI 2-23  
GRI G4-DMA  
(former FS15)

## Responsible sales practices and marketing

Surveys consistently show that trust remains at the top of the list when it comes to choosing the right banking partner. Since trust is based on honesty, it is important to RBI that its products and services are communicated clearly and transparently to all customers and stakeholders. When advertising and marketing our products, we therefore apply strict guidelines aimed at providing our customers with comprehensive, easily intelligible information and protecting them from losses. When it comes to recommendations, our primary focus is on objectivity. Furthermore, it is essential that the risks associated with our products can be clearly demonstrated and explained to customers. False or misleading information is not permitted under any circumstances.

<sup>1</sup> A security incident is defined as a breach of controls that successfully violates the confidentiality, integrity and/or availability of business services.



Four cases of violations of regulations and voluntary codes of conduct concerning product and service information and labeling leading to the imposition of fines were identified in 2022. These cases relate to our subsidiary banks in CEE. Although these four cases relate to four legal entities in four countries (Hungary, Slovakia, the Czech Republic and Croatia) and cover a wide spectrum of products, RBI takes these cases extremely seriously and strives to continuously improve the advice it provides to customers. Cases that are classified as operational risks are monitored and controlled on a Group-wide basis within the scope of operational risk management by the Operational Risk Controlling team as part of integrated risk management. Within the operational risk strategy, scenarios and plans of action are analyzed and early warning indicators developed together with the operational risk managers.

GRI 417-2



Furthermore, in our advertising we operate in accordance with the principles of the code of ethics of the Austrian advertising industry. In doing so we undertake to adhere to quality criteria which – above and beyond statutory provisions – have been drawn up collectively by the advertising industry. For this reason, the Raiffeisen Banking Group Austria (and hence also RBI AG) was once again awarded the Pro-Ethics Seal of the Austrian Advertising Council in 2021. The Pro-Ethics Seal is awarded for a period of two years.

Companies are recognized for marketing measures that

- support the ethical and moral principles of the code of ethics of the Austrian advertising industry (for ethical advertising)
- reflect the community, social and ethical ideals of the communications industry (for self-regulation), and by so doing
- stand up for freedom of advertising and against advertising bans in this form.

All of the marketing measures conducted by RBI AG as the Group head office and by the individual subsidiary banks in Central and Eastern Europe comply with the "ICC Advertising and Marketing Communications Code" published by the International Chamber of Commerce. This is intended to ensure a transparent and fair market presence that is oriented toward internationally recognized guidelines.

In addition to protecting customers, our responsible marketing managers ensure that marketing activities are carried out only if they are consistent with the company's values. Strict compliance guidelines and the Code of Conduct also help to achieve this goal.

International advertising and marketing campaigns of RBI are exclusively developed and commissioned by the Group Marketing division of the Vienna head office. This division also evaluates and approves all local campaigns by the subsidiary banks in Central and Eastern Europe by reviewing and approving TV adverts, online advertising, print ads, etc. before they are published.

RBI considers a functioning capital market and public confidence to be just as important as its own reputation as a professional player on the market. Any action that endangers this principle would have serious consequences for RBI and the employees involved. The need for integrity also applies in the fight for market share. This means that no unauthorized agreements should be entered into and that it is necessary to abide by the rules of fair competition and the standard international rules of market behavior (MiFID).

During the reporting period of 2022 there were no new cases of anti-competitive behavior. However, in 2022 a fine was settled for a case identified in the 2021 reporting period.

GRI 206-1

With regard to violations of regulations and/or voluntary codes in connection with marketing and communications, including advertising, sales promotion and sponsorship, no new cases were identified across the Group in 2022, and nor were there any payments arising from historical cases.

GRI 417-3

Here, too, RBI takes all cases extremely seriously – especially where penalties and legal actions are concerned – and uses them as an opportunity to improve its internal processes.

## Customer satisfaction

The satisfaction of our customers and outstanding customer relationships are our top priority. Customer satisfaction at RBI is therefore regularly measured in both retail and corporate customer business. Measures for achieving additional improvements are derived from the insights gained in this way.

In our business with individuals, small enterprises and micro businesses, as well as with our corporate and institutional customers, measuring customer satisfaction and service quality has been an integral component of our business management for a number of years. Since 2012, we have also employed a number of different methods to gain insight into the quality, duration and consistency of our customer relationships. In 2022, our NPS (net promoter score) maintained the positive trend recorded in previous years. Our NPS across all customer segments is well above the market average in most markets in which we have subsidiary banks.

We have set ourselves the target of being the “most recommended financial institution” in all of our markets and segments by 2025. The NPS measurement is carried out locally at all subsidiary banks in Central and Eastern Europe based on a standardized method for the entire Group. The NPS is based on the question: “How likely is it that you would recommend Raiffeisenbank to a friend or colleague?” We also conduct a brand performance analysis at least once a year. This measures brand awareness, trust and attractiveness compared with local competitors. Most of the subsidiary banks in CEE rank above the market average in this analysis. Fast, professional services, high-quality products and a stress-free customer experience are key among the most frequently cited reasons for a willingness to recommend us. We have invested in establishing customer experience management at all subsidiary banks in CEE. This entails developing competence in improving the customer experience, establishing measurement and control criteria and anchoring customer satisfaction within the strategy of the subsidiary banks in CEE.

Regular measurements of customer satisfaction and the customer experience are used to document and analyze changes. We continuously collect customer feedback on our most important products, the customer journey and personal sales channels (branch, ATM, customer center). Digital channels (website, internet banking, mobile banking and social networks) are continuing to enjoy rapid growth in popularity and have also become an integral part of all measurements. Results are evaluated immediately and corresponding measures put in place. Objective criteria, such as the ratings for our apps in app stores, show that the services we offer via digital channels are meeting with an extremely good response among customers.

Back in 2019, we set ourselves the ambitious target of becoming the most recommended financial institution in all of the markets in which we operate. With this in mind, we regularly revise the Customer Experience Framework (CEF). The revised version of the CEF contains five strategic areas for improvement, each with specific measures assigned. These five areas for improvement still apply and we are making continuous progress.

- **Understand:** We strive to systematically collect feedback from our customers across all customer journeys and contact points so that we know with a high degree of certainty where we need to make improvements. To achieve this, we will also expand and standardize our journey mapping activities by applying uniform best-in-class methods in all our markets. Another leverage factor for this strategic area is the introduction of a multichannel platform for customer experience management following on from the successful concept demonstrations in some markets.
- **Prioritize:** We decide on what needs to be improved and how by reference to transaction-specific customer feedback, additional business insights and a range of statistical methods in order to maximize the impact of our improvement measures wherever customers see the greatest barriers to smooth interaction with us. To achieve this, we develop and prepare a range of use cases for customer experience analytics at our subsidiary banks in CEE so that we can further optimize the way in which we measure and record customer satisfaction.

- **Act:** We are fully aware that none of the aforementioned activities can lead to a significant improvement in customer satisfaction unless our employees are trained in how to understand and respond to customer feedback. Accordingly, we have developed and launched a dedicated Customer Experience Academy to provide training at various hierarchical levels, from customer-facing employees through to product and general management.
- **Mobilize:** The aim of this strategic area is to ensure that our entire organization is geared toward a shared objective and a shared understanding of the customer experience, which we achieve by conducting extensive management training and in-house communication campaigns.
- **Structure:** In 2022 we started to structure the working relationship between our customer experience teams and the agile product teams by means of defined processes to ensure that improvements in the customer experience are implemented more quickly.

All the aforementioned activities are underpinned by specific execution plans with targets and KPIs that must be met over the next few years.

Direct customer feedback is also an important indicator within the corporate business of RBI. In June/July 2022, IMAS International surveyed German-speaking corporate clients (with annual revenues of between € 50 million and over € 10 billion) as part of a customer satisfaction analysis conducted on behalf of RBI AG. The results were presented in August 2022: RBI AG received top marks from its customers in the recommendation and cooperation categories. For the first time, a score was also obtained from corporate customers in the fields of sustainability ("is a pioneer in sustainability") and responsibility ("takes responsibility"), with RBI AG again emerging as one of the best performers on the market.

We fundamentally view criticism and complaints from our customers as an opportunity to improve our products and processes, reduce errors and enhance customer benefit from our services. The importance of taking customer complaints seriously is unquestioned throughout the entire Group (see following chapter "Complaint management").



### Awards

Our commitment to customer satisfaction and our employees' expertise once again earned us numerous awards in 2022. By way of illustration, here are our awards from the four most internationally renowned financial journals.

For example, the Financial Times publication "The Banker" recognized the RBI subsidiaries in the Czech Republic, Kosovo and Romania as "Bank of the Year" in their respective countries, as well as naming RBI the best bank in Austria.

In Global Finance magazine's "Global Finance Sustainable Finance Awards 2022", RBI was acknowledged as the "Outstanding Leader in Sustainable Finance in CEE" and the "Outstanding Leader in Green Bonds in CEE".

At the EMEA Finance "Europe Banking Awards" in 2022 (for 2021), RBI was recognized as the "Best Bank in CEE & CIS" for the seventh year in succession. As in the previous year, the magazine also awarded RBI the title of "Best Bank" and "Best Investment Bank" in Austria. A number of RBI's subsidiary banks received "Best Bank" awards.

Finally, Euromoney chose the RBI subsidiary banks in Bosnia and Herzegovina and in Kosovo as "Best Bank" and awarded RBI Group the title of "Best Bank for Wealth Management in CEE".

In the first half of 2022, Raiffeisen in Austria was once again the most successful banking group in terms of customer share in the retail customer segment. A regional focus, security and sustainability have been among the guiding principles of the Raiffeisen Banking Group since it was founded, and these principles have a special meaning during economically challenging times. Alongside a focus on customers and the provision of highly competent advice, security and trust are the most important criteria when choosing a bank. According to the 2022 Austrian brand value study carried out by the European Brand Institute, Raiffeisen has a total brand value of € 2.0 billion, placing it seventh among all the brands evaluated.

GRI 2-23, -24,  
-25, -26

## Complaint management

As part of the implementation of the Joint Committee Final Report on guidelines for complaints-handling for the securities (ESMA) and banking (EBA) sectors (JC 2014 43, published on 27 May 2014), RBI established a central complaints management function and adopted corresponding head office and Group directives. In accordance with the Extension of the Joint Committee Guidelines (JC 2018 35, published on 4 October 2018), a complaint is defined as a statement of dissatisfaction addressed to RBI by a natural or legal person relating to the provision of

- (i) an investment service provided under MiFID, the UCITS Directive or the AIFMD; or
- (ii) a banking service listed in Annex I to the Capital Requirements Directive (CRD); or
- (iii) a service of collective portfolio management under the UCITS Directive; or
- (iv) a payment service as defined in Article 4 (3) of the PSD; or
- (v) issuing electronic money as defined in Article 2 (2) of the EMD; or
- (vi) a credit agreement as defined in Article 4 (3) of the MCD; or
- (vii) credit intermediation activities as defined in Article 4 (5) of the MCD.

Central responsibility for complaint management lies with RBI Group Compliance. In line with RBI's internal rules, complaints that are not specific to compliance are processed and resolved by the department addressed in accordance with the prescribed process steps depending on the type of complaint.

In line with RBI's internal rules, all potential complaints in the sense of an expression of dissatisfaction addressed to the bank or its employees must be examined in order to establish whether it satisfies the definition of a complaint. Legitimate complaints must be documented immediately in RBI's web-based complaint management system and the person who registered the complaint must be notified of its receipt and the next steps in handling the complaint. The next step involves consulting the affected department(s) or employee(s) in order to determine whether the content of the complaint is objectively justified. The result of this analysis must be immediately communicated to the person who registered the complaint and documented in the complaint management system. In addition, the department responsible for handling the complaint must conduct an examination of the causes. The Management Board and Supervisory Board are kept informed about the latest developments in complaints management at regular intervals.

Within RBI, complaints are seen as a valuable opportunity to identify potential process and product optimizations – including improvements to the complaint management process – and increase customer satisfaction. This attitude is held by all employees, especially those who come into contact with customers. RBI takes all concerns and feedback raised by its customers seriously and endeavors to find a mutually acceptable solution wherever possible.

## Financial inclusion and further services

In order to ensure social equilibrium in society, it is important that all sections of the population are given equal opportunity to access financial services. Disadvantaged groups include people with disabilities as well as people who have, for example, linguistic, cultural or age-related barriers to overcome. In all of our markets, we are endeavoring to ensure that people with disabilities will be able to enjoy barrier-free access to all facilities in the medium term.

### Austria

At RBI AG, the pages on our websites clearly exceed all legal requirements regarding accessibility (Web Content Accessibility Guidelines WCAG). WCAG 2.0 consists of twelve guidelines that are assigned to four principles: perceivable, operable, understandable and robust. Each guideline has a three-level set of verifiable success criteria: A, AA, and AAA, with each level progressively more difficult to achieve. Thus, in addition to the A-level requirements being fully met, approximately 75 per cent of the AA-level and 50 per cent of the AAA-level requirements are implemented.

Find more at:  
[www.rbinational.com/en/homepage/compliance-information/management-of-customer-complaints](http://www.rbinational.com/en/homepage/compliance-information/management-of-customer-complaints)

GRI G4-FS14



This means that we not only meet all the standards for ensuring that the pages of our website are accessible via screen readers, but that we also provide larger buttons and images for people who have difficulty using the website due to limited hand mobility. "Responsive design" ensures the website is automatically modified to suit the end device.

Likewise, all RBI AT sites offer barrier-free access. RBI AG offers its employees training on sustainability and recruitment and on the Code of Conduct with regard to measures to avoid discrimination of any kind in their dealings with customers.

## Subsidiary banks in Central and Eastern Europe

One important basic requirement is barrier-free physical access to as many branches and ATMs as possible. Six of our twelve subsidiary banks in Central and Eastern Europe are already equipped with at least 90 per cent barrier-free branches, and five subsidiary banks are also able to guarantee barrier-free access to more than 90 per cent of their ATMs.

Ensuring that ATMs are fitted with corresponding keyboards and headphone jacks for persons with visual impairments is another critical measure. A web presence including digital product information with the option of switching to high-contrast colors, as well as accessibility to screen readers, also represents a significant improvement for many visually impaired people. Likewise, the use of screen readers for digital publications and contract documents, as well as bank cards adapted to the needs of visually impaired people, is becoming increasingly important. The option of installing hearing loops or arranging for a sign language interpreter to attend consultations on financial services can make things considerably easier for people with hearing impairments. Language barriers for immigrants can also be overcome by using technology with language selection, at least at ATMs. With regard to all of these measures, we are continuing to identify considerable potential for improvement in Central and Eastern Europe.

One positive example is our cooperation with the provider "DeafCom" (formerly "Silent Connection"), which allows deaf or hearing-impaired customers in the Czech Republic to contact Raiffeisenbank a.s. via their mobile phone. This collaboration makes it easier for the hearing-impaired to obtain access to an account and other financial products and services. Raiffeisen Bank S.A. in Romania provides its hearing-impaired customers with support from sign language interpreters, who visit the relevant branch if required. At Raiffeisen Bank d.d. Bosna i Hercegovina, visually impaired customers are provided with specially produced CDs containing information on the bank's products.

Some banks now have a set of rules on the appropriate way to interact with people with disabilities, in addition to training measures to prevent discrimination of any kind. Depending on the nature and severity of the customer's disability, this may include following rules such as bringing in witnesses to provide greater transaction security. Raiffeisen Bank S.A. in Romania trains its employees via the eLearning platform "Easyclass" not only in dealing with people with various disabilities, but also on diversity in the workplace and the potential bias associated with it. Employees of AO Raiffeisenbank in Russia undergo in-house training on the ethics of interaction and provision of situation-specific assistance. At Raiffeisenbank Austria d.d. in Croatia, all new branches have contacts who can help and assist people with disabilities.

GRI G4-DMA  
(former FS4)

## Overview of measures

Measure	Austria						CE			SEE					EE			
	RBI AG	RBSK	RKAG	RL	Valida	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBKO	RBHR	RBRO	RBRB	RBBY	RBRU	RBUA
Barrier-free branch access*	n.r.	✓	n.r.	✓	n.r.	✓	✓			✓	✓	✓	✓					✓
Barrier-free access to ATMs*	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	✓	✓	✓	✓			✓	✓				
Website adaption for people with visual impairment	✓	✓	✓				✓	✓	✓					✓				✓
Adaptation of ATMs for people with visual impairment	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.		✓		✓							✓	✓
Availability of sign language translators for retail customers with hearing impairment	n.r.		n.r.			✓		✓						✓				
Multilingual ATMs*	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Guidance/trainings for dealing with people with disabilities	✓	n.r.	n.r.					✓		✓		✓	✓					✓
Training measures to avoid discrimination of any kind when dealing with customers	✓	n.r.	n.r.				✓	✓			✓		✓					
Free donation transfers	n.r.	n.r.	n.r.	n.r.	n.r.	✓					✓	✓	✓	✓				✓
Special conditions for defined NGOs/charitable institutions	✓	n.r.	n.r.		n.r.	✓	✓								✓			✓
Special conditions for retirees	n.r.		n.r.		n.r.				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Special conditions for students and/or youths	n.r.	✓	n.r.	n.r.	n.r.		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

\* Is considered implemented when at least 90 per cent of this is the case.  
Please see the list of abbreviations for the complete company designations

GRI G4-DMA  
(former FS2)

TCFD

# Risk and lending

RBI Group is committed to supporting the transition to a low-carbon economy. Our commitment has been confirmed by the publication of the approved Science Based Targets for Commercial Real Estate, Electricity Generation, Corporate loan – other long-term debt, and Listed Equity and Corporate Bonds in 2022. We are taking further steps to adjust our portfolio structure, the way we engage with customers and the type of customers we would like to engage with, while contributing to the well-below 2 degrees target. The approved targets as well the financed emissions are shaping the direction of our portfolio from a risk perspective but also in identifying business opportunities by supporting customers with the financing needed to achieve the transition (operationally, we are implementing this by developing specific sector strategies such as thermal coal, oil & gas, steel etc.).

GRI 201-2

## RBI risk management approach

RBI gears its business model to the high-level strategic goal of creating long-term value. ESG is and will remain one of the main trends in the long term. In concrete terms RBI sees, acknowledges, and aligns the further development of its risk management approach to the additional risks originating from ESG, both at industry and counterpart level (ESG scores have been developed and implemented or are in the final stage of rollout). While Social and Governance aspects are equally important, alongside regulatory requirements, we are focusing heavily on tackling climate and environmental-related risks (transition and physical risks), not only via assessment at counterpart level but also by considering the potential impact of those risks as observed when conducting the ECB climate stress test.

This approach (including also other measures that are described in further detail in this chapter) are used for enhancing the existing classical 4 Pillars of Risk Management on multiple operational levels:

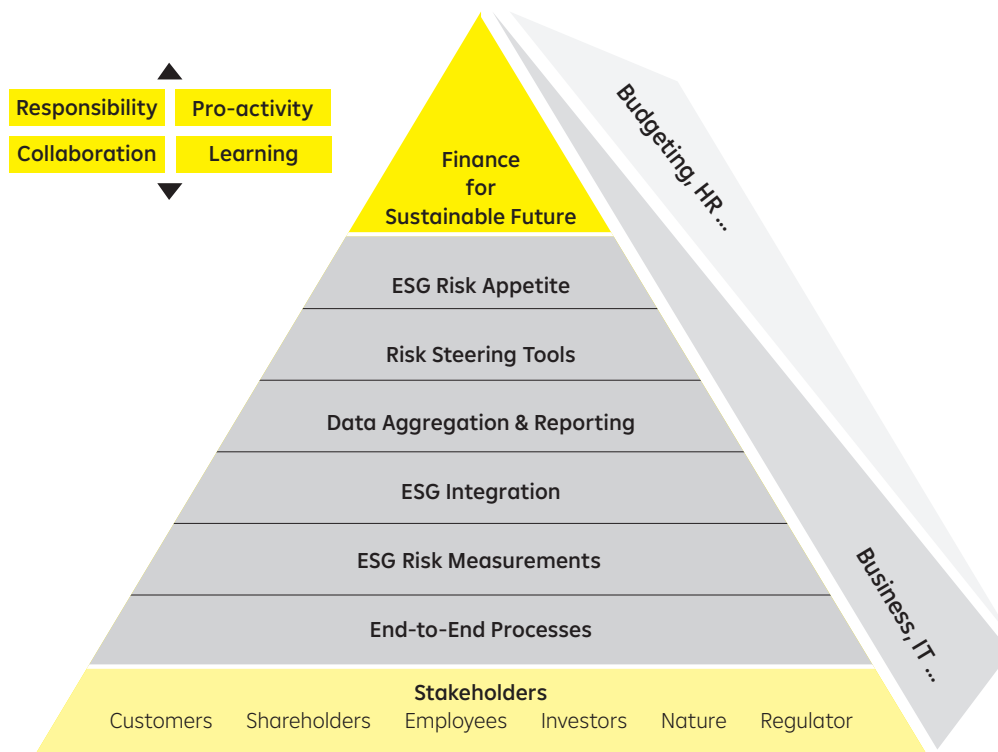
- identification & definition of ESG risks
- measurement methodologies & analytics
- steering approaches reflecting risks & opportunities and
- risk processes and governance

ESG risks assessment will form an integral part of our daily risk activities.

To further support these efforts in a coordinated and structured manner, the ESG Risk Project was launched at the beginning of 2022, bringing together all risk efforts under one umbrella (covering both regulatory and internal steering needs arising from internal business strategy/portfolio steering but also as well from the external engagement). The project is directly sponsored by the Risk Board Member at RBI Group level and then further cascaded to the local Chief Risk Officers, ensuring commitment across the entire risk organization. The costs of the project for 2022 are estimated to be between € 2,7 and € 3 million (including all allocated resources).

GRI 2-12, -13

Regulatory and internal steering need to converge on the same set of actions, complementing each other and supporting RBI Group in its own ESG efforts. To better reflect our efforts, we anchor them in the ECB guide on climate-related and environmental risk. For the purpose of illustrating the affected areas of the risk management framework, we mapped the respective requirements in the following pyramid, which gives a concise overview of the steering set up within the risk area:



In addition to the existing efforts to minimize environmentally damaging activity, RBI has adopted sustainability and sustainable finance as a key topic. In line with the expectations of the market, the industry, and the supervisory authorities, we have already gone one step further by starting to integrate the ESG evaluation into our processes. The inclusion of ESG aspects in risk management will take place at several levels within the organization, taking into account the needs and expectations of the various stakeholders.

When we talk about the classical 4 Pillars of Risk Management, the cornerstone of the RBI Risk Management approach, RBI is currently focusing on addressing, quantifying, managing and, last but not least, integrating the respective risks, but also opportunities.



Within the respective pillars, those actions will be further enhanced and developed in the short and medium term in line with market and regulatory expectations.

I. Identification & definition of ESG risks	II. Measurement methodologies & analytics	III. Steering approaches, reflecting risks & opportunities	IV. Risk processes and governance
<ul style="list-style-type: none"> <li>■ Climate-related and environmental risks</li> <li>■ Identifying risks according to:                             <ul style="list-style-type: none"> <li>✓ Climate-change risk</li> <li>✓ Circularity</li> <li>✓ Biodiversity</li> </ul> </li> <li>■ Social risks</li> <li>■ Governance risks</li> </ul>	<p>Use of metrics for measurement of ESG on a customer and portfolio dimension:</p> <ul style="list-style-type: none"> <li>■ Environmental, Social and Governance score</li> <li>■ Green Asset Ratio</li> <li>■ Financed GHG emissions</li> <li>■ Science-based targets</li> </ul>	<ul style="list-style-type: none"> <li>■ Sectoral strategies &amp; special policies</li> <li>■ Climate stress testing</li> </ul>	<ul style="list-style-type: none"> <li>■ Credit processes enhancement</li> <li>■ Prevention of liability, reputational and greenwashing risk in the design phase</li> </ul>

GRI 2-23 RBI further tackles the above within the internal ESG Risk Framework. The framework thus serves as the high-level overview and guidance on the main undertakings started or planned on the risk management side, fulfilling market and regulatory expectations (e.g. 13 ECB expectations from the ECB Guide on environmental and climate-related risks); it is complementary to the enhancement of the classical 4 Pillars of Risk Management.

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## I. Identification & definition of ESG risks



### I. Identification & definition of ESG risks

- Climate-related and environmental risks
- Identifying risks according to:
  - ✓ Climate-change risk
  - ✓ Circularity
  - ✓ Biodiversity
- Social risks
- Governance risks

Proper identification, definition and understanding of the risks at hand is of the utmost importance, therefore in a first phase RBI has particularly focused on climate-related and environmental risks. RBI further distinguishes between risks associated with climate change (including transition risk arising from new regulation, change in technology etc. and physical risk), circularity (including resource efficiency and biodiversity). A qualitative and expert-driven approach was employed initially, and further substantiated via a quantitative assessment (impact analysis, financed emissions calculation, climate stress test).

The knowledge gained is transferred across the organization (including all our subsidiaries) through organized training sessions (mandatory in the risk area) and regular

ideas exchange workshops.

GRI G4-DMA (former FS4)

The CO<sub>2</sub> emissions reporting for corporate loans has reinforced the above-mentioned definition (published annually in the RBI Sustainability Report), further description & results included under measurement methodologies & analytics) and supported us in identifying the top carbon-intensive industries in our non-retail portfolio (see "Steering approaches reflecting risks & opportunities", starting on page 83, for a further description of how RBI has integrated the results within its internal steering).

Furthermore, as a signatory to the Principles of Responsible Banking in early 2021, RBI also carried out an impact analysis aimed at identifying both the positive and the negative impact of our portfolio from an ESG perspective (addressing all the impact dimensions beyond environmental risk). Again, climate change risk stands out. (see "Impact, risks and opportunities" starting on page 56). Circularity (including resource efficiency) as well as loss of biodiversity are also topics that are considered as relevant. Additional conclusions have been drawn from conducting the ECB Climate Stress Test.

## Climate change

For climate-related risk, RBI again differentiates between the impact expected in the short, medium and long term.

- Short term (up to 4 years) – risks mainly associated with transition risks (e.g. changes in legislation and regulation, changes in technology), i.e. the ability of companies and customers to achieve the transition to a low-carbon economy. RBI sees opportunities both from supporting our customers with financing allowing them to achieve the transition to a low-carbon economy, but also potentially increasing our financing towards already green industries (e.g. renewables) and supporting industries that are contributing to the development of a circular economy.
- Medium term (more than 5, up to 15 years) – major risks driven by the paradigm shift in business models, the emergence of new technologies and continuous updating of regulations, both with potentially increasing risks from a physical perspective (if CO<sub>2</sub> reduction is not achieved as targeted). Both physical and transition risks will pose challenges. Technological risks can arise if innovations in connection with energy efficiency make old technologies RBI has invested in become outdated and unprofitable. On the other hand, investments in new technologies can also fail if they turn out not to be technically mature. Regulatory risk in connection with stricter environmental protection laws and regulations can also make existing investments less profitable or even unprofitable.

The withdrawal of many investors from the fossil energy sector, especially coal and carbon-dependent industries, is an indication that such assets of our customers or investees can be expected to fall in value over the medium term ("carbon bubble"). On the other hand, RBI sees a great opportunity in terms of investing in new technologies which are more likely to be profitable in the medium term (and divesting from coal which is less profitable and more harmful to the environment).

- Long term (more than 15 years) – major challenges will come from physical risks, their impact on customers' business models and supply chains, and in turn on their ability to mitigate and ensure that repayment capacity is not severely affected. In case of an insufficiently orderly climate transition, various long-term scenario analyses suggest large losses, particularly for carbon-intensive industries.

## Circularity

Refers in general to technological improvements and innovations that aim at eliminating waste and the continual use of resources. A circular economy employs re-use, sharing, repair, refurbishment, re-manufacturing, and recycling to create a closed-loop system, minimizing the use of resource inputs and the creation of waste, pollution, and carbon emissions.

Financial risk materializes as new technology displaces old systems and disrupts some parts of the existing economic system via the value chain. One example is the transformation in the automotive industry where automotive producers become end-to-end providers of mobility thanks to the emergence of a sharing economy and the development of electric vehicles with a longer useful life, among others.

RBI Group sees this as a medium-term risk for companies that cannot adapt and that can lose their competitive advantage, but as a short-term opportunity to onboard new sectors and companies where there is still future potential.

## Biodiversity loss

Loss of species, deforestation, and ecosystem degradation in particular increase the risk of emerging zoonotic diseases. The topic is therefore rapidly gaining in importance in the context of the Covid-19 pandemic. For this reason, RBI's current framework already includes the bank's view on biodiversity loss and the potential risks that might arise from it. Even though developments on the topic are still at a very early stage, especially when it comes to the transmission channels at macro and micro level and consequently to the classical types of risks, given the complexity of the topic, it is necessary to start building up knowledge now.



Focus is placed on the financial risks of biodiversity loss and land degradation triggered by human activity. In addition to the climate change that can destabilize ecosystems, other risks are to be considered:

- Invasive species, where animals or plants have been moved to places where they damage existing ecosystems
- Land use change, such as cutting down a forest to make way for agriculture or human habitat (encroachment)
- Overexploitation of natural resources, where a resource is used up faster than it can be replaced, e. g. overfishing
- Pollution of air, land or water

GRI 2-23

## Social, and governance risks



These are likewise addressed in our internal risk framework, building on the existing structure and internal information. At RBI we are thus further updating and refining our approach to enhance our positive impact and align ourselves with the latest industry standards.

- Social risks arise from the financial impact generated by the misuse of human capital, e.g. with regard to the rights, well-being and interests of people and communities. This could refer to working conditions, health and safety, employee relations and diversity, employee training, inclusiveness, equality or community programs.

As examples of the materialization of such risks we identified the following:

- labor strikes and consumer protests that could lead to reputational damage, as well as decreased productivity
  - unsafe products, exposure to severe geopolitical conflicts/regions with key human rights concerns and related social unrest increase the volatility of a business
  - human rights violations
- Governance risks refer to the governance practices of the institutions' counterparties, including the inclusion of ESG factors in policies and procedures under the governance of the counterparties. This may include, but is not limited to, executive pay, board diversity and structure, shareholder rights, bribery and corruption, compliance, ethical standards (e.g. data ethics), fair tax strategy, etc.

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## II. Measurement methodologies & analytics



### II. Measurement methodologies & analytics

Use of metrics for measurement of ESG on a customer and portfolio dimension:

- Environmental, Social and Governance score
- Green Asset Ratio
- Financed GHG emissions
- Science-based targets

The second pillar revolves around data creation, collection, and sourcing. This has been identified as one of the main challenges both by most of the market participants and by the regulator in its surveys (the majority of the data is still to be created). Though a challenging endeavor, RBI also sees it as an opportunity to support our customers in their transformation journey (e.g. by financing new technologies/improvements that are needed by customers to make their business model ESG-sustainable in the future) and increase their literacy on the topic. Educating and making this journey with our customers is an act of responsibility that RBI takes very seriously in its daily business.

The measurement tools that RBI uses or is about to develop support us both in our internal steering (i.e. portfolio and customer assessment, GHG (Greenhouse Gas) footprint and science-based targets) and in the fulfillment of external disclosure requirements (e.g. Green Asset Ratio).

## ESG customer score

GRI G4-DMA  
(former FS3)



At (non-retail) customer level RBI has developed the ESG customer score by measuring the impact of ESG-related risk through individual scores:

- **Environmental:** measures the impact of transition risk; focus areas are to support net zero, the circular economy and biodiversity; in addition, we will be able to identify those customers that we want to support further: either on their way to a low-carbon economy, as a contributor to the circular economy, or due to their low impact/enabling function vis-à-vis the environment (already green industries).
- **Social:** capture social risks at customer level and identify those with a negative impact on society and/or that contradict RBI's internal societal standards and reflect negatively on our reputation. Positive impacts will also be considered and potential support for such customers might subsequently be envisaged. Compliance with existing health and human rights regulations is already taken into account, potentially an exclusion list to be set up as a next step.
- **Governance:** governance-related risks at customer level are measured by scoring questions on transparency, business ethics, diversity and strategy and risk management

The ESG customer score is based on individual assessments by internal analysts. Qualitative and quantitative information on E, S and G criteria is used to evaluate the customer. The ESG Score is determined for all Corporate credit customers. It will be extended to FI and Sovereign customers throughout 2023.

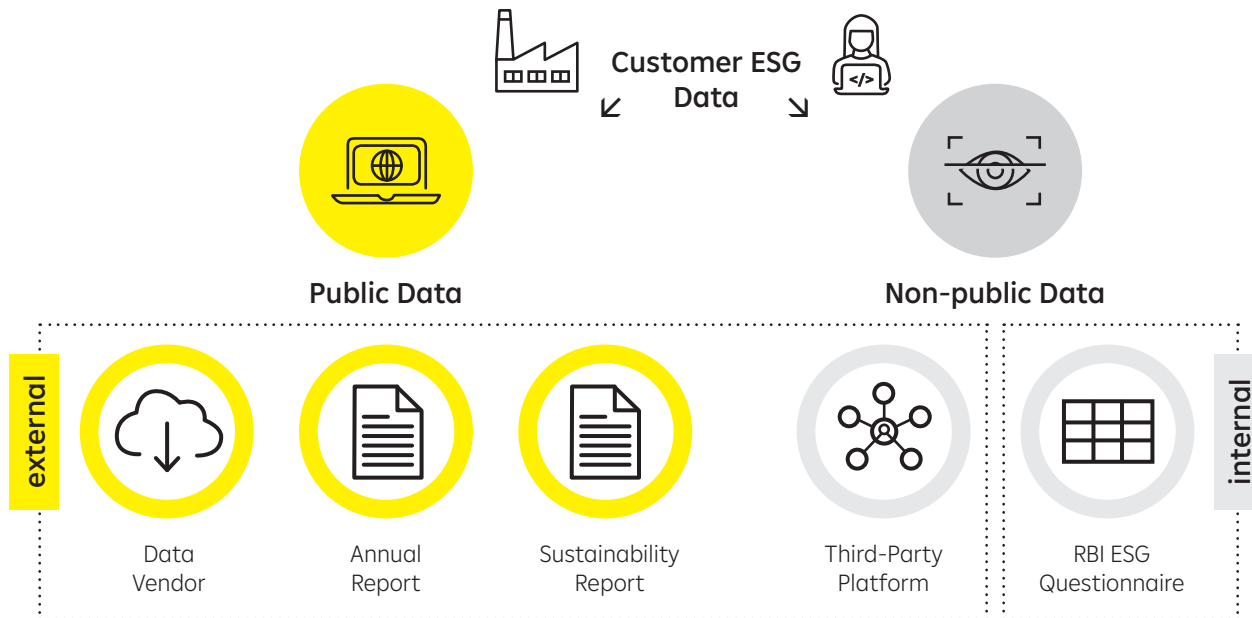
In addition, a reputational risk score is calculated for all Corporate credit customers based on individual assessments. Specifically, E, S and G-relevant data are used to identify potential greenwashing and to assess whether cooperation with certain entities could lead to reputational damages or risks for RBI.

## Customer Data Collection

To support the development of internal ESG customer scoring, further improvement of the financed emissions (both described above in the report) and internal steering decisions, we place a strong emphasis on data quality; for this purpose, we have developed a customer questionnaire allowing us to collect relevant environment-related information directly from our customers. As social and governance-related questions have already been included in the normal rating process, we have focused on the challenge of data collection for environment-related topics. The latest financed emissions calculation has enabled us to prioritize and as such tackle the largest CO<sub>2</sub> emitters in our portfolio first. To date, we have addressed approximately 432 customers in 2022.

In addition to meeting regulatory requirements, we strive to make data collection as easy and convenient as possible for our customers and are aligning with our peers on the content of the questionnaire. We have already achieved such alignment in our home market of Austria, where we continue to use the OeKB Data Hub for all Austrian customers and support similar alignment and cooperation across our other markets (where we are now using an in-house questionnaire).

In summary, overall ESG data collection is anchored in both publicly available data and direct customer data, as shown in the below picture.



We initially focused on the largest emitters in our corporate loan portfolio to capture the most relevant sources of GHG emissions as well as industries identified as important in the regulatory framework (EBA ITS as at 19 December 2022, p. 13) to include the most important GICS Codes:

#### Metals and Mining

- Gold
- Silver
- Copper
- Aluminium
- Diversified Metals & Mining

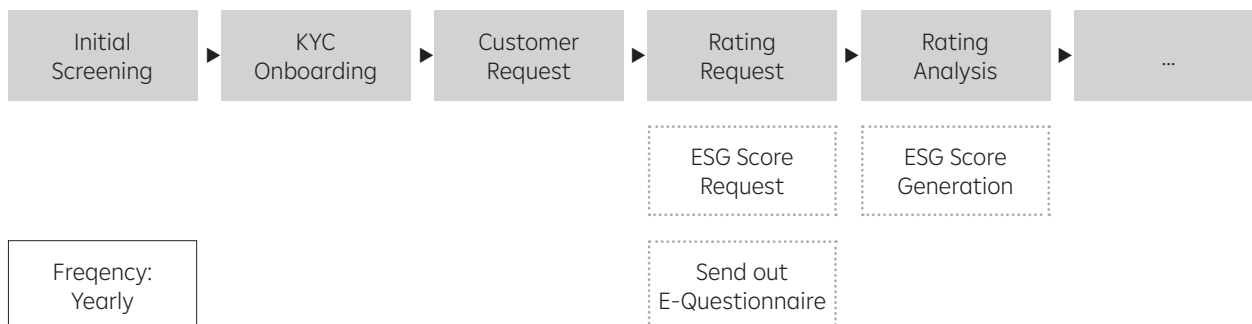
#### Oil, Gas and Consumable Fuels

- Coal & Consumable Fuels
- Thermal Coal
- Oil & Gas Exploration & Production
- Integrated Oil & Gas

Our own ESG questionnaire covers the main environmental aspects, i.e.

- GHG emissions
- Circular economy
- Energy consumption
- Water consumption

"Social" and "Governance"-related information is gathered both from annual reports and sustainability reports.



We are switching to incorporate the collection process into the rating process, making it mandatory to collect environment-related information prior to the financial rating being generated on an annual basis.

- Examples of KPIs requested from the customer:
- GHG Scope 1, 2, 3
- Share of Taxonomy-aligned economic activities in total turnover (revenue)
- Share of water sources in water-stressed areas

## Green Asset Ratio

The Green Asset Ratio is taken into account in the measurement methodologies and analytics. Details can be found in the chapter "Regulatory disclosure requirements pursuant to Article 8 of the EU Taxonomy Regulation", see pages 214-217.

## Financed GHG emissions 2022

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Since 2020, RBI has calculated and published its "Financed GHG emissions", i.e. the indirect downstream emissions associated with its lending and investment activities. This was an important step in identifying sectors on which to focus in our efforts to mitigate the negative impact on the environment of our customers' activities. It was also the first important step for setting Science Based Targets, which were officially validated in September 2022, and are covered in the next section.

The methodology applied is based on the "PCAF Standard" - the most widely accepted, GHG Protocol-compliant standard for financed emissions calculations. The asset classes covered within the financed emissions calculations are Business Loans and Unlisted Equity, Project Finance Electricity Generation, Commercial Real Estate and Listed Equity & Corporate Bonds as defined by the Global GHG Accounting and Reporting Standard for the Financial Industry. Still outside the scope of the calculations are the PCAF asset classes Mortgages and Motor Vehicle Loans, as well as Sovereign Debt<sup>1</sup>. The exclusion of these exposures from the coverage of financed GHG emissions calculations is due to the currently poor data availability and quality (Mortgage portfolio) the non-materiality (Motor Vehicle loans) and the novelty (Sovereign Debt) of the methodology.

The PCAF Standard sets out requirements for determining the portion of clients' emissions that can be attributed to a financial institution. Scope 1 and 2 emission data disclosed by clients are used whenever available, but estimations have to be made in most cases. The underlying data needed for estimations is also specified in the PCAF Standard.

The basic formula used across all asset classes is:

$$\text{Financed GHG emissions} = \text{Attribution factor} \times \text{Borrower's/investee's emissions}$$

The attribution factor is defined as the share of total annual GHG emissions of the borrower or investee which is attributable to the financing bank via that specific loan or investment and is calculated as follows:

$$\text{Attribution factor} = \frac{\text{Outstanding amount}}{\text{Total equity} + \text{Debt}}$$

<sup>1</sup> The December 2022 version of the PCAF Standard, Part A, contains a new methodology for the PCAF Asset Class "Sovereign debt"

As mentioned, customer-specific GHG emissions data has been used in the calculation where available. This data allows a more precise assessment of financed emissions, but availability is still limited. Around 24 per cent of total financed GHG emissions have been calculated based on such data, the remainder had to be estimated. We launched an extensive data collection exercise to support us in the endeavor to constantly improve the quality of our calculations with the aim of better tailoring our steering efforts.

Borrowers'/investees' emissions include Scope 1 and Scope 2 emissions estimated using so-called "emission factors", representing average (physical or economic activity-based) emissions intensity values for specific industries and countries. For the 2022 calculations we took the step to change the database from which the emission factors are sourced, previously extracted from Exiobase by the consultancy company that assisted with last year's calculation exercise. We decided to leverage on the expertise accumulated in-house and are now performing the calculations using emissions factors as per the PCAF database.

The following table shows the results of the 2022 calculations based on the disclosure template recommended by the Global GHG Accounting and Reporting Standard for the Financial Industry. Besides disclosing the 2022 figures, we are also restating the 2021 figures<sup>1</sup> to account for a) changes in the calculation scope, to include also financial institutions and SMBs within the definition of "corporate exposure" and b) the change of database from which emissions factors are extracted, which we now directly derive from PCAF.

RBI Group's financed GHG emissions calculations cover around 26 per cent of the Group's total assets and 47 per cent of total lending and investment activities<sup>2</sup> in 2022. Emission intensity figures are reported in tCO<sub>2</sub>e/million Euro as per the PCAF requirement<sup>3</sup> as opposed to tCO<sub>2</sub>e/1,000 Euro used in previous disclosures.

Asset Class	PCAF Data Quality score	Outstanding Exposure (in € billion)		Financed Emissions (in million tCO <sub>2</sub> e)		Intensity <sup>4</sup> (tCO <sub>2</sub> e/million €)	
		2022	2021*	2022	2021*	2022	2021*
Business Loans & Unlisted Equity	3.7	47.02	44.49	9.07	11.00	192.93	247.23
Project Finance Electricity Generation	3	0.00	0.03	0.00	0.03	494.98	1,058.25
Project Finance Real Estate	4	4.87	3.94	0.09	0.16	17.99	40.11
Equity and Bonds	3.3	4.69	4.89	0.84	0.47	178.65	96.01
<b>Total</b>	<b>3.7</b>	<b>56.59</b>	<b>53.35</b>	<b>10.00</b>	<b>11.66</b>	<b>176.69</b>	<b>218.49</b>
Project Finance Electricity – Generation Avoided	3	0.19	0.12	0.09	0.03	442.49	296.87

\* Note: Figures for 2021 have been restated to account for changes in the calculation scope and the change of database from which emissions factors are extracted.

In addition to the financed GHG emissions, RBI Group also reports avoided emissions for Project Finance Electricity Generation based on its renewable power project portfolio. These emissions are the ones which have been avoided by investing in the renewable power projects compared to the emissions which would have been created in the absence of the project. These emissions are not part of the financed GHG emissions and are reported separately.

<sup>1</sup> As per internal documentation, the recalculation policy for financed GHG emissions is based on the following criteria: a) changes in the RBI Group structure (mergers, de-mergers, acquisitions, divestments) that materially alter the Group size and BS composition; b) material changes in assets in the scope of the financed emissions calculations by e.g. inclusion of asset classes previously not covered; c) methodological changes that are deemed to have a material impact on the calculations, e.g. change in emission coefficients applied.

<sup>2</sup> Lending and investment activities are defined as on-balance equity and securities exposure as well as exposure from loans and advances not held for trading. The total also includes portfolios currently not covered (e. g. retail). Amounts referred to are post-securitisation.

<sup>3</sup> "Economic emission intensities shall be expressed on a portfolio, asset class, or sector level in metric tons of carbon dioxide equivalents per million euro or dollar invested or loaned: tCO<sub>2</sub>e/€M or tCO<sub>2</sub>e/\$M" – PCAF (2022). The Global GHG Accounting and Reporting Standard Part A: Financed Emissions. Second Edition.

<sup>4</sup> Emission intensity figures in the table refer to the economic intensity i.e. financed emissions in relation to volumes financed; in line with the recommendations of the PCAF Standard, we are reporting economic emission intensities in tCO<sub>2</sub>e/€ mn instead of tCO<sub>2</sub>e/€ 1,000 as in the previous years' disclosures





The reduction in total financed emissions from 11.66 mn tCO<sub>2</sub>e to 10.00 mn tCO<sub>2</sub>e (-14 per cent) is driven by a contraction in Russian exposure and a shift in portfolio composition – away from the corporate segment and towards financial institutions, the latter typically exhibiting lower emission intensity.

Top 10 industries<sup>1</sup> by financed emissions contribution within the asset classes “Business Loans and Unlisted Equity” and “Equity and Bonds” are reported in the table below.

GRI 305-3, -4



GICS industry group	Exposure in billion €	Financed Emissions in million tCO <sub>2</sub> e	Intensity tCO <sub>2</sub> e per € 1,000
Oil, Gas & Consumable Fuels	1.16	1.76	1,512.93
Metals & Mining	2.23	1.41	632.47
Food Products	3.33	1.34	402.46
Water Utilities	0.02	0.83	39,242.70
Chemicals	1.73	0.82	475.73
Construction Materials	0.65	0.69	1,068.17
Multi-Utilities	0.81	0.45	551.47
Energy Equipment & Services	0.12	0.41	3,366.98
Trading Companies & Distributors	2.57	0.25	95.81
Road & Rail	2.13	0.20	92.26
Other Industries	36.97	1.76	47.51
Total Portfolio covered (excl. Project Finance)	51.72	9.91	191.63
<b>Total Portfolio covered by calculations</b>	<b>56.59</b>	<b>10.00</b>	<b>176.69</b>

As shown in the table, the top 10 sectors by total financed emissions account for 26 per cent of total exposure covered within the calculations (€ 56.59 billion) and 82 per cent of financed emissions of the Group (10.00 million tCO<sub>2</sub>e).

<sup>1</sup> The industry split follows the latest MSCI GICS classification.

GRI 2-23

## The way forward – science-based targets



PRB 2, 6

RBI's Science Based Targets were approved in September 2022 and represent an important tool supporting the Group's portfolio steering towards financing activities that are compatible with the Paris Agreement goals. Achievement of Science Based Targets will also contribute to fulfilling the commitments linked to RBI Group's status as signatory of the Principles of Responsible Banking. The table below provides a compact overview of the targets and key metrics as published on the Science Based Targets initiative website<sup>1</sup>.

Sectoral Decarbonisation Targets (SDA <sup>2</sup> approach)	Timeline	Targets Alignment	Calculated Target (well-below 2°C)
Commercial Real Estate (Corporate Loans)	<b>Target year 2030</b> Revalidation & recalculation in five years	well-below 2°C scenario	56 per cent reduction in GHG emissions per m <sup>2</sup> by 2030 (base year: 2020)
Electricity Generation (Corporate Loans)	<b>Target year 2030</b> Revalidation & recalculation in five years	well-below 2°C scenario	47 per cent reduction in GHG emissions per MWh by 2030 (base year: 2020)
Electricity Generation (Project Finance, incl. Renewable Energy)	<b>Target year 2030</b> Revalidation & recalculation in five years	well-below 2°C scenario	48 per cent reduction in GHG emissions per MWh by 2030 (base year: 2020)
Portfolio Targets (Temperature rating approach)	Timeline	S1+S2 Customers' Emissions (well-below 2°C)	S1+S2+S3 Customers' Emissions (well-below 2°C)
Corporate loan: other long-term debt	<b>Target year 2027</b> Revalidation & recalculation in five years	2.74°C portfolio temperature score by 2027, from current 3.20°C (base year: 2021)	2.82°C portfolio temperature score by 2027, from current 3.2°C (base year: 2021)
Listed Equity and Corporate Bonds			

We use two types of targets: Sectoral targets and portfolio targets.

Sectoral targets are set for the portfolio corresponding to Commercial Real Estate and Electricity Generation financing activities of the Group. For these portfolios, targets have been calculated using the Sectoral Decarbonisation Approach (SDA). This is a scientifically informed methodology developed for homogeneous sectors that takes into account the emissions scenarios elaborated by the International Energy Agency. The SDA methodology derives the physical emission intensity<sup>3</sup> pathway that is compatible with limiting global warming to well below 2°C.

Portfolio targets have been set using the "temperature rating" methodology, an "engagement-oriented" approach where the progress of the temperature rating of the RBI portfolio, down from a default value of 3.2°C, depends on the ambition of our clients in setting their own decarbonization targets.

To ensure progress and achievement of the targets for financed emissions (Scope 3 Category 15 as per the GHG Protocol), RBI Group plans to leverage on the sectoral strategies set up to steer its lending portfolio structure as well as on client engagement. The efforts will be supported by a continuous focus on improving data quality and availability.

<sup>1</sup> <https://sciencebasedtargets.org/companies-taking-action/>

<sup>2</sup> Sectoral Decarbonisation Approach as described in the Financial Sector Science-Based Targets Guidance V.1.1

<sup>3</sup> Emission intensity metrics are sector-specific: kg CO<sub>2</sub>e/m<sup>2</sup> is used for the Commercial Real Estate sector, tCO<sub>2</sub>e/MWh is used for Electricity Generation.

## III. Steering approaches, reflecting risks and opportunities

### III. Steering approaches, reflecting risks & opportunities

- Sectoral strategies & special policies
- Climate stress testing

As one of the market leaders in our markets, RBI has great responsibility in redefining and reshaping our business pattern in line with the latest market and regulatory requirements. We have already made a strong commitment when it comes to thermal coal, nuclear power, weapons and war material and gambling. We have also been working on (re)-defining our approach in regard to the high CO<sub>2</sub>-emitting industries by further developing industry-specific Group policies. Currently we have finalized the exclusion policy on Oil & Gas (published) and Steel (approved by our Board of

Management). The next policies will focus on Construction & Real Estate and Utilities. As a first step in the sectoral strategies, we cluster customers according to their ESG profile. In a second step we design engagement criteria and operational targets. All approved policies are available to all involved employees, while additional information sessions are made available upon initial approval and as needed. Also from a social perspective, we have defined our approach towards tobacco via a special policy.

The cornerstone of the sectoral strategies (which will in turn also operationally support the implementation of the Science Based Targets) is the identification of key environmental-related risks at industry level and the translation of these risks into mitigation actions and opportunities at customer level. We therefore distinguish between three main categories (both at customer and transaction level): exclusive (total or partial exclusion of industries and customers, also called negative screening), transformative (supporting sectors/customers on their way to reduce carbon emissions or net-zero nature impact or in their efforts to provide social impact), and supportive (sectors and companies that are already in the green and socially equal economy of the future). Development of the sectoral strategies is a joint exercise between business, risk, strategy and GESM, as well as regulatory-related departments.

With this clustering in mind, we are shifting our business focus towards transformative and supportive industries/customers, with additional quantitative measures (e.g. limitations, further CO<sub>2</sub> reduction targets and resource efficiency targets) to be developed in 2023 in combination with the CO<sub>2</sub> reduction targets/Science Based Targets we have set in place.

### Thermal coal

RBI has committed itself to significantly reducing its carbon finance portfolio, i.e. its total assets relating to thermal coal and thermal coal trading. The policy prohibits transactions – with the exception of green products – with companies that generate more than 25 per cent of their revenues from thermal coal mining. The same applies to energy and trading companies. No new lending exposures are to be entered into with such customers and their outstanding balance must be repaid by 2030 at the latest. Furthermore, RBI has undertaken to no longer provide new financial services to new or existing thermal coal power plants or mines from 2021 onward, nor will it directly participate in (re-)financing for such companies.

### Oil and gas

RBI published its exclusion policy on Oil & Gas and published it in June 2022.

Based on the policy, RBI defined exclusions on a) Arctic oil & gas activities, b) tar sands oil, c) fracked oil & gas, d) ultra-deepwater mining/offshore drilling, e) liquefied natural gas (LNG) fed by shale gas, ultra-deepwater gas, or Arctic offshore drilling gas, and f) other exclusions, including but not limited to, the immediate exclusion of any Amazon oil.

Exclusions and thresholds about such exclusions can be accessed through the policy that can be retrieved from our homepage.

In addition to the exclusion policy, RBI is working on an Oil & Gas sectoral policy. In the policy, climate criteria are defined based on the emissions scopes, emissions reduction targets, and other targets such as business plans to reduce

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GHG emissions in line with the EU Taxonomy. Customers that already implement these criteria are deemed “supportive customers”, those who partially implement them are deemed as “transformative customers in implementation” and those who do not yet implement but plan and commit themselves to such implementations are deemed as “transformative customers in planning”. Customers that do not align with any of the above are deemed “restrictive customers”. Circularity criteria include the implementation or planning of water intensity actions, avoidance of biodiversity loss and hazardous waste, and waste management.

## Steel

RBI Group fully supports the transition towards zero carbon and the circular economy, but at the same time the Group acknowledges that steel production in particular will continue to play a key role in overall global commodity production in the mid (2030) and long-term (2050).

The Group Policy on Steel in progress

- identifies the supportive, transformative, and restrictive criteria in the steel industry sector including climate and circular economy aspects and aims to define principles and rules for the respective classifications.

The climate criteria included are defined based on the emissions scopes, emissions reduction targets, and other targets such as business plans to reduce GHG emissions in line with the EU Taxonomy. The situations of “supportive” and “transformative” customers are reflected, based on their implementation status, as is the case with the above policy on Oil & Gas. Customers that do not align with either of these are deemed restrictive customers. Circularity criteria include the principle of waste management (implemented or planned).

## Real Estate and Construction

RBI Group acknowledges that the real estate and construction industries will continue to play a key role in the overall global economy. In alignment with the GHG reduction targets, RBI Group is working on a sectoral policy on Construction and Real Estate, which is expected to be finalized by the first quarter of 2023 at the latest.

The policy in progress

- identifies the supportive, transformative, and restrictive criteria in the Real Estate and Construction industries and aims at defining principles and rules for the respective classifications.

Climate criteria include the existence of ESG data and whether the company or the group has published reports/statements/policies on environmental topics relevant to the customer and its industry including quantitative environmental targets and/or measures on how to achieve these targets.

Regarding environmental targets, RBI considers whether the company or the group has set a target the reduction of CO<sub>2</sub> emissions and whether it is aligned with the SBTi or similar standards for the sector or net-zero goal together with measures to achieve it (commitment only would not be enough). RBI also considers whether the company or the group has set quantitative or qualitative reduction of Scope 3 emissions goals for the reduction of Scope 3 emissions (for supportive customers) and whether the company or the group has set quantitative CO<sub>2</sub> emissions target(s) (for transformative customers).

Furthermore, if the “Energy Performance Certificate (EPC)<sup>1</sup> Primary Energy Demand (PED)<sup>2</sup> asset distribution” is classified as A, B, or C, then the customers are deemed “supportive”; D is the lowest possible classification criteria for “transformative” customers. Customers that do not align with any of those criteria are deemed restrictive customers. The relevant circularity criteria in this policy are based on waste, water, and energy measures.

<sup>1</sup> Energy Performance Certificate (EPC): a certificate recognized by an EU Member State or by a legal person designated by it, which indicates the energy performance of a building or building unit, calculated according to a methodology adopted in accordance with Article 3 of Directive 2010/31/EU.

<sup>2</sup> Primary Energy Demand (PED): an indicator for the energy performance of a building. The EU Taxonomy requires that sustainable economic activities to document the Primary Energy Demand (PED), amongst other criteria, for real estate.

## Nuclear power

The financing of or participation in any transactions or projects which put the environment at risk of lasting substantial detrimental impact (e.g. negative impact on human beings, pollution of land, air or waters) are not in accordance with our business conduct. We recognize the serious risks derived from nuclear fuel mining and processing, nuclear power generation, and nuclear waste management. Recent experience shows that the risks associated with nuclear power plants both to the environment and human beings are currently unforeseeable.

We aim to avoid the mobilization and catalyzing of nuclear energy business (in terms of financing, advisory or other banking services, participation, investment funds focusing on nuclear energy). We have implemented a zero tolerance approach, particularly regarding the following entities and their relevant suppliers (key technologies and components):

- Nuclear power plants (NPPs),
- Companies mining, processing and trading with nuclear fuel, or
- Companies managing nuclear waste (storage of spent fuel derived from NPPs)

All financing transactions are subject to a thorough assessment with regard to potential exposure to nuclear energy production and appropriate controls are implemented to prevent RBI's involvement in such businesses.

We understand that nuclear power plants are usually operated by electricity companies or holding companies. Cooperation with electricity companies or holding companies continues, however with strict segregation from nuclear power plants and connected activities. Trading with electricity with mixed sources (including nuclear energy) is not subject to such restriction, however sole nuclear energy trading is excluded.

## Weapons and military equipment

We respect and support the protection of human rights stipulated in the European Convention on Human Rights as well as the UN Universal Declaration of Human Rights. We aim to engage in business which is in line with these principles. We seek not to be involved in business with products that are intended to be used to quell demonstrations, political protests, or other violations of human rights. This applies in particular to countries where political unrest or military conflicts or other violations of human rights are ongoing or expected.

We aim to avoid the mobilization and catalyzing of military business (in terms of financing, advisory or other banking services, participation, investment funds focusing on military business). We implement a zero tolerance approach especially regarding entities manufacturing, maintaining or trading, as well as with regard to providing assistance services, technologies dedicated to controversial weapons (nuclear, biological, chemical weapons, blinding laser weapons, anti-personnel mines, cluster munitions, depleted uranium ammunition, incendiary weapons, non-detectable fragments) and their relevant suppliers (key technologies and components), and also regarding sole producers of listed products (military goods and dual-use goods) and wholesale arms merchants.

Cooperation with entities (and holdings) involved in the production of listed products on a small scale is accepted on a very selective basis, with our relationships generally focusing on non-defense related activities.

All financing transactions are subject to a thorough assessment with regard to potential exposure to defense business and appropriate controls are implemented to prevent RBI's involvement in such businesses.

In the event that there are defense-related payment transactions in which RBI is involved in any way, we apply strict controls on these transactions to comply with the relevant embargo regulations and national requirements, and also apply additional conditions according to our internal risk management decisions.

Find more at:  
<https://www.rbinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct>

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## Gaming and gambling

Find more at:  
<https://www.rbinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct>

In the absence of a harmonized framework for the betting and gambling industry within the EU, most European countries (including major countries of the CEE region) provide a regulatory framework and support the development of a legitimate betting and gambling industry and continuously eliminate illegal gambling activities. Regulators are increasingly requiring licensees to commit to responsible gaming and protection of consumers, as well as to implement methods to fight against money laundering and terrorist financing and corruption. The heightened risk of money laundering and organized crime requires special attention.

We seek to provide our services to those reputable, transparent corporates in the European Economic Area or other European countries with a regulated market for the gambling industry that are subject to supervision and adhere to principles of responsible gambling and also comply with EEA-wide anti-money laundering and counter-terrorist financing standards.

## Tobacco

The fight against smoking is at the heart of chronic non-communicable disease prevention. Concerned about the prevalence of tobacco smoking and its harmful impact on health and society, RBI introduced its own tobacco policy in January 2022, aligned with its social responsibility goals, commitment to the Sustainable Development Goals and the Principles for Responsible Banking.

The policy applies to all companies or groups of companies whose activities derive more than 25 per cent of their revenues from the production or distribution of tobacco products. RBI restricts on- and off-balance-sheet financing activities and all investment banking and advisory services in the tobacco industry to globally active producers (including their distributors) that can demonstrate best-in-class ESG ratings, a clear commitment to responsible marketing, packaging and labeling practices, as well as clear evidence of moving their portfolio away from traditional tobacco products.

RBI will not engage in any project or investment financing activities linked to the extension and enhancement of traditional tobacco production facilities. Exposure towards tobacco producers and distributors not eligible under the policy must be fully phased out by 2028.

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## Climate stress testing

The outcome of the 2022 climate stress exercise confirms the sectors/regions identified internally as mostly affected by climate risk. The exercise gave us important benchmark information with respect to model calibrations, data availability and general confirmation of our internal framework.

As a next step, we continue to highly prioritize ESG-relevant data sourcing, and further analyze the outcome of the models against the benchmark for potential recalibrations. In general, we assess our fallback parameters (e.g. proxies in case no data points are available) as conservative compared to our peer companies.

Module 3/Stress test: In terms of projecting the credit and market risk parameters, we can see that the portfolio would be mostly affected by the extreme shocks of the short-term disorderly transition risk scenario. The least impact would come from the short-term heat & drought scenario.

The three-year disorderly transition scenario (delayed 2 degrees Celsius warming) has been incorporated into our internal capital adequacy assessment framework (ICAAP), together with a flood risk scenario. The internal framework, including its steering functionality will be further developed with regard to both the transition and physical risk scenarios over the coming year.

## IV. Risk processes and governance

### IV. Risk processes and governance

- Credit processes enhancement
- Prevention of liability, reputational and greenwashing risk in the design phase

Sustainable Finance is already an important part of RBI Group's Corporate Credit Policy in order to ensure integration of ESG-related risks into risk management and underwriting considerations and to shift the focus towards those industries that enable the transition to a low-carbon economy. RBI has further enhanced its Three Lines of Defense model (first line: business; second line: risk and compliance; third line: audit) to take better account of ESG-related topics, while also paying close attention to reputational risk that might result from greenwashing (we are of the opinion that

the same concept applies to social aspects as well).

More specifically, the lending decision process is carried out on a case-by-case basis following standardized principles and guidelines and in line with a comprehensive due diligence process and is currently being enhanced with a view to how climate-related risks are affecting the respective industry. As a first step, we have defined those industries and activities in which we do not want to do business (based on market standards and internal constraints, we have drawn up an internal exclusion list to be published externally once all internal alignment steps have been concluded). Once these criteria have been verified, both the customer and the transaction are analyzed from an ESG perspective. If critical, the ESG impact of these cases is analyzed in detail both on the business and on the risk management side. Industries with high CO<sub>2</sub> emissions are automatically part of this process, especially if a policy is already in place.

All of the above steps follow a clear personnel and functional separation between business activities and all risk management activities. In addition to traditional "hard facts" and numerous qualitative criteria for all clients, the internal rating model incorporates an evaluation of the management, which is responsible for appropriate handling of environmental and social topics within the company. In addition, an evaluation is performed as to whether clients are subject to special environmental or social risks, including human rights violations or health risks (as part of the qualitative assessment in our internal corporate rating model), and whether a potential borrower follows the existing general and sector-specific rules with regard to the environment, human rights, and health standards relevant in general and for the respective industry. The agreed credit terms are also assessed as standard as part of the annual analyses.

In addition, it is RBI Group's policy to have sustainable credit-lending practices to ensure long-term value creation for its customers as well. Namely, repayment ability of clients is of utmost importance and collateral alone is not a reason for loan granting. Speculative products are not offered, and foreign currency-denominated financing is provided on an exceptional basis, based on solid argumentation, and customers are well advised of the risks involved.

In this regard, RBI Group has established policies and processes which ensure that lending activities are not only geared to the risk-taking capacity of the Group, but also to the borrowing capacity of the individual client. Thus, special attention is paid to avoiding over-indebtedness and ensuring that clients are in a position to sustain their activities in the long term. Depending on the customer segment, different policies and measures apply. Refinancing is affected with a view to ensuring that the refinanced loan is closed, and lending after restructuring is regulated with sound limitations in order to give our clients time to heal from a financial difficulty.

Should payment difficulties nevertheless result, dealing proactively with the affected customers is a natural part of our banking operations to deliver on our promises in line with the RBI Vision/Mission. As soon as RBI notices the first evidence of payment difficulties, support is provided to the customer to solve the problems. Furthermore, the bank tries to find a suitable solution for the situation at hand within the scope of its options and the customer's financial situation. If difficulties arise with servicing of loans, RBI looks at each case individually and assesses how the customer can be helped by means of contractual concessions within financially justifiable limits and with due regard for the regulatory requirements and endeavors to work with the customer to find a fair solution. In doing so, particular attention is paid to the customer's changed circumstances. In the event of a dispute, RBI follows a fair and professional complaints procedure.

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GRI G4-DMA  
(former FS3)



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Several subsidiary banks have also applied the standards of the International Finance Corporation (IFC) and/or the Multilateral Investment Guarantee Agency (MIGA): Raiffeisen Bank Sh.a in Albania, Raiffeisen BANK d.d. Bosna i Hercegovina, Raiffeisen Bank Kosovo J.S.C., Raiffeisen Bank S.A. in Romania, Raiffeisen banka a.d. in Serbia, Priorbank JSC in Belarus. The E&S policy of AO Raiffeisenbank in Russia partly follows the IFC standards' recommendations. (E&S due diligence and screening against IFC Performance standards are no longer carried out).

GRI G4-DMA  
(former FS4)

These subsidiary banks have all introduced an Environmental and Social Management System (ESMS) and a corresponding Environmental and Social Policy (E&S Policy). This policy describes the principles of ecological and social risk management applicable in the bank and defines key roles and responsibilities for managing E&S risks as well as key elements of the E&S risk management process. Employees involved in E&S risk assessment are familiarized with the requirements of the policy, kept informed of updates, and trained to conduct the analysis. The credit process ensures that all credit applications in the corporate customer segment are reviewed in three steps in addition to the usual credit and risk criteria:

1. Evaluating whether the company is engaged in activities on the IFC or Miga exclusion list.
2. Categorizing the environmental and social (E&S) risk level depending on the type, location, noticeability, and size of the project as well as the nature and scope of its possible environmental and social impact (low, medium, or high).
3. Social and environmental impact assessment/E&S due diligence (not in AO Raiffeisenbank Russia) for all transactions of high and medium risk: Determining the environmental and social impacts and risks of a project as well as determining whether it meets the laws of the respective country and other policies and guidelines of the World Bank and IFC.

Also included are performance standards regarding work and labor conditions, resource efficiency and the avoidance of environmental pollution, public health and safety, land acquisition and forced relocations, retention of biodiversity and sustainable management of natural resources and indigenous peoples and cultural heritage (see the IFC website at [www.ifc.org](http://www.ifc.org)).

Furthermore, the Code of Conduct is part of our lending policy. All employees involved in lending are accordingly obliged to act responsibly and also to carry out their supervising duties with great care. Likewise, the reputation of our banking group must be considered in all activities and decisions. The executives of our company are responsible for compliance with these standards in their respective areas of responsibility.

Moving one level up, RBI takes ESG topics into consideration not only in the individual credit decision, but also at portfolio level, thus contributing to further alignment of its actions to the group's long-term goals. The credit portfolio of the group is steered by means of a portfolio strategy, which is the core tool for enabling healthy exposure diversification across countries, industry sectors, or types of products. By ensuring this diversification, the group's concentration in terms of undesirable risks and systematic shocks is limited. In order to keep pace with a dynamically changing environment, but also the long-lasting effects of the Covid-19 pandemic, RBI Group performs quarterly reviews of its portfolio strategy, specifically with the aim of achieving a target portfolio quality or a target industry or geographic split. One of the central tools in this process is the "Industry Matrix", a framework that allows the clustering of industries based on their short-term (one-year) and long-term (three-year) risk as assessed by the respective industry experts for each economic sector. The Industry Matrix quadrant assignment is used not only for top-down portfolio steering (i.e. in setting industry thresholds to limit the relative size of risky segments within the portfolio) but also in bottom-up credit decisions (i.e. in underwriting and single-name limit sizing). This and other steering frameworks ensure that RBI Group's high-level lending practices are upheld going forward. The risks and potential of various industries in the individual countries, together with the individual client credit standing, are continuously evaluated to ensure a timely response to challenges. To capture the impact of these developments on the future structure of the credit portfolio, existing lending guidelines and limits for the portfolio are refined and new ones developed. In addition, within our industry limitations, preferential treatment is given to "green transactions" over transactions which have not been identified as such.

In addition to the existing credit considerations, RBI Group has already started accounting for ESG-related risks at industry and country level through the development of an internal ESG base score and is increasingly taking account of

them at individual customer level as well. The topic of climate is covered on multiple levels in our ESG Industry Base ratings and includes factors such as local pollution, residential pollution, transportation, energy, and within our industry limitations, preferential treatment is given to “green transactions” over waste. However, we pay the most attention to the CO<sub>2</sub> factor, to which we give significantly more weight in our model than is the case with the average ESG ratings of agencies, as we want to focus on the topic of CO<sub>2</sub>.

By these means, the two impact areas identified by the PRB Impact Analysis (climate, and circularity) are included in the RBI scoring tool in a meaningful way.

Last but not least, both individual and portfolio decisions are also made with a view to how we can make a positive contribution to the Sustainable Development Goals (SDGs) and how RBI can further limit potential negative impacts.

Thus, we are committed to further support participants in the Healthcare sector (there is currently no industry limitation in place), gender equality (incorporated in the lending process; as such RBI uses standardized selection criteria and conditions offered to its clients from the Private Individuals sector), reduction of poverty (RBI Group finances SME start-ups, micro businesses and private individuals) and innovation and infrastructure/renewable energy projects especially given that RBI's regional footprint is of utmost importance.



# Sustainable Finance

GRI 201-2  
GRI G4-DMA  
(former FS5)

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## Sustainable Finance Strategy

The topic of sustainability has gained momentum, and financial institutions are playing a central role in reorienting capital flows towards a more sustainable economy. On the one hand, investors are demanding increasingly frequent information about what their assets are used for and the positive impact of their investments on the environment and social issues. On the other hand, there is growing customer demand for products and services that combine “social”, “environmental” and “economic” criteria. To advance the ESG strategy, RBI has focused on selected ESG topics:

### ESG Rulebook for sustainable customers and transactions

GRI 2-23, -24  
GRI G4-DMA  
(former FS1)

To help our customers to improve their carbon footprint and make their transformation a sustainable success, we need to be able to assess transactions and projects on the basis of ESG criteria and advise our customers accordingly. In 2020, RBI devised a harmonized definition of sustainable customers (including the customer ESG score) and transactions, and made it available to the whole of the RBI Group in the form of an ESG rulebook. In 2022, the RBI Group ESG Rulebook was expanded to include additional definitions and framework conditions, and was introduced as a binding policy at Group level. The ESG Rulebook sets out Group-wide uniform definitions for sustainable customers and for green, social and ESG-linked finance within the RBI Group. When classifying transactions, RBI has decided to take the uniform RBI in-house definitions and, wherever possible, the provisions of the currently applicable version of the EU taxonomy<sup>1</sup> into account. Internal RBI definitions of “green”, “social” and “ESG-linked finance” are based on the ICMA Green & Social & Sustainability Bond Principles and the LMA Sustainability Linked Principles. In this way, RBI wishes to ensure a uniform understanding of sustainable financing throughout the group and prevent greenwashing.

RBI's Retail Banking division (private individuals and SMEs in CEE) has also published its own “Framework for Green and Social Loans”, which was also validated by Sustainalytics. By publishing such a framework, we aim to ensure that our green and social loans to retail banking customers are aligned with Green and Social Bond Principles and also meet regulatory requirements, and we expect that additional assets can be flagged as green or social.

Find more at: [www.rbinternational.com/en/who-we-are/our-network/retail-private-banking](http://www.rbinternational.com/en/who-we-are/our-network/retail-private-banking)

<sup>1</sup> Therefore, they comply with the Substantial Contribution rules of the EU Taxonomy framework (Climate Change Mitigation Adaptation as published in Final Delegated Act).

GRI 203-2 Under this Framework, RBI sets "green" (for private individuals and SMEs) and "social" (for SMEs only) loan definitions based on the Green Loan Principles and EU Taxonomy requirements. These definitions will be implemented by the subsidiary banks in the markets where RBI operates with the aim of supporting mitigation and adaptation goals. They represent a part of RBI's broader sustainability strategy with the aim of focusing on assets with a positive environmental and social impact to support the necessary transition to a sustainable future. The Framework provides valid ESG definitions for green and social loans which will serve as the basis for assessing the assets as well as for regular and mandatory reporting purposes by RBI network banks.

## ESG Customer Advisory

RBI has set itself the goal of providing best-in-class ESG advisory for customers and ensuring a high standard of quality. The dedicated ESG Advisory Team at head office performs expert analyses and evaluations of corporate and institutional customers from an ESG perspective and helps our customers to identify green and social aspects of their business profile. In addition, the team is on hand as an expert advisor on the structuring of new products and services and for adapting existing products to customers' specific ESG requirements (more information is provided in the section on sustainable finance measures in the business areas).

## ESG risks and the prevention of greenwashing

To ensure increasing integration of the topic of ESG risks and negative impact prevention into the overall financing process, RBI AG has implemented corresponding processes and also plans to implement these gradually within the Group in future. For example, a list of corporate activities in which RBI AG does not wish to be involved ("exclusion list") was drawn up. In addition, employees received training on identifying certain signals which indicate that certain activities and sectors are particularly critical from a sustainability perspective.

### ESG expert opinion

For particularly critical customers and/or projects, an ESG expert opinion is prepared. This analyzes ESG factors at project level and at company level and assesses their impact on the environment and social issues. The ESG expert opinion is taken into account in the lending decision process and thus plays a key role in preventing negative impacts from an ESG perspective.

### Greenwashing prevention check

RBI has established a process to prevent greenwashing and has rolled it out across the Group as part of the RBI Group Rulebook. The greenwashing prevention check focuses on the structure of sustainable financial products, including products that are designated as "green", "social", "sustainability-linked" or similar, for which RBI acts as leading arranger and/or structurer. Under the greenwashing prevention check, RBI commits to certain internal process steps which must be complied with in the event of a transaction with a customer. In particular, ESG experts from RBI AG's Sustainable Finance Team are involved in critical customer transactions as well as, at a minimum, in the bid phase, the execution phase and the decision phase of a financing transaction. By involving the RBI AG ESG experts in ESG transactions, RBI provides a further supervisory body to minimize greenwashing risks and contribute to greenwashing prevention.

## ESG branding and ESG know-how

GRI G4-DMA  
(former FS4)

Another focal point within the ESG strategy is the development of ESG branding and expertise in order to strengthen awareness of change. RBI continuously offers in-house training on sustainable financing and on general ESG aspects in order to promote awareness of ESG issues. The Sustainable Finance Team at head office is responsible for ensuring that the knowledge and experience on transaction qualification generated at RBI AG is shared with the subsidiary banks in Central and Eastern Europe and expanded by means of a dialog with them. So far, seventeen training courses have been organized, focusing on the requirements in the different sectors, capital markets, real estate, green trade financing and KPI-related products. In addition, the employees concerned have been provided with the technical tools to identify and label sustainable transactions within the Group.

Great importance is placed on data transparency and the traceability of decisions relating to qualification. Intense cooperation within the Group allows for any synergies to be leveraged and fosters the development of suitable instruments and concepts.

In retail business too, RBI is focusing on creating further awareness and supporting a more efficient knowledge-sharing hub among the subsidiary banks in Central and Eastern Europe. Accordingly, the Retail Banking board area has established a Sustainability Strategy Unit and a network of Retail ESG Ambassadors that includes all the subsidiary banks in Central and Eastern Europe. The primary objectives of the network are to pass on knowledge, best practices and information between head office and the subsidiary banks in CEE, to enhance communication about ESG activities for retail, and to leverage cross-functional and cross-border knowledge. In 2022, we also held our first Retail Sustainability Summit with over 30 network colleagues with the aim of strengthening this group and further promoting ESG activities. We plan to further strengthen this community, share knowledge, and enhance efficiency through regular ESG community meetings, focused workshops, and summits in 2023.

RBI AG's vision is to be one step ahead and be the best banking group in CEE and Austria for sustainable finance. It is therefore especially important to prioritize the ESG focus areas and thus increase the proportion of sustainable financing while continuously expanding the provision of competent advice on ESG matters.

## Sustainable finance measures in the business areas

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As a responsible bank, RBI supports its customers in their sustainable transformation. For Raiffeisen Bank International, it is extremely important to also bring the subject of sustainable finance to Central and Eastern Europe. This is achieved through the network of ESG experts in the subsidiary banks, which RBI head office strengthens through knowledge building and support during consultations. In this way, the RBI Group ensures that customers also receive the best-possible support at local level when choosing a suitable sustainable financing strategy.

### Supporting our customers

GRI 2-29  
GRI 203-2

PRB 3

Whereas global sustainable financing in 2021 achieved a record volume to date of 1,763.5 billion US dollars, the volume in 2022 fell to a total of 1,490.1 billion US dollars. Nevertheless, with the successful record year in 2021 and a steady level of further ESG financing in 2022, it can be assumed that sustainable financing formats have secured a firm place on the financial market. Demand for sustainable financing formats was apparent from a host of customer discussions on sustainability and sustainable financing, as well as from a large number of completed sustainable financing transactions.

### Corporate customers

RBI AG's ESG Advisory Team provides in-depth and intensive advice on various sustainable financing formats geared towards customers' business models and sustainability strategies. These sustainable financing formats can cover a wide range of financial instruments (bonds, Schuldschein loans, syndicated loans, bilateral facilities, etc.) and a variety of sustainability formats (linking with ESG ratings or sustainability targets, or linking through proof of use of funds).

For this earmarked financing, it is necessary to verify whether corresponding projects comply with the sustainability standards specified by the market. The basis for this assessment is provided by the EU Taxonomy Regulation and the ICMA standards. The ESG Advisory Experts support our customers in verifying the suitability of various projects and activities with regard to EU Taxonomy compliance and as regards RBI's internal definitions of green, social or sustainable transactions, which also refer to best market practice. When engaging in dialog with customers on ESG-linked formats, it is especially important to jointly define material KPIs which are of importance for the customer's sustainability and business strategy. When establishing the annual target values, care is always taken to ensure a certain degree of ambition, and that the ESG KPIs represent a significant improvement in the customer's sustainability position.

In addition, the ESG Advisory Team advises customers on different ESG ratings and supports them in the verification process for obtaining a second party opinion. More in-depth subject-specific advice can be provided where necessary, for example with regard to net zero matters or the Science Based Targets initiative.

Sustainable financial products can be tailored to the individual customers so that they have a positive impact in terms of ESG criteria. RBI AG's Advisory Team advises customers in all industries – in critical sectors such as oil and gas, and also customers, through to non-critical sectors such as renewable energy – and in doing so addresses each individual customer's respective challenges and opportunities. With all sustainable financing transactions, RBI's ESG Advisory Experts always endeavor to provide customers with a clear understanding of market standards and requirements, as well as best practices. For example, in the field of real-estate financing, corporate customers are required to complete an ESG questionnaire. The ESG questionnaire refers specifically to the property that is to be financed and contains, among other things, questions on water consumption, energy consumption and CO<sub>2</sub> emissions, as well as questions on biodiversity aspects.

RBI AG supports customers during financing transactions:

- in all roles – as arranger, bookrunner, sustainability structuring advisor and lender
- across all financing instruments, from lending, promissory notes and bonds through to guarantees and derivatives
- in all forms of sustainable finance, both sustainability-linked formats and ESG rating-linked formats as well as formats focusing on the sustainable purpose of the liquidity
- in addition to sustainable finance, we advise our customers on the EU Taxonomy (where applicable), subsidized financing and corresponding subsidy programs in Austria and in the EU.

## Institutional customers

RBI AG engages in a regular and continuous dialog with its institutional customers on ESG developments and the realization of ESG-related transactions throughout the investment banking product universe, such as bonds, syndicated loans, asset-backed financing, fund finance, M&A and equity capital markets (ECM) products. This takes place in close cooperation and coordination with ESG experts and the respective customer relationship managers.

## Retail customers

In 2022, responsible banking has become a core part of the overall Retail Strategic Roadmap. Our focus is on supporting our customers in their green transition and becoming their first choice for retail ESG products. We developed solutions which aim at better understanding customers' carbon footprints and provided products with an environmental and social impact that, for the first time, allow retail customers to receive a superior supply of sustainability-oriented solutions.

We aim to increase green and social lending new sales to private individuals and small-business customers. RBI has introduced green mortgages. The product is now available for retail customers in six of the markets: Hungary, Romania, Slovakia, Bosnia & Herzegovina, the Czech Republic, and Albania. Green mortgage loans are lending products secured by real estate and are made available exclusively to finance or refinance, in whole or in part, new and/or existing transactions with a specific use of proceeds as defined by the Framework for Green and Social Loans.

Furthermore, in 2022, RBI also launched green unsecured purpose loans for private individuals and SME customers in Albania, Slovakia and Bosnia, respectively. All eligible green and social loans provide clear environmental and/or social benefits. The use of the proceeds of these loans and eligibility criteria are stipulated in the Framework. By implementing the Framework within Retail Banking, we have also ensured that our subsidiary banks in Central and Eastern Europe can issue sustainability bonds, and use the proceeds to finance or refinance, in whole or in part, existing or future projects that will lead to positive environmental outcomes and social advancements in Europe.

The flagship product line is the fund business, although there was also a focus on certificates and green bonds. The target customer base was extended from private banking to premium banking, and also to retail business at some subsidiary banks in CEE. All three product lines (new funds, new underlyings with certificates and not just plain vanilla bonds with green bonds) saw an expansion of the product range.

## Raising awareness – supporting our employees at RBI AG and the subsidiary banks in Central and Eastern Europe

GRI G4-DMA  
(former FS4)

One of the initiatives forming part of the Corporate Strategic Roadmap focuses on “sustainable customers and transactions” and sees sustainable action as an essential component of future business development and positive brand perception. In connection with this, extensive projects and initiatives were again launched in 2022 at RBI's head office and at the subsidiary banks in Central and Eastern Europe.

It is in particular important to raise awareness of ESG-related topics and ensure efficient cooperation. Accordingly, the Corporate Banking board area has established an international Sustainable Finance Expert Team (Corporate ESG Ambassadors) that includes all the subsidiary banks in Central and Eastern Europe.

GRI 2-12, -13  
TCFD

The primary objectives of the network are to pass on knowledge and information between head office and the subsidiary banks in CEE, to advertise ESG activities for corporate customers in the CEE region, and to support these companies so that they can leverage the opportunities available to them in the area of ESG megatrends and for combating global climate change to the greatest possible extent. The Sustainable Finance department at head office is responsible for onboarding and training the subsidiary banks in CEE. In 2022, the Sustainable Finance Team provided training for the ESG Ambassadors on subjects such as EU taxonomy compliance, ICMA bond standards, current developments, as well as on the various ESG and sustainability-related products. In addition, monthly update calls were held with the Corporate ESG Ambassadors in order to maintain a dialog on ESG topics.

As well as onboarding and inhouse upskilling of the ESG Ambassadors within the network, the head office team also supports the subsidiary banks during appointments with customers on the question of sustainable financing. Through this close cooperation within the network, RBI is striving to establish a group standard for day-to-day business on the subject of sustainable financing.

An ESG Ambassador Reunion Conference was held in Vienna in September 2022. Over 60 colleagues from the corporate and MIB areas at head office and subsidiary banks participated. Current ESG developments at the bank, the ESG Management Incentive Program, as well as the ESG questionnaire were presented. Joint workshops on various topics were also held, for example on the ESG strategy for 2023 and ESG advice for corporate and FI customers. RBI plans to introduce a group-wide ESG Management Incentive Program for sustainable finance and so remain a pioneer in ESG financing matters in 2023. This process was successfully introduced in Austria at the end of 2022. Based on RBI ESG categories that we have defined in the ESG Rulebook, we encourage our employees to promote loans for sustainable activities.

# Sustainable financing



TCFD

Providing sustainable financing generates added value for our customers and a wide range of activities for society as a whole that are suited to sustainable financing. We describe financing as being “sustainable” when it has a long-term positive impact on the environment and climate and/or on societal and social issues and when it supports the attainment of the Sustainable Development Goals (SDGs). More specifically, the definition of a sustainable transaction is based on the EU Taxonomy Regulation (“Green EU Taxonomy”) and on RBI’s in-house definition of green and social (basis: RBI Sustainability Bond Framework, as well as on the LMA Sustainability Linked Principles (ESG-linked financing)). The eligibility criteria of the listed frameworks differ in terms of complexity and precision.

The total volume of sustainable financing (excluding COVID-19 financing and excluding retail financing) for corporate and institutional customers at RBI AG and the subsidiary banks in CEE in 2022 was around € 8.2 billion as at 31 December 2022. Of this amount, € 6.5 billion was utilized by customers. In addition, there is an unutilized line of sustainable financing of € 1.7 billion.

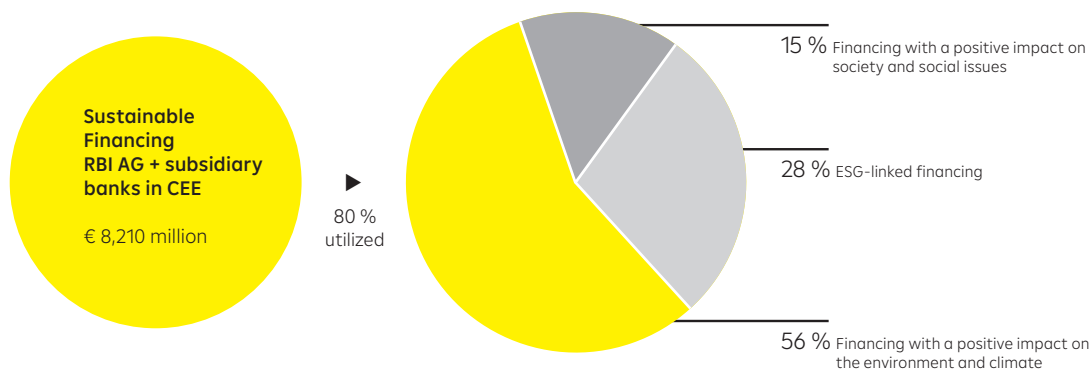
The volume of sustainable financing for corporate customers in 2022 was around € 7.5 billion as at 31 December. Of this amount, € 6.1 billion was utilized by customers. That is around eleven per cent of the entire portfolio (corporate business line, banks). At RBI AG, the volume utilized was around € 3.8 billion, or sixteen per cent of the total portfolio of RBI AG (corporate business line). In addition, there is an unutilized line of sustainable financing of € 1 billion.

Sustainable financing – corporate and institutional customers:



(in million €)	RBI*				RBI AG			
	2022	2021	Change from previous year	2022	2021	Change from previous year		
Financing with a positive impact on the environment and the climate	3,671 (56%)	2,660	38%	1,729 (41%)	1,224	41%		
Financing with a positive impact on society and social issues	1,011 (15%)	689	47%	968 (23%)	628	54%		
ESG-linked financing	1,851 (28%)	986	88%	1,550 (36%)	779	99%		
<b>Subtotal (utilized line)</b>	<b>6,533 (80%)</b>	<b>4,335</b>	<b>51%</b>	<b>4,247 (76%)</b>	<b>2,632</b>	<b>61%</b>		
Unutilized line	1,677 (20%)	1,791	-6%	1,329 (24%)	1,443	-8%		
<b>Sustainable financing</b>	<b>8,210 (100%)</b>	<b>6,126</b>	<b>34%</b>	<b>5,576 (100%)</b>	<b>4,075</b>	<b>37%</b>		

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein  
Adding up rounded percentages may result in total amounts not equal to one hundred.



€ 6.1 billion in sustainable financing was reported at RBI\* for corporate and institutional customers in 2021. The volume increase in sustainable financing was visible in all categories, but was most noticeable in the “ESG-linked financing” category. In 2022, the allocation of sustainable financing was continuously adapted to current developments, while ESG definitions were adapted to market standards and were rolled out across the Group based on the RBI Group ESG Rulebook.



Further changes are expected in the next few years as a result of additional regulations (EU social taxonomy). This means that the prior year figures must be treated with caution.

A more detailed breakdown of the individual categories can be found in the sections below.

## Financing with a positive impact on the environment and the climate

In 2022, the total volume of financing utilized by corporate and institutional customers at RBI\* with a positive impact on the environment and the climate was around € 3.7 billion as at 31 December, with EU green taxonomy<sup>1</sup> transactions accounting for approx. 19 per cent of this. The remainder complies with RBI in-house definitions<sup>2</sup>. Around € 2.7 billion in RBI\* sustainable financing was utilized by customers in 2021. The volume increased equally in all categories.

Financing with a positive impact on the environment and the climate – corporate and institutional customers:

(in million €)	RBI*				RBI AG			
	2022	2021	Change from previous year	2022	2021	Change from previous year		
EU taxonomy green	689 (19%)	479	44%	437 (25%)	218	101%		
RBI Group green	2,982 (81%)	2,181	37%	1,292 (75%)	1,007	28%		
<b>Subtotal (utilized line)</b>	<b>3,671 (83%)</b>	<b>2,660</b>	<b>38%</b>	<b>1,729 (81%)</b>	<b>1,224</b>	<b>41%</b>		
Unutilized line	745 (17%)	480	55%	409 (19%)	195	110%		
<b>Financing with a positive impact on the environment and the climate</b>	<b>4,415 (100%)</b>	<b>3,140</b>	<b>41%</b>	<b>2,138 (100%)</b>	<b>1,420</b>	<b>51%</b>		

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein  
Adding up rounded percentages may result in total amounts not equal to one hundred.

## Breakdown of green financing by sustainability criteria

Details of financing with a positive impact on the environment and climate are shown below.

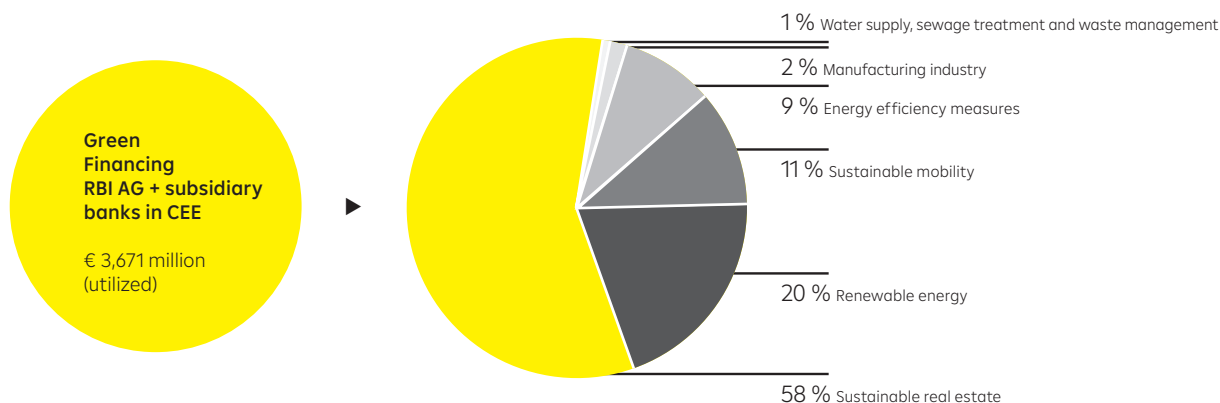
Financing with a positive impact on the environment and climate – corporate and institutional customers:

(in million €)	RBI*				RBI AG			
	2022	2021	Change from previous year	2022	2021	Change from previous year		
Sustainable real estate	2,130 (58%)	1,886	13%	609 (35%)	766	-20%		
Renewable energy	727 (20%)	232	213%	498 (29%)	115	335%		
Sustainable mobility	407 (11%)	477	-15%	241 (14%)	282	-15%		
Energy efficiency measures	327 (9%)	52	527%	316 (18%)	52	506%		
Manufacturing industry	55 (2%)	0	-	55 (3%)	0	-		
Water supply, sewage treatment and waste management	24 (1%)	12	99%	10 (1%)	10	3%		
Sustainable forestry and farming	1 (0%)	0	-	0 (0%)	0	-		
<b>Subtotal (utilized line)</b>	<b>3,671 (83%)</b>	<b>2,660</b>	<b>38%</b>	<b>1,729 (81%)</b>	<b>1,224</b>	<b>41%</b>		
Unutilized line	745 (17%)	480	55%	409 (19%)	195	110%		
<b>Financing with a positive impact on the environment and the climate</b>	<b>4,415 (100%)</b>	<b>3,140</b>	<b>41%</b>	<b>2,138 (100%)</b>	<b>1,420</b>	<b>51%</b>		

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein  
Adding up rounded percentages may result in total amounts not equal to one hundred

<sup>1</sup> The EU Taxonomy Regulation contains guidelines on which economic activities can be regarded as green in different sectors in compliance with certain eligibility criteria. EU green taxonomy financing complies with the substantial contribution rules of the EU Taxonomy (Climate Change Mitigation, as published in the Final Delegated Act).

<sup>2</sup> RBI Group green financing corresponds to the definitions of the RBI Sustainability Bond Framework, which is consistent with the Sustainability Bond Guidelines 2021, the Green Bond Principles 2021 and the Social Bond Principles 2021.



#### ■ Sustainable real estate

Sustainable real estate finance is the most important asset category in the volume of finance with a positive impact on the environment and the climate. In 2022, the volume of financing utilized at RBI\* amounted to around € 2.13 billion as at 31 December and rose by around thirteen per cent compared to 2021.

Sustainable real estate – corporate and institutional customers:

(in million €)	RBI*				RBI AG			
	2022	2021	Change from previous year		2022	2021	Change from previous year	
EU taxonomy green	36 (2%)	37	-4%		16 (3%)	18	-8%	
RBI Group green	2,094 (98%)	1,849	13%		593 (97%)	748	-21%	
<b>Subtotal (utilized line)</b>	<b>2,130 (85%)</b>	<b>1,886</b>	<b>13%</b>		<b>609 (88%)</b>	<b>766</b>	<b>-20%</b>	
Unutilized line	371 (15%)	295	26%		86 (12%)	13	587%	
<b>Sustainable real estate</b>	<b>2,501 (100%)</b>	<b>2,181</b>	<b>15%</b>		<b>695 (100%)</b>	<b>778</b>	<b>-11%</b>	

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

The properties are located in Slovakia (29 per cent), Romania (21 per cent), Austria (9 per cent), Czech Republic (9 per cent), Hungary (7 per cent), Croatia (6 per cent) and other countries.



#### ■ Sustainable mobility

In 2022, the volume of financing utilized at RBI\* in the field of sustainable mobility was around € 407 million as at 31 December, which represents a slight fall compared to 2021.

Sustainable mobility – institutional customers:

(in million €)	RBI*				RBI AG			
	2022	2021	Change from previous year		2022	2021	Change from previous year	
EU taxonomy green	254 (62%)	290	-12%		116 (48%)	130	-11%	
RBI Group green	153 (38%)	188	-18%		125 (52%)	152	-18%	
<b>Subtotal (utilized line)</b>	<b>407 (89%)</b>	<b>477</b>	<b>-15%</b>		<b>241 (100%)</b>	<b>282</b>	<b>-15%</b>	
Unutilized line	49 (11%)	0	-		0 (0%)	0	-	
<b>Sustainable mobility</b>	<b>456 (100%)</b>	<b>477</b>	<b>-4%</b>		<b>241 (100%)</b>	<b>282</b>	<b>-15%</b>	

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

In particular, the following areas are covered at RBI AG: maintenance of public electric rail transportation (freight and passenger transportation), e-mobility, electric car battery production, advancement of e-mobility and hybrid.

Subsidiary banks in CEE mainly cover the following areas: e-mobility, infrastructure for electric car production, carriage purchasing, as well as electric car battery production.

#### Renewable energy

In 2022, the volume of financing utilized at RBI\* in the area of renewable energy was around € 727 million as at 31 December. The volume increase mainly stems from the "RBI Group Green" category<sup>1</sup>.

Renewable energy – corporate and institutional customers:

(in million €)	RBI*				RBI AG			
	2022	2021	Change from previous year	2022	2021	Change from previous year		
EU taxonomy green	344 (47%)	152	127%	249 (50%)	69	259%		
RBI Group green	383 (53%)	80	376%	249 (50%)	45	451%		
<b>Subtotal (utilized line)</b>	<b>727 (83%)</b>	<b>232</b>	<b>213%</b>	<b>498 (77%)</b>	<b>115</b>	<b>335%</b>		
Unutilized line	154 (17%)	179	-14%	152 (23%)	177	-14%		
<b>Renewable energy</b>	<b>881 (100%)</b>	<b>411</b>	<b>114%</b>	<b>650 (100%)</b>	<b>291</b>	<b>123%</b>		

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

Most renewable energy projects of RBI\* involve solar energy. Bioenergy, wind power and hydroelectric power projects are also financed.

#### Energy efficiency measures

In 2022, the volume of financing utilized at RBI AG in the area of energy efficiency was around € 327 million as at 31 December.

Energy efficiency measures – corporate and institutional customers:

(in million €)	RBI*				RBI AG			
	2022	2021	Change from previous year	2022	2021	Change from previous year		
RBI Group green	327 (100%)	52	527%	316 (100%)	52	506%		
<b>Subtotal (utilized line)</b>	<b>327 (66%)</b>	<b>52</b>	<b>527%</b>	<b>316 (65%)</b>	<b>52</b>	<b>506%</b>		
Unutilized line	171 (34%)	6	2,723%	171 (171%)	6	2.723%		
<b>Energy efficiency measures</b>	<b>497 (100%)</b>	<b>58</b>	<b>755%</b>	<b>487 (100%)</b>	<b>58</b>	<b>736%</b>		

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

This includes only projects in which an energy saving of at least 30 per cent is generated. The volume increase in 2022 compared to the previous year stems from the financing of glass fiber network projects, which according to the market standards represent a much more energy-efficient alternative to copper cable installation. This activity was added in 2022 and was not reported in 2021.

#### Manufacturing industry

In 2022, a project in the field of steel production was classified as sustainable and complies with the substantial contribution rules of the EU Taxonomy (Climate Change Mitigation). The volume of financing utilized at RBI\* in this field in 2022 was around € 55 million as at 31 December.



<sup>1</sup> RBI Group Green financing corresponds to the definitions of the RBI Sustainability Bond Framework, which is consistent with the Sustainability Bond Guidelines 2021, the Green Bond Principles 2021 and the Social Bond Principles 2021.

## Manufacturing industry – corporate customers:

(in million €)	RBI*			RBI AG		
	2022	2021	Change from previous year	2022	2021	Change from previous year
EU taxonomy green	55 (100%)	0	–	55 (100%)	0	–
<b>Subtotal (utilized line)</b>	<b>55 (100%)</b>	<b>0</b>	<b>–</b>	<b>55 (100%)</b>	<b>0</b>	<b>–</b>
Unutilized line	0 (0%)	0	–	0 (0%)	0	–
<b>Manufacturing industry</b>	<b>55 (100%)</b>	<b>0</b>	<b>–</b>	<b>55 (100%)</b>	<b>0</b>	<b>–</b>

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

- Water supply, sewage treatment and waste management

In 2022, the volume of financing utilized at RBI\* in the area of water supply and sewage treatment was around € 24 million as at 31 December. The volume increase in 2022 compared to the previous year stems from the financing of circularity projects with a focus on the development of eco-efficient products and production activities that enhance resource efficiency.

## Water supply, sewage treatment and waste management – corporate and institutional customers:

(in million €)	RBI*			RBI AG		
	2022	2021	Change from previous year	2022	2021	Change from previous year
EU taxonomy green	0 (0%)	0	–	0 (0%)	0	–
RBI Group green	24 (100%)	12	100%	10 (100%)	10	3%
<b>Subtotal (utilized line)</b>	<b>24 (100%)</b>	<b>12</b>	<b>100%</b>	<b>10 (100%)</b>	<b>10</b>	<b>3%</b>
Unutilized line	0 (0%)	0	–	0 (0%)	0	–
<b>Water supply, sewage treatment and waste management</b>	<b>24 (100%)</b>	<b>12</b>	<b>100%</b>	<b>10 (100%)</b>	<b>10</b>	<b>3%</b>

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

- Sustainable forestry and farming

Projects in this category promote the environmentally sustainable management of living natural resources and land use. The volume of financing utilized at RBI\* in this field in 2022 was around € 1 million as at 31 December. This category was added in 2022 and was not reported in 2021.

## Sustainable forestry and farming – corporate customers:

(in million €)	RBI*			RBI AG		
	2022	2021	Change from previous year	2022	2021	Change from previous year
RBI Group green	1 (1%)	0	–	1 (1%)	0	–
<b>Subtotal (utilized line)</b>	<b>1 (100%)</b>	<b>0</b>	<b>–</b>	<b>1 (100%)</b>	<b>0</b>	<b>–</b>
Unutilized line	0 (0%)	0	–	0 (0%)	0	–
<b>Sustainable forestry and farming</b>	<b>1 (100%)</b>	<b>0</b>	<b>–</b>	<b>1 (100%)</b>	<b>0</b>	<b>–</b>

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

## Financing with a positive impact on society and social issues

GRI 203-1, -2  
GRI G4-FS7

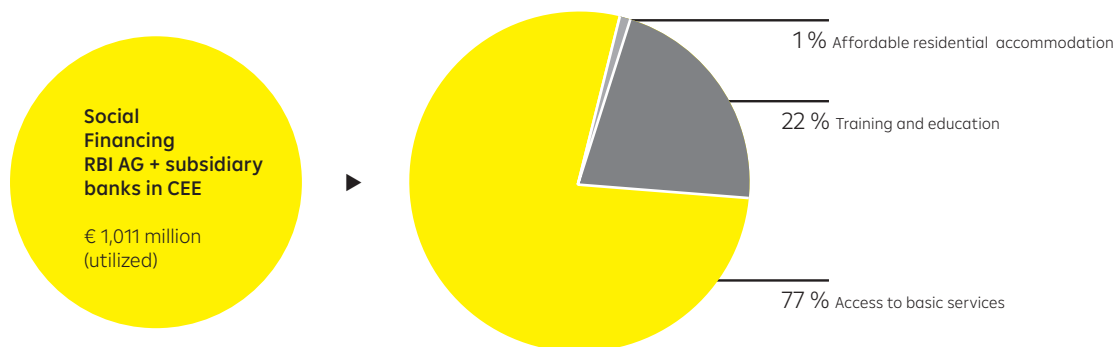
In 2022, the utilized volume of financing utilized by corporate and institutional customers at RBI\* with a positive impact on society and social issues was around € 1,011 million as at 31 December and thus increased by around fifty per cent. The volume increase in 2022 compared to the previous year stems from financing in the "access to basic services" category, which includes projects such as the construction, renovation, extension or maintenance of public or subsidized healthcare facilities, including hospitals, diagnostic and other laboratory services, rehabilitation centers, facilities for assisted living and care homes for the elderly.

### Breakdown of social financing by sustainability criteria

Financing with a positive impact on society and societal issues – corporate and institutional customers:

(in million €)	RBI*			RBI AG		
	2022	2021	Change from previous year	2022	2021	Change from previous year
Access to basic services	783 (77%)	499	57%	761 (79%)	453	68%
Training and education	223 (22%)	190	17%	207 (21%)	175	18%
Affordable residential accommodation	6 (1%)	0	–	0 (0%)	0	–
<b>Subtotal (utilized line)</b>	<b>1,011 (95%)</b>	<b>689</b>	<b>47%</b>	<b>968 (96%)</b>	<b>628</b>	<b>54%</b>
Unutilized line	57 (5%)	68	-17%	44 (4%)	67	-34%
<b>Financing with a positive impact on society and social issues</b>	<b>1,068 (100%)</b>	<b>757</b>	<b>41%</b>	<b>1,012 (100%)</b>	<b>695</b>	<b>46%</b>

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein  
Adding up rounded percentages may result in total amounts not equal to one hundred.



One key aspect of the definition of the social category is the existence of a vulnerable target group.

Details of financing with a positive impact on society and social issues are shown below.

#### ■ Access to basic services

In 2022, the volume of RBI\* financing utilized in this area amounted to around € 783 million as at 31 December and thus increased by around 60 per cent. The volume increase in 2022 compared to the previous year partly stems from the qualification of existing facilities for assisted living and care homes for the elderly.

Access to basic services – corporate and institutional customers:

(in million €)	RBI*				RBI AG			
	2022	2021	Change from previous year	2022	2021	Change from previous year		
RBI Group social	783 (100%)	499	57%	761 (100%)	453	68%		
<b>Subtotal (utilized line)</b>	<b>783 (95%)</b>	<b>499</b>	<b>57%</b>	<b>761 (95%)</b>	<b>453</b>	<b>68%</b>		
Unutilized line	41 (5%)	45	-8%	41 (5%)	44	-5%		
<b>Access to basic services</b>	<b>824 (100%)</b>	<b>544</b>	<b>52%</b>	<b>802 (100%)</b>	<b>496</b>	<b>62%</b>		

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

GRI 203-1



The following areas in particular are covered at RBI AG: health and healthcare (hospitals and clinics, care facilities, cancer research projects, etc.), regional development and infrastructure (e.g. school buses), and drinking water supply. Subsidiary banks in CEE mainly cover the following areas: health and healthcare (hospitals and clinics, care facilities, etc.), regional development and infrastructure (road construction and renovation, bridge renovation, public lighting, provision of high-speed Internet access in rural areas, etc.).

In 2022, as at 31 December, RBI AG also gave 117 institutes of the Raiffeisen Banking Group in Austria incentives to finance a further 79 public-sector projects such as water supply facilities, sewerage systems, schools and kindergartens, and similar projects.

#### ■ Training and education

In 2022, as at 31 December, the volume of RBI\* financing utilized in the field of training and education amounted to around € 223 million and thus increased by some seventeen per cent.



Training and education – corporate and institutional customers:

(in million €)	RBI*				RBI AG			
	2022	2021	Change from previous year	2022	2021	Change from previous year		
RBI Group social	223 (100%)	190	17%	207 (100%)	175	18%		
<b>Subtotal (utilized line)</b>	<b>223 (93%)</b>	<b>190</b>	<b>17%</b>	<b>207 (99%)</b>	<b>175</b>	<b>18%</b>		
Unutilized line	16 (7%)	24	-33%	3 (1%)	24	-87%		
<b>Training and education</b>	<b>238 (100%)</b>	<b>214</b>	<b>12%</b>	<b>210 (100%)</b>	<b>199</b>	<b>6%</b>		

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

#### ■ Affordable residential accommodation

In 2022, the volume of financing utilized at RBI\* in this category was € 6 million as at 31 December. This category includes projects to improve access to affordable residential accommodation for low-income sectors of the population, which are defined in the respective national programs for affordable residential accommodation and are in line with the funding eligibility criteria stipulated by the respective governments.



Affordable residential accommodation – corporate customers:

(in million €)	RBI*			RBI AG		
	2022	2021	Change from previous year	2022	2021	Change from previous year
RBI Group social	6 (100%)	0	–	0 (0%)	0	–
<b>Subtotal (utilized line)</b>	<b>6 (100%)</b>	<b>0</b>	<b>–</b>	<b>0 (0%)</b>	<b>0</b>	<b>–</b>
Unutilized line	0 (0%)	0	–	0 (0%)	0	–
<b>Affordable residential accommodation</b>	<b>6 (100%)</b>	<b>0</b>	<b>–</b>	<b>0 (0%)</b>	<b>0</b>	<b>–</b>

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

## ESG-linked financing

This financing product is intended to give customers an incentive to improve their sustainable behavior. In ESG KPI-linked financing, the financing terms are linked to the attainment of agreed environmental or social targets. In ESG rating-linked financing, the main aim is to improve the borrower's published ESG rating. These types of financing were rolled out throughout the Group and reported on for the first time in 2021. In 2022, the utilized volume of the portion of ESG-linked financing at RBI\* totaled around € 1,851 million as at 31 December. ESG KPI-linked financing accounts for 63 per cent of the ESG-linked financing volume at RBI\* (utilized line).

The volume increase in 2022 mainly stems from financing in the "ESG rating-linked financing" category.

ESG-linked financing – corporate and institutional customers:

(in million €)	RBI*			RBI AG		
	2022	2021	Change from previous year	2022	2021	Change from previous year
ESG-KPI linked loan	1,171 (63%)	838	40%	880 (57%)	642	37%
ESG-rating linked loan	680 (37%)	148	361%	670 (43%)	138	387%
<b>Subtotal (utilized line)</b>	<b>1,851 (68%)</b>	<b>986</b>	<b>88%</b>	<b>1,550 (64%)</b>	<b>779</b>	<b>99%</b>
Unutilized line	875 (32%)	1,243	-30%	875 (36%)	1,181	-26%
<b>ESG-linked financing</b>	<b>2,726 (100%)</b>	<b>2,229</b>	<b>22%</b>	<b>2,425 (100%)</b>	<b>1,960</b>	<b>24%</b>

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein

- **ESG rating-linked financing**  
Since 2019, RBI has offered ESG-linked financing instruments in the form of a loan, bond or promissory note linked to an improved ESG rating. The agreement ties the interest margin to the ESG rating issued by a renowned sustainability rating agency. If the borrower's ESG rating improves, the margin and hence the interest rate may increase or decrease.
- **ESG KPI-linked financing**  
An ESG KPI (key performance indicator)-linked loan, bond or promissory note is a financing instrument that gives the borrower incentives to attain agreed sustainability targets. In particular, the specification of relevant and material environmental KPIs, such as a reduction in CO<sub>2</sub> emissions, ensures that negative impacts on the climate are prevented as far as possible and that a positive contribution is made to climate protection. In addition, the ESG KPI-linked financing product provides a financial incentive for companies that want to improve their ESG performance, and therefore reduces the overall costs of the debt. One key feature of this product is a mechanism that links decreases or increases in the financing terms to the borrower's performance with regard to the agreed KPIs. If the company's performance reaches a specific threshold, the financing margin is reduced, and vice versa. RBI advises its customers to identify informative ESG KPIs.







#### ■ EU taxonomy-linked financing

This form of financing can be used for sustainable financing projects that meet the technical criteria of the currently valid EU taxonomy, where it not been used to date. The EU taxonomy defines when an economic activity may be classified as environmentally sustainable. This form of financing is targeted at companies in CO<sub>2</sub>-intensive market sectors that contribute to mitigating the effects of or adapting to climate change, and do not exceed certain CO<sub>2</sub> thresholds. In addition, the EU taxonomy-linked financing product provides a financial incentive for companies that want to improve their ESG performance in accordance with the EU taxonomy, and therefore reduces the overall costs of the debt.

## ESG financing for retail customers

#### ■ Green mortgage and unsecured green and social loans

In 2022, RBI introduced green mortgage loans for retail customers in six of its markets (Hungary, Romania, Slovakia, Bosnia & Herzegovina, the Czech Republic, and Albania). The loans are secured by real estate and are made available exclusively to finance or refinance, in whole or in part, new and/or existing transactions with a specific use of proceeds as defined by the Framework for Green and Social Loans. In 2022, the volume for green mortgage and unsecured green and social retail loans was around 466 million euro.



## Corona stimulus packages

Find more at:  
[www.rbinternational.com/en/customers/covid-19-support-programs](http://www.rbinternational.com/en/customers/covid-19-support-programs)

2022 was also partly shaped by the COVID-19 pandemic. Our customers obtained a prompt overview of subsidy programs and were able to access tailored products as part of bilateral consultations and via newsletters and information on the RBI website.

Extensions to the Special Refinancing Framework Credit (KRR, COVID-19 support): Austrian exporters (large companies and SMEs) can use a special refinancing framework credit on a limited revolving basis. It is secured by Oesterreichische Kontrollbank and is primarily aimed at ensuring the liquidity of exporters and securing jobs.

Overall, new financing from the above-mentioned measures with a volume of € 2 million (comparison 2020: € 296 million, 2021: € 80.3 million) was taken out by the customers of RBI AG and has already been paid out to them in full. Some of the total amount of € 378,2 million that was previously paid out has already been repaid by customers. This means that (taking into account the deals from the previous years that are still outstanding and also new business from 2022) a total of € 91.3 million was outstanding at the end of the year.

The COVID-19 support at our subsidiary banks in CEE comprises various measures such as loan deferrals as well as state-guaranteed financing programs intended to ensure the survival of companies. In some of the CEE markets where our subsidiary banks operate, RBI has provided active assistance in the form of continuous lending and higher sovereign limits in order to support government support programs introduced to combat the consequences of the pandemic.

Financing for SMEs as well as large corporate customers affected by COVID-19 totaled around € 1,240 million (2021: € 1,016 million) at our subsidiary banks in CEE as at 31 December 2022.

(in million €)	RBI*		RBI AG	
	2022	2021	2022	2021
COVID-19 financing	1,331	1,240	91	224

\* Including RBI AG and the subsidiary banks in CEE, excluding the Austrian subsidiaries RBSK, RKAG, RL, Valida, Kathrein



## Financing at Raiffeisen Bausparkasse Gesellschaft m.b.H.

Raiffeisen Bausparkasse is a 100 per cent subsidiary of Raiffeisen Bank International AG and the Raiffeisen Banking Group's specialist institution for financing, maintenance and improvement of residential property. It offers marketleading and discounted building loan agreements as well as tailored financing solutions. The majority of its customers are private individuals. Raiffeisen Bausparkasse also finances projects by non-profit and commercial real estate developers as well as municipalities in Austria.

In recent decades, domestic building societies in Austria have co-funded the construction, purchase or modernization of a large volume of residential units. In this way, building societies have contributed to the broad accumulation of property and wealth as well as individual financial security. A significant portion of this financing has been provided by Raiffeisen Bausparkasse Gesellschaft m.b.H., which serves around 1.3 million customers. Throughout its history spanning more than 60 years, Raiffeisen Bausparkasse Gesellschaft m.b.H. has financed more than 522,000 homes accommodating over 1.3 million people. This financing provides an important boost for the domestic construction industry and economy. The topics of renovation, energy efficiency improvements in existing structures and energy-efficient construction remain extremely important. Moreover, a building society loan can also be used to finance training and upskilling, as well as maintenance measures. Raiffeisen supports its customers by providing advice in the form of extensive, free information on matters relating to ecological and affordable construction and habitation. The total lending volume in 2022 amounted to € 8.1 billion (outstanding loans without equity prefinancing). Buoyed by the strong demand for mortgage loans, the volume rose year-on-year (2021: € 7.1 billion).

Raiffeisen Bausparkasse's greatest impact is enabling a broad spectrum of society to acquire residential property by financing affordable, social accommodation both within the retail sector and in the field of non-profit housing construction.

In order to address ecological aspects more closely, a study on the topic of sustainable building and housing was presented in Austria in 2022 with a view to increasing awareness within the country of a life-cycle approach to living and to draw attention to the issue of the shortage of land and the concomitant need to ensure high-quality residential accommodation over the long term. In addition, a sustainability strategy was developed based on the concept "Building a sustainable future".

As a fair, social and ecologically responsible financial company, Raiffeisen Bausparkasse wants to continue contributing to the creation of sustainable residential accommodation and to a sustainable society. Its strategy is divided into three core topics, for which medium and long-term objectives have been defined:

Sustainable core business:

- Driving sustainable financing
- Driving sustainable refinancing

Sustainable company:

- Reducing the carbon footprint
- Increasing fairness and attractiveness as an employer
- Leveraging technological opportunities to protect resources

Contributing to a sustainable society:

- Supporting sustainable projects
- Fostering sustainable customer relations

Now that the strategy has been defined, operational implementation will commence in 2023 based on an annual plan.

## Financing at Raiffeisen-Leasing

Raiffeisen-Leasing has operated as a specialist institution of the Raiffeisen Banking Group Austria in Austria and other countries since 1970 and offers all types of vehicle, movable property and real estate leasing, fleet management and real estate development business (under the Raiffeisen WohnBau brand). In 2007, Raiffeisen-Leasing was a founding member of the Raiffeisen Sustainability Initiative (RNI) in which sustainability and climate protection represent two key pillars. Throughout Austria, Raiffeisen-Leasing draws on the structures of the approximately 1400 Raiffeisen bank

branches. In its cross-border business, the company works with the branch network of RBI AG.

GRI 203-1 Through the two strategic business areas of vehicle leasing and fleet management, Raiffeisen-Leasing recognized the need to promote electric mobility finance in Austria through attractive financing as far back as 15 years ago. At the same time, demand for charging solutions and infrastructure to produce renewable energy also rose.

This is driven by the conviction that the switch to more environmentally friendly technologies has to be made affordable. This is made possible by flexibly structured monthly installment payments. At the same time, care is taken to ensure that the financing can be combined with any state subsidies in order to give an additional incentive for the switch to more environmentally friendly (and ideally even climate-neutral) technologies.

#### ■ Financing electro-mobility

Raiffeisen-Leasing's expertise in the field of electro-mobility originally stems from its subsidiary, Raiffeisen-Leasing Fuhrparkmanagement GmbH. More than 15 years ago, it was already offering corporate customers customized financing for the then still niche segment of electric vehicles.

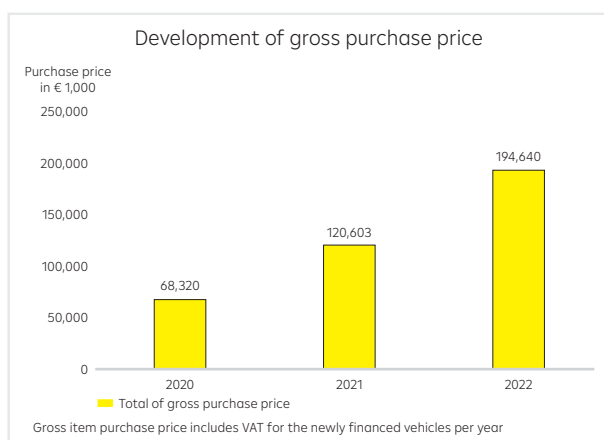
Raiffeisen-Leasing Fuhrparkmanagement (RLFPM) is Austria's only fleet manager that is certified pursuant to both the ISO 9001 quality standard as well as the ISO 14001 environmental management standard. Both certifications were confirmed by TÜV Austria in April 2022.

In 2021, RLFPM already recorded the highest proportion of electrified vehicles among new contracts concluded by Austrian fleet managers. In 2022, 54.3 per cent of all new contracts concluded at RLFPM were for electric vehicles. Of this, 46.2 per cent was represented by fully electric company vehicles – an increase of more than 16 percentage points compared to the whole of 2021 (29.7 per cent). The proportion of newly registered hybrid vehicles (PHEV and HEV) fell significantly and amounted to 8.1 per cent (2021: 10.6 per cent).

The volume of the Raiffeisen-Leasing Group's financed vehicle purchase prices in the field of electric mobility totaled around € 480 million in 2022 (2021: € 338 million) for fully electric vehicles, with new contracts in 2022 amounting to € 195 million (2021: € 123 million).

Of the total financing volume, an amount of € 18 million is also already included in the total volume for sustainable mobility at RBI AG (refinancing of Raiffeisen-Leasing).

## Development of electric mobility financing



#### ■ Environmentally friendly technologies

Since fall 2021, Raiffeisen-Leasing has offered special movable property financing for companies and retail customers under the product name "Green Finance". This financing can be used to purchase environmentally friendly technologies. In 2022, financing with a volume of € 1.2 million was concluded. The projects financed included, for example, photovoltaic systems, charging stations, power/heat pumps and pellet installations.

# Sustainable investment

TCFD

## Raiffeisen Bausparkasse Gesellschaft m.b.H.

Building societies support the economic cycle through savings and financing, thereby enabling the construction of residential projects that also benefit the coming generations. The core cooperative principle of Raiffeisen is expressed very clearly here: one group saves for the financing of residential construction, renovation plans, education and care for others who currently need this funding (see also "Sustainable financing", page 94). Savers benefit from the secure investment of their assets as well as government incentives and can also be certain that their capital is being invested in useful projects. As building societies offer security, planning ability and access to cost-effective building society loans, they regularly rank highly among the most popular forms of saving and investment in Austria. For many people, a building society account is the first step towards accumulating wealth and saving funds that can be used for constructing or renovating residential property in the future. Home savings deposits amounted to € 6.7 billion in 2022 (2021: € 6.3 billion).

GRI 2-6

## Raiffeisen Kapitalanlage-Gesellschaft m.b.H.

GRI 2-6

Sustainable investing of customer deposits at RBI AG is in large part effected via Raiffeisen KAG, which offers securities and real estate investment funds as well as investment management products to institutional and private customers both in Austria and abroad under the brand name Raiffeisen Capital Management (RCM). Sales are focused on Austria, and the key markets also include Italy, Germany and CEE.

With a managed fund volume of € 36.5 billion and a 19.4 per cent share (according to OeKB statistics) of a fund market with a volume of € 188 billion (Austrian asset management companies), Raiffeisen KAG is one of Austria's leading asset management companies.

The Raiffeisen Capital Management umbrella brand unites Raiffeisen KAG as well as Raiffeisen Immobilien KAG and Raiffeisen Salzburg Invest. At the end of 2022, the total volume managed in securities funds, including advisories (mandates to third parties, partly abroad) totaled € 39 billion. In addition, Raiffeisen Vermögensverwaltung, which is integrated into Raiffeisen KAG, manages € 925 million and Raiffeisen Immobilien KAG manages € 660 million across two real estate funds.



In a generally very challenging market environment, the volume of sustainable investments rose to just over € 20 billion in 2022. The share of the total volume therefore grew to more than 51 per cent. In the retail segment, around three-quarters of the volume is already attributable to sustainable mutual funds.

GRI G4-FS11

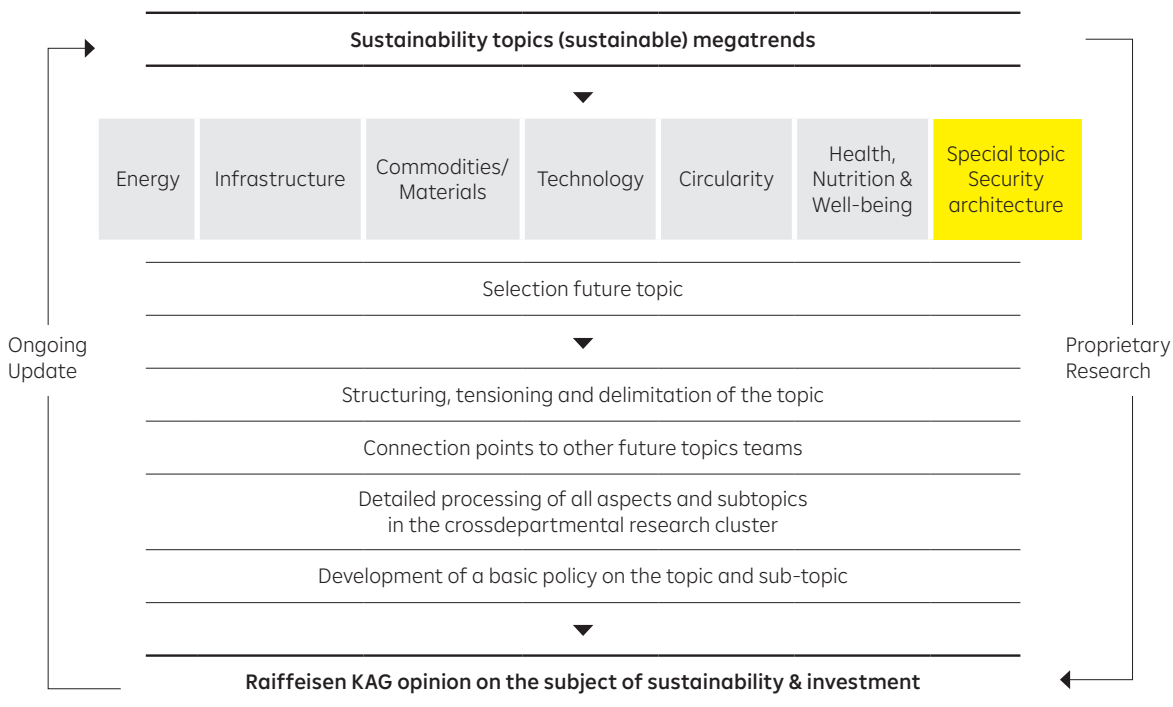
After the climate targets were first defined in 2017, Raiffeisen KAG adopted a new climate strategy in 2022 following several years of development work. This includes reduction targets over three periods: until 2025, until 2030 and finally, until 2050.

The 2019/20 period was selected as the base year for the calculations. The assets covered by the climate strategy are all equity holdings and corporate bonds in funds managed by Raiffeisen KAG. The reduction targets are -25 per cent by 2025 and -50 per cent by 2030. The ultimate goal is to achieve climate neutrality by 2050.

Raiffeisen KAG became a signatory of the Net Zero Asset Managers Initiative (NZAM) in 2022. The initiative comprises a group of international investors that are committed to supporting the goal of net-zero greenhouse gas emissions by 2050 or sooner. Meeting the climate targets of the Paris Agreement also plays a key role in determining the types of investments in the portfolios of the investors participating in this initiative, including Raiffeisen KAG.

In 2021 and 2022, Raiffeisen KAG identified material topics in terms of investment, which are given significant consideration in our internal research on the basis of the defined "future issues" and have also been incorporated into the investment process of Raiffeisen KAG. The material topics are selected and prioritized in a several-stage process involving representatives from all areas of asset management. Combating climate change was defined as an overriding target

and the climate strategy 2022 was developed on this basis. Other material topics cover the areas of energy, infrastructure, commodities, technology, circularity and health/nutrition/wellbeing. Engagement with other material topics is currently under discussion. The overall intention is to cover all topics and sectors within the investment universe, especially those that are relevant to the goal of sustainable investment.



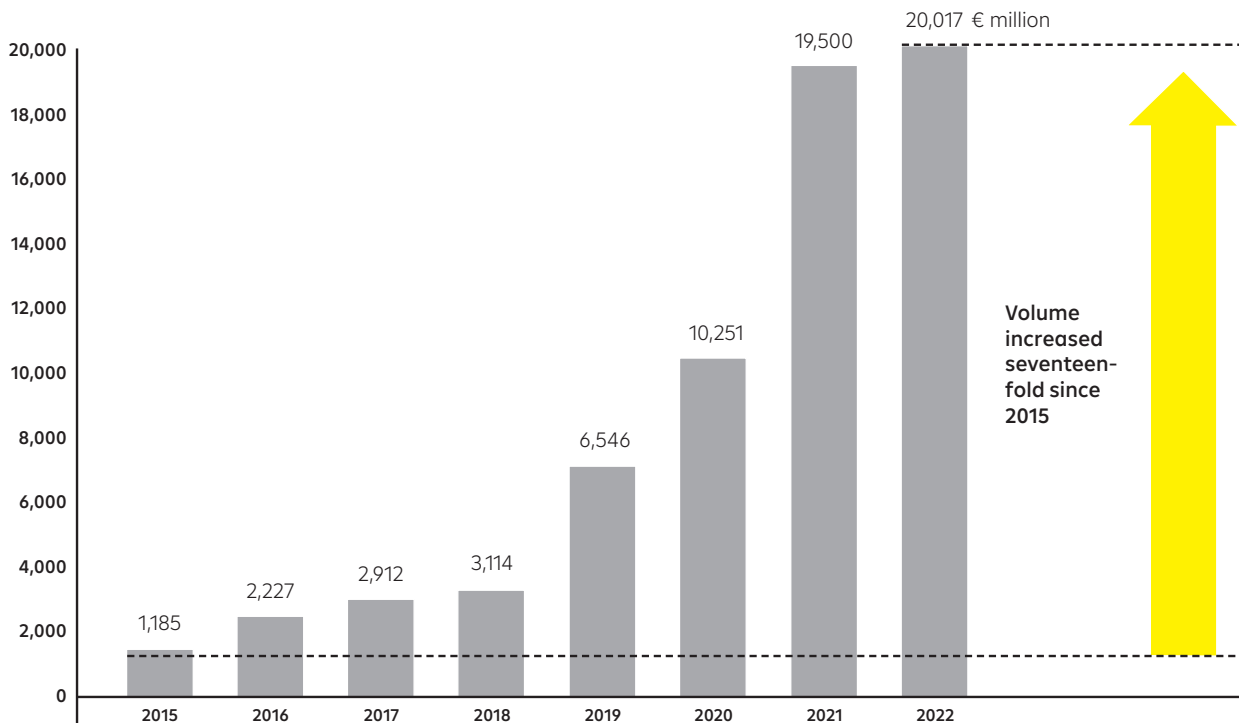
The aforementioned topics considered material by Raiffeisen KAG are of environmental, social and societal relevance. Another particular focus area is the topic of human rights. Key figures on the impacts have been calculated on a fund basis by Raiffeisen KAG for many years. The focus is on the KPIs for reducing CO<sub>2</sub> emissions, saving water, reducing waste and accidents at work. The issue of reducing CO<sub>2</sub> emissions is particularly relevant to the topic areas of energy, infrastructure and commodities. Saving water and reducing waste are closely linked to the topic of circularity. The area of technology is highly relevant to society and our employees. A positive consequence of new technologies is the focus on health and wellbeing in the workplace. The topic of human rights is addressed in the investment process of Raiffeisen KAG by applying positive and negative criteria, while company dialogs are also an effective tool for triggering impacts among the companies or issuers concerned.

### Rapidly growing investment volume in a broad product portfolio

The degree to which sustainable investment funds are being accepted by investors is illustrated by the statistics since 2015. Since then, the volume of sustainable investments has increased almost seventeenfold. The growth trend continued in 2022 despite the generally difficult capital market conditions.

### Development of the sustainable fund volume since 2015

GRI G4-FS11



Source: Raiffeisen KAG, data as at December 31 2022

In 2022, Raiffeisen KAG continued to work on the comprehensive task of implementing European sustainability regulations: specifically, the Sustainable Finance Disclosure Regulation, the Taxonomy Regulation and the associated statutory provisions, and the sustainability amendment to the UCITS (Undertakings for Collective Investments in Transferable Securities), AIFM (Alternative Investment Fund Manager Directive) and MiFID (Markets in Financial Instruments Directive) directives. This was accompanied by continuous employee training on the regulations and associated implementation issues.

GRI G4-DMA (former FS4, FS15)

The EU Taxonomy Regulation, which enables the classification of economic activities in terms of their contribution to the aim of climate protection or adaptation to climate change, and subsequently facilitates disclosure of the corresponding percentage of the volume in financial market products, came into force in 2022. Due to the highly restricted focus on the climate issue, and as the available data is still by no means complete, the regulation has failed to make much difference yet. The technical details for the finalized version of the environmental taxonomy, which is due to come into force in 2023, have been delayed and are therefore unlikely to be taken into account until mid-2023.

Another important milestone since the amendment to the MiFID directive became effective in early August 2022 is the obligation to ask about customers' sustainability preferences and give them due consideration when providing advisory services. Raiffeisen KAG has adapted its investment advisory process and documentation accordingly and provided comprehensive information to its contractual partners in the form of the European ESG template.

The range of funds managed in line with ESG criteria was expanded in the reporting year. This is largely because existing funds were enhanced, with bond funds the focus of this transformation in 2022.

Demand for ESG strategies remains consistently high in institutional business. In addition, large investors are increasingly opting to convert existing special funds into a sustainable investment. Raiffeisen KAG is supporting this trend with bespoke concepts.

Sustainability funds 2022: volume and CO<sub>2</sub> emissions

	Fund volume in € million	Fund volume in € million	Carbon emissions* (tons CO <sub>2</sub> e)	Carbon emissions* (tons CO <sub>2</sub> e)	Carbon intensity** (tons CO <sub>2</sub> e/€ million sales)	Carbon intensity** (tons CO <sub>2</sub> e/€ million sales)
	2022	2021	2022	2021	2022	2021
<b>Equity funds</b>						
Raiffeisen-Nachhaltigkeit Aktien	1,381.6	1,668.5	46,124	51,785	97.6	91.0
Raiffeisen-MegaTrends-ESG-Aktien	541.7	547.0	40,019	32,522	126.7	140.9
Raiffeisen-Nachhaltigkeit-US-Aktien	463.9	422.2	16,071	11,453	113.9	106.2
Raiffeisen-Asia-Opportunities-ESG-Aktien	418.1		24,009		112.9	
Raiffeisen-Nachhaltigkeit-Europa-Aktien	402.3	471.3	21,382	25,351	79.0	89.5
Raiffeisen-SmartEnergy-ESG-Aktien	356.7	163.8	17,461	7,732	148.1	192.0
Raiffeisen-Nachhaltigkeit-EmergingMarkets-Aktien	309.7	280.8	9,500	8,707	77.9	99.1
Raiffeisen-Nachhaltigkeit-Momentum	306.8	492.6	34,350	32,849	76.3	81.9
Raiffeisen-Health and Wellbeing-ESG-Aktien	203.3	197.7	1,834	1,670	27.1	30.9
Raiffeisen-GlobalDividend-ESG-Aktien	172.8		30,776		176.5	
Raiffeisen-HighTech-ESG-Aktien	169.0		2,672		37.9	
Raiffeisen-Nachhaltigkeit-ÖsterreichPlus-Aktien	126.8	157.1	28,482	25,080	146.0	171.3
Raiffeisen-PAXetBONUM-Aktien	19.9	27.3	603	1,319	83.7	80.4
9 Institutional mandates/External management	612.1	1,891.0	*****	*****	*****	*****
<b>Mixed funds</b>						
Raiffeisen-Nachhaltigkeit-Mix	5,045.9	5,481.1	214,908	346,703	103.5	100.9
Raiffeisen-Nachhaltigkeit-Solide	711.7	787.4	83,378	79,261	108.4	112
Raiffeisen-ESG-Income	343.9		***		***	
Raiffeisen-§ 14-ESG-Mix	239.9	278.8	*****	*****	*****	*****
Raiffeisen-§ 14-ESG-MixLight	141.1	177.8	*****	*****	*****	*****
Raiffeisen-Nachhaltigkeit-Wachstum	87.3	62.1	3,148	1,776	94.0	79.1
Klassik Nachhaltigkeit Mix	36.8	43.5	2,579	3,658	118.4	137
Raiffeisen-Nachhaltigkeit-PIC + PAC	22.1		*****	*****	*****	*****
20 Institutional mandates/External management	1,370.6	654.2	*****	*****	*****	*****
<b>Bond funds</b>						
Raiffeisen-Nachhaltigkeit-Rent	925.9	948.9	144,163	153,935	89.4	90.4
Raiffeisen-GreenBonds	246.0	333.7	***	***	***	***
Raiffeisen-§ 14-ESG-Rent	220.8	357.6	22,041	25,574	90.4	85.9
Raiffeisen-Österreich-Rent	213.8	275.2	***	***	***	***
Raiffeisen-ESG-Euro-Corporates	196.0		32,177		161.1	
Raiffeisen-Nachhaltigkeit-EmergingMarkets-LocalBonds	148.1	139.5	***	***	***	***
Raiffeisen-Nachhaltigkeit-ShortTerm	72.7	136.5	***	6,046	69.1	67.9
Raiffeisen-Mehrwert-ESG 2028	35.0		9,639		144.3	
Raiffeisen-Nachhaltigkeit-Dollar-ShortTerm-Rent	26.6		***	***	32.9	***
Raiffeisen-PAXetBONUM-Anleihen	22.6	18.8	***	1,489	78.8	47.2
17 Institutional mandates/External management	3,032.7	1,682.7	*****	*****	*****	*****
<b>Fund administration (20 mandates)</b>	<b>1,393.1</b>	<b>809.7</b>				
<b>Total</b>	<b>20,017.4</b>	<b>19,497.9</b>				
<b>Comparable data Index globale funds (MSCI)</b>					<b>141.7</b>	<b>129.2</b>

\* Carbon emissions are calculated from the scope 1+2 emissions of the companies based on the share of market capitalization in the portfolio ("owner view"). The carbon emissions depend on the fund volume and have only limited informative value in the case of bonds.

\*\* CO<sub>2</sub> intensity is reported in tons of CO<sub>2</sub>e/€ million revenue, regardless of fund volume, and follows the question of how high the portfolio's exposure to emissions-intensive companies is: CO<sub>2</sub> emissions per company's revenue, weighted by the proportionate value in the portfolio. This indicator is separate from market capitalization. It is therefore easier to include bonds.

\*\*\* Coverage ratio too low (below 50 per cent)

\*\*\*\* This concept is not applicable to green bonds.

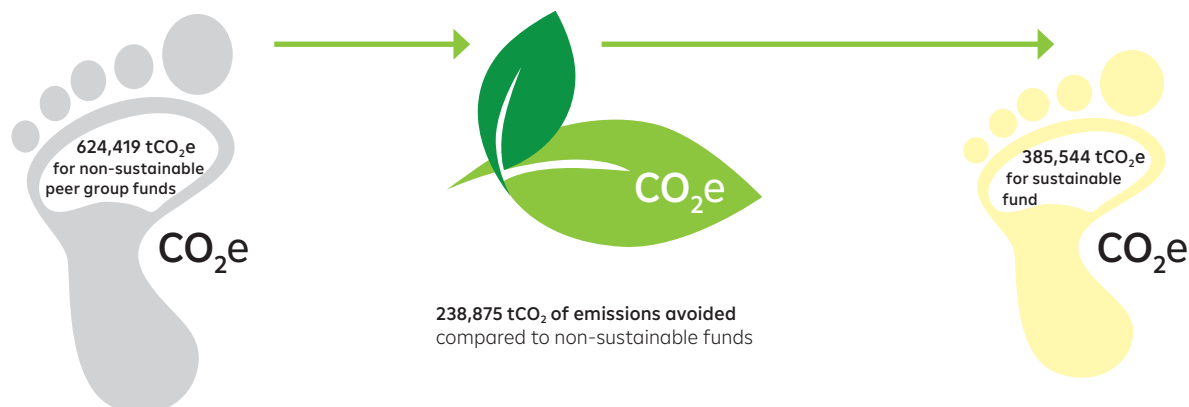
\*\*\*\*\* No data available.

Advisory means that Raiffeisen KAG performs the management role for the fund of a third-party provider.

Fund administration means that all typical fund services are carried out by Raiffeisen KAG, except for portfolio management in the narrower sense.



## Environmental impact of sustainable self-managed equity funds and segments



The carbon footprint of the self-managed sustainable equity funds and equity mandates is 385,544 tCO<sub>2</sub>e, calculated on the basis of the CO<sub>2</sub> intensities. Compared with the carbon footprint of the overall market, a positive impact of 238,875 tCO<sub>2</sub>e can be reported. In the case of asset classes other than equity investments, no direct influence can be exerted, which is why the environmental impact compared to funds that are not managed sustainably is only shown for equity funds.

The securities in these sustainability funds, which have a total volume of € 20 billion, are subject to a combination of strictly defined, explicit environmental and societal criteria that are both positive and negative (avoidance). The sustainable mutual funds will also comply with Article 8 and, in some cases, Article 9 of the new EU regulation on sustainability-related disclosure obligations (SFDR).

Back in 2019, Raiffeisen KAG launched Raiffeisen VIPnachhaltig, which provides sustainable asset management geared towards affluent private customers. It combines the sustainability expertise with the extensive capital market knowledge of Raiffeisen KAG. Raiffeisen VIPnachhaltig invests solely in funds of Raiffeisen KAG and international third-party fund companies that are classified as sustainable. Managed customer assets in the sustainable asset management product grew to € 463 million by the end of 2022. This equates to around 36 per cent of the total volume under management. New contracts are concluded only in the sustainable product line.

Since 2020, Raiffeisen Banking Group Austria's offering has included the digital asset management service, "WILL". As the asset manager of this wholly sustainable form of investment, Raiffeisen KAG managed a volume in excess of € 141 million for the Raiffeisen Banking Group (excluding Upper Austria) at the end of 2022. This equates to growth of some € 41 million compared to the end of 2021. The "WILL" portfolios contain funds of Raiffeisen KAG that are classified as sustainable in addition to selected, sustainable exchange-traded funds (ETFs) of iShares. Customers of "WILL" digital asset management receive a twice-yearly impact report on the basis of the portfolio data and the 17 SDGs (Sustainable Development Goals).

In 2022, the sustainability focus of Raiffeisen Immobilien KAG was on implementing its sustainability strategy and the continued development of the requisite tools. In terms of properties, the real estate portfolio as a whole – excluding strategic exceptions such as project developments – has sustainability certification in accordance with the Deutsche Gesellschaft für Nachhaltiges Bauen (German Sustainable Building Council, DGNB) or a comparable institution in the various usage types (hotel, logistics, office, retail, residential) in Germany, France, the Netherlands, Austria and Poland. At the end of 2022, around 84 per cent (approximately € 546 million) of the real estate volume of the institutional real estate funds had a corresponding certificate.

The future viability of the properties has been and continues to be monitored on the basis of assessment standards in line with sustainability criteria. The assessment system for existing buildings focuses on building operation and user satisfaction in particular. The aim is to ensure sustainable building operation (operating costs and processes, user satisfaction, mobility services and social sustainability strategies) for every building. Since 2018, Raiffeisen Immobilien KAG has also been a member of the Austrian Society for Sustainable Real Estate (ÖGNI) and is one of the first Austrian companies in residential real estate to receive an ÖGNI taxonomy certificate. The existing portfolio is currently being examined accordingly. An internal ESG scoring system is also being developed and will be used to analyze all properties

in future. The investments underlying the financial products of Raiffeisen Immobilien KAG do not follow the EU criteria for environmentally sustainable economic activities.

### Responsible management of sustainable funds

The integration of ESG (environmental, social and governance) aspects into the fund management approach of Raiffeisen KAG is aimed at taking the social responsibility of investment into account to an even greater extent alongside the income and risk targets. By its very definition, sustainability therefore means active management.

A contemporary, sustainable management style requires more than screening the investment universe using a few exclusion criteria to obtain a sustainable portfolio. It takes the interaction of various approaches: a combination of avoiding, supporting, and especially influencing, is the key to the responsible management of sustainable funds.

### Sustainability investment process as a holistic concept



An analysis according to internal and external requirements is the starting point for Raiffeisen KAG's integrated approach. Internal expertise is deployed on the basis of proprietary research results on future issues, while sector-related investment policies of Raiffeisen KAG also feature in the early stage of the analysis process. In addition, positive and negative criteria are taken into account. Relatively strict exclusion criteria are applied, such as the violation of human rights and labor rights, atomic energy, weapons, green genetic engineering, violations of the Global Compact, and other ethical principles (e.g. gambling, alcohol and the use of human embryos in research). The independent internal limit testing performed by fund management (pre-trade compliance) and the external ex-post fund audit both serve to ensure compliance with these exclusions and the criteria framework applied. The content of the criteria framework (extra-financial exclusion criteria) and the sustainable quality are verified and updated every month based on data from two sustainability research agencies and in-house data. The resulting "sustainability universe" can be modified further to reflect ad hoc events.

Building on this first stage of the analysis, a set of positive criteria is applied. This forms the active core element of the fund management approach: based on ESG data, an internally developed ESG indicator is calculated for companies and sovereigns that represents the key decision-making criterion in the investment processes of the sustainability funds.

Overall, the company-based ESG indicator consists of three pillars: the sector and company assessments and the topic of engagement. The indicator for sovereigns takes a number of different ESG factors into account to allow a multi-dimensional consideration of the issuers' sustainability profile. The overall assessment of companies and issuers is rounded off with a detailed fundamental analysis. The methodology applied and compliance with the criteria are also validated by external institutions (FNG seal, Austrian Ecolabel). This integrated process forms the basis of the value development of the sustainability funds, which is generally extremely positive.



Negative sustainability impacts (known as PAIs, principal adverse impacts) are embedded in the holistic sustainable investment process of Raiffeisen KAG outlined above. These impacts are generally taken into account at the three levels of exclusion/negative criteria, positive criteria (best-in-class) and engagement. PAI indicators are calculated on a monthly basis and analyzed every quarter.

The Sustainability Office is responsible for sustainability-related policies and is involved in advancing the sustainable investment process. Its responsibilities also include engagement and company dialogs, impact measurement, collaborations with universities and certification. In addition, the Sustainability Office assists the operational fund management team with the sustainability assessment of individual securities and the analysis of their investment suitability.

GRI 2-12,-13

As mentioned above regarding the prioritization of material topics, around 18 months ago Raiffeisen KAG defined future issues that are particularly relevant in light of the climate crisis and other challenges facing society. These issues undergo a structured analysis by interdisciplinary teams in fund management, taking investor considerations into account. The common denominator that links the overarching issues highlighted by the individual teams is the meta topic of sustainability. Accordingly, an assessment based on ESG factors is a central aspect of the analysis. The list of issues is by no means static, as it is oriented towards the main geopolitical and global economic developments and can be extended on an ongoing basis.

By interlinking topics and teams in this way, the aim is to promote dialog and knowledge building at Raiffeisen KAG, establish an informed company opinion on the main individual topics and, ideally, develop innovative (impact) products for investors, such as the Raiffeisen-SmartEnergy-ESG-Aktien fund. This accumulation of knowledge allows us to provide coherent arguments for taking particular positions – such as our current clear avoidance of nuclear energy.

The starting point for selecting sustainable external funds is the sustainability policy of Raiffeisen KAG, which defines illegal weapons, food speculation and coal as exclusion criteria. In the case of the latter, Raiffeisen KAG has committed to significantly reducing its investments in coal as of now and over the course of the coming years, as set out in a development plan for 2030. On the basis of this development plan, climate-relevant factors are taken into account when selecting sustainable external funds. This process is purely quantitative in the initial stage and is rounded off by a qualitative analysis of the individual external funds in the form of manager meetings and conference calls. Monitoring the selection of sustainable external funds ensures compliance with our requirements.

The aforementioned sustainability policy of Raiffeisen KAG applies to the entire range of funds throughout the company. A holistic understanding of sustainability is crucial in driving the integration of ESG principles. A core element in this process is the voluntary commitment to exclude investments that permit or support food speculation, investments in controversial weapons and companies that pose reputational risks, and in companies whose business largely comprises the provision or use of thermal coal. ESG research is also generally integrated into the management of all funds, not least as a means of improving the ESG indicator of the respective fund.

## Active dialog and the exercise of voting rights

The future issues are also a major factor in the continuous deepening and expansion of sustainability expertise within Raiffeisen KAG. This is reflected in our consistently intensified commitment to exercising our right to vote or actively communicating with listed companies on ESG issues. The exercise of voting rights is an important element of the investment approach for sustainability funds, not least because corporate governance is an important pillar of the sustainability analysis. Accordingly, these funds exercise voting rights for the majority of holding companies. In 2022, 508 active company dialogs (engagement activities) were undertaken and 339 votes were cast either directly at general meetings or via specific platforms. An annual engagement report as well as the principles for the engagement process and the exercise of voting rights are published on our website ([www.rcm.at/at-en/global/corporate-governance/](http://www.rcm.at/at-en/global/corporate-governance/)).

All engagement activities are recorded in the engagement database of Raiffeisen KAG. This allows the effectiveness of the engagement activities to be assessed over time. As other investors are also engaged in similar issues and activities in most cases, it is very difficult to measure our own contribution to the effectiveness of a particular investor group in precise terms. Thus, the results of the progress made in the respective engagement activities are assessed by fund management and the Sustainability Office on a discretionary basis using a coordinated approach.

GRI 2-29  
GRI G4-DMA  
(former FS5,  
FS12)

GRI 201-2 One of the focus areas in the current engagement activities is the progress made by companies in terms of climate protection. For example, in the course of the engagement activities on principal adverse impacts (PAIs), the largest emitters of greenhouse gases in the energy funds of Raiffeisen KAG are surveyed on their climate protection strategies. Information about their planned technological progress and details of long-term strategies, including interim targets, are requested and evaluated by Raiffeisen KAG, and the corresponding results are monitored. Every company surveyed in this process is treated individually, although the average target is a 7 per cent reduction in greenhouse gases p.a. by 2050.

The progress and results of these engagement activities are documented in the engagement database, before being discussed and evaluated in departmental and interdepartmental meetings. As the results of this process feed into the Raiffeisen ESG indicator, they have a material influence on the investments in the funds managed by Raiffeisen KAG.

These activities, issues and selected results are published in an annual engagement report, which customers and stakeholders can view on our website.

GRI 2-23, -24 Raiffeisen KAG considers the exercise of shareholder voting rights as a key task of an asset manager. Voting rights are exercised either in person at the respective annual general meetings or via proxy voting. Raiffeisen KAG has entered into a cooperation with Glass Lewis, an international specialist for proxy voting, to conduct the proxy voting process on a professional basis. The principles for exercising voting rights defined by Raiffeisen KAG and followed by Glass Lewis are based on a transparent and sustainable corporate governance policy and are set out in Raiffeisen KAG's proxy voting policy. By communicating the proxy voting principles to its partner, Raiffeisen KAG ensures that voting takes place in accordance with the principles at the annual general meetings. Under the climate strategy of Raiffeisen KAG, the proxy voting principles are being adapted to allow voting on climate-relevant items at annual general meetings in line with the climate targets of the Paris Agreement.

The number of engagements relating to the environment is documented in the latest engagement report published on the website of Raiffeisen KAG. However, details of activities specifically relating to climate protection are not provided even though the topic has been directly addressed in most cases. In 2022, a total of 508 meetings were held with companies in the form of individual discussions, group discussions or collaborative engagement activities. 374 of these meetings (i.e. 74 per cent) were dedicated to sustainability aspects. In many cases, the issues raised related to the climate strategy of the respective company.

## Raiffeisen KAG and funds with sustainability awards



In September 2022, the Berlin-based Scope Group, a provider of independent ratings, research and risk analysis, issued the fund management team of Raiffeisen KAG an AAA rating for the first time for its outstanding quality and competence in the management of sustainable fund strategies. According to Scope, the decisive reasons for awarding this rating are the fact that the

individuals in question at Raiffeisen KAG have largely worked together for many years in constant, stable and motivated teams, and their active role in the process of transformation into a fund company that is focused on sustainability.

Scope writes in its justification for the rating: "The already very high expertise (with excellent investment experience averaging more than 23 years and a company affiliation of over 17 years) is being broadened and further developed.

This approach is consistent and fits perfectly with Raiffeisen Capital Management's long-term strategy to convert the entire product range to sustainability." Scope's detailed rating report can also be found on our website:

<https://www.rcm.at/at-en/retail/topics/sustainability>



The daily newspaper KURIER's quality label of "Sustainable Engagement 2023" is awarded to Austria's most sustainable companies. Raiffeisen KAG received this quality label again in 2022 for its outstanding performance.



Raiffeisen KAG works continuously to improve its sustainability investment processes both internally and with external partners. The growing number of national and international certifications we have obtained are visible evidence of this. These include the "Austrian Ecolabel", the "FNG Seal" and the "Eurosif Transparency Code", which is also a prerequisite for the FNG seal.



With 18 funds awarded the highest rating by the Sustainable Investment Forum (Forum Nachhaltige Geldanlage, FNG), Raiffeisen KAG is the fund company with the most "FNG 3-star" products in its portfolio. This top rating was issued to a total of 100 funds (out of 310 submissions), of which around one-fifth are Raiffeisen KAG funds. Overall, 112 asset managers from 13 countries submitted funds for this year's quality label award. A "3-star" label is only awarded to high-quality sustainability funds that perform outstandingly well in the categories of "institutional credibility", "product standards" and "portfolio focus" (selection of securities, engagement and KPIs).



18 Raiffeisen sustainability funds also carry the Austrian Ecolabel that is awarded by the Austrian Federal Ministry of Climate Action, Environment, Energy, Mobility, Innovation and Technology following a corresponding external audit.

Thanks to their excellent performance over many years and first-class ratings from external agencies, some of the sustainability funds have already become flagships of Raiffeisen KAG.

Sustainability means handling resources responsibly. This responsibility for the environment and society is presenting all of us, and the financial industry in particular, with new challenges. In 2013, the signing of the PRI (Principles for Responsible Investment) and the simultaneous expansion of management expertise and capacity represented a milestone in the integration of sustainability elements into our overall investment approach. Furthermore, Raiffeisen KAG is a founding member of the Raiffeisen Sustainability Initiative, an active member of the Sustainable Investment Forum, the professional association for sustainable investment in Germany, Austria, Liechtenstein and Switzerland and, since 2016, a member of the Italian counterpart "Forum per la Finanza Sostenibile".

GRI 2-23, -24

The advisory board for sustainable investment that was established in 2017 meets regularly, delivering valuable input and an exchange of opinions from different scientific or societal perspectives. The advisory board acts as a specialized body representing the key stakeholder groups for sustainable investments.

As part of our continuous development toward the vision of being a climate-neutral asset management company, the consistent expansion of our product range is accompanied by extensive investments in management expertise, data services and, not least, customer communication including support from advisors.

## Kathrein Privatbank Aktiengesellschaft

GRI 2-6, -23, -24

Kathrein Privatbank offers tailored investments for private assets and foundations. Tailored investment solutions are also provided for institutional clients. In its investment decisions, Kathrein Privatbank follows a clearly defined methodology.



The topic of sustainability, including diversity, is firmly enshrined in the corporate philosophy of Kathrein Privatbank as an Austrian subsidiary of RBI AG. Kathrein Privatbank aims to actively shape a better future by consciously selecting sustainable investments and has voluntarily committed to following all of the recommendations of the European Transparency Code for Sustainability Funds for selected products. Kathrein (Kathrein Privatbank and its subsidiary Kathrein Capital Management) has received the Austrian Ecolabel for sustainable financial products for ten funds. Eight funds have been awarded the FNG seal.



## Fund management

The sustainable investment policy of Kathrein is implemented in the investment process for sustainable funds in accordance with Article 8 of the Disclosure Regulation via the continuous integration of ESG. This ensures that environmental and social aspects as well as responsible corporate governance are integrated into the investment processes, in addition to economic factors including traditional criteria such as profitability, liquidity and security.

The investment universe is created by using a defined set of exclusion criteria for avoiding investments in specific controversial business areas and companies with controversial business practices. After the exclusion criteria are applied, investments are only made in companies that attach high importance to sustainability within their respective industries and therefore consider environmental, social and corporate governance standards to be an integral part of their business policy. This is implemented using the ISS ESG sustainability ratings.

The rating for companies encompasses ESG risks, opportunities and impacts across the entire business value chain, including a dedicated SDG-based component that measures the positive and negative impacts of products and services. The topic-specific and overall ratings take into account the existence and severity of controversies as well as breaches of global standards.

The rating for sovereigns encompasses a sovereign issuer's positioning with regard to dealing with material risks relating to ESG themes such as climate change, loss of biodiversity, violations of human and labor rights as well as political and social instability.

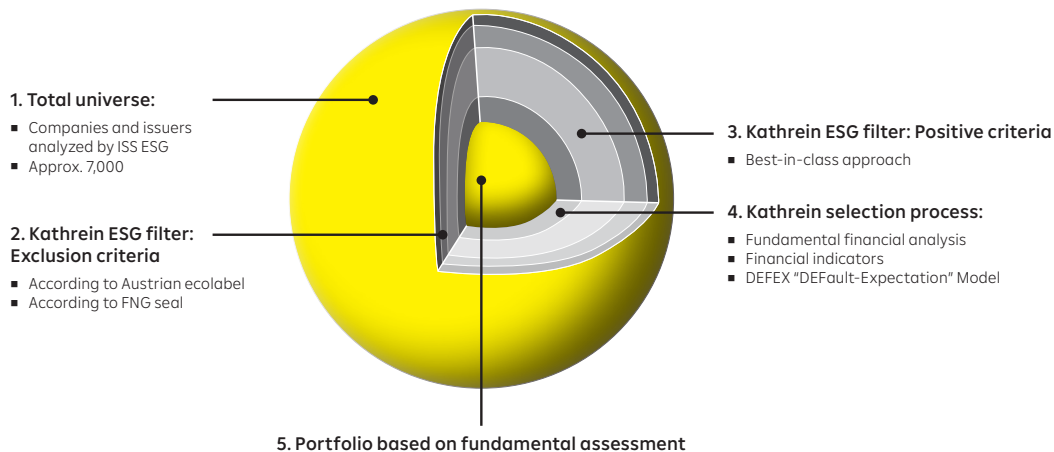
Exclusion criteria are applied in combination with a best-in-class approach. The exclusion criteria were tightened significantly with effect from 1 September 2017. As of September 2019, the exclusion criteria were amended again to meet the requirements of the FNG seal. The profiles were harmonized in September 2020 to satisfy the requirements of the Austrian Ecolabel guidelines, the FNG seal and other standards that are important to us. Since then, our standard profile has applied to the sustainable mutual funds outlined in this document.

Violations of business practices are classified according to a four-level scale:  
Possible – moderate – severe – highly severe

<b>Rigorous exclusion of companies at which violations with at least the following categorizations are identified</b>	<b>From level</b>
<b>Human rights</b> Scope: company level, suppliers and financiers	Severe
<b>Labor rights</b> Scope: company level and suppliers	Severe
<b>Environmental conduct</b> Scope: company level, suppliers and financiers	Severe
<b>Business practices – accounting</b> Scope: company level	Severe
<b>Business practices – money laundering</b> Scope: company level	Severe
<b>Business practices – corruption</b> Scope: company level	Severe

All of Kathrein's exclusionary and positive criteria such as rigorous exclusions of companies, exclusion criteria depending on the share of revenues in business areas, exclusion criteria for sovereigns, positive criteria for companies of social and governance or environmental relevance and positive criteria for sovereigns of social and governance relevance are published on the website under ESG Concepts and Transparency Code "Sustainability-related disclosures Kathrein".

Exclusion criteria are applied in combination with a best-in-class approach. The investment process is summarized in the following chart:



### Engagement policy

GRI 2-23,-24

To safeguard investors' interests and the related responsibility in the spirit of good corporate governance, Kathrein monitors companies in which it invests for investment funds or asset management mandates it manages in respect of key issues such as strategy, financial and non-financial performance, risk, capital structure, social and environmental impact and corporate governance by drawing on internal analyses and external research materials.

In terms of sustainability, if required – for example in the event of violations of an exclusion criterion or if rating thresholds are undershot – Kathrein may seek a focused dialog with the businesses concerned. This dialog may take place in the form of direct or indirect contact, company visits, meetings, one-to-one phone calls or conference calls.

For more information on the engagement policy, including the voting rights policy, please see our website.

Find more at: [kathrein.at/en/private/legal-and-announcements/](https://kathrein.at/en/private/legal-and-announcements/)

Some 50 per cent of Kathrein's entire fund volume is managed in line with the sustainability approach. Detailed sustainability concepts for mutual funds with an ecolabel are available on Kathrein Privatbank's website. Kathrein sets strictly defined exclusion and positive criteria, implementing them systematically as part of the investment process in the respective funds. The goal is to be able to offer a comprehensive range of ESG fund products and thus make a clear commitment to ESG. The Kathrein Sustainable US Dollar Bond fund was recently migrated to a sustainable investment strategy.

GRI G4-FS11

Find more at: [kathrein.at/en/private/sustainability/nachhaltigkeitskonzept/](https://kathrein.at/en/private/sustainability/nachhaltigkeitskonzept/)

In 2022, due to the situation on the markets the volume of sustainable funds managed by Kathrein fell by 8.63 per cent year-on-year. However, the share of sustainable investments climbed to 50.29 per cent.

To calculate the carbon emissions for the sustainable funds, in autumn 2022 Kathrein intensified its working relationship with its longstanding, respected partner ISS ESG in the sustainability space. This also enabled Kathrein to prepare calculations for other funds. Insight into the underlying data ensures transparency and plausibility.

The respective CO<sub>2</sub> emissions are calculated on a quarterly basis and have been published at regular intervals on Kathrein's website ([www.kathrein.at](http://www.kathrein.at)) from the fourth quarter of 2022 onward.



Sustainability funds 2022: volume and CO<sub>2</sub> emissions

Produktbeschreibung		Funds volume	Funds volume	Carbon emissions*	Carbon emissions*	Carbon intensity**	Carbon intensity**
		in € million	in € million	(tons of CO <sub>2</sub> e)	(tons of CO <sub>2</sub> e)	(tons CO <sub>2</sub> e/€ million in sales)	(tons CO <sub>2</sub> e/€ million in sales)
		2022	2021	2022	2021	2022	2021
<b>Equity funds</b>							
Kathrein Sustainable Global Equity	Actively managed, broadly diversified equity fund – replicates the performance of the global equity market with a relatively limited number of individual stocks.	80	139	2,553	6,746	97	110
Kathrein Sustainable Global Megatrends	Global, broadly diversified equity fund focused on companies that benefit from the structural changes toward a sustainable economy and a more integrated, digitalized world. The fund meets strict sustainability standards.	21	22	1,532	***	157	***
<b>Mixed funds</b>							
MI Multi Strategy SRI	Mixed fund that invests in accordance with the investment regulations of the Austrian Corporate Employee and Self-Employed Pension Act (BMSVG) and the Austrian Pension Fund Act (PKG).	18	32	664	***	108	***
Kathrein Sustainable Dynamic Value	Designed as a mixed fund (multiasset fund) that offers broad risk diversification and combines the return opportunities of riskier investments (e.g. equities) with ongoing returns from comparatively low-risk fixed-income securities.	17	20	741	***	128	***
<b>Bond funds</b>							
Kathrein Sustainable Euro Bond	This bond fund invests solely in sovereign bonds with a minimum composite rating of BBB and pursues active maturity management.	84	116	***	***	***	***
Kathrein Sustainable US-Dollar Bond****	This bond fund invests in bonds issued by international borrowers with very good credit ratings that are denominated in USD. Above all, issues from supranational organizations (e.g. EIB, IFC, etc.) are suitable for investment.	48	****	***	***	***	***
Hypo Rent	Extremely low-risk bond fund that is suitable for severance payment and pension provisions. Invests exclusively in EUR-denominated bonds of Austrian issuers.	89	115	***	***	***	***
Kathrein Sustainable Bond Classic	Bond fund with active maturity management that invests exclusively in euro-denominated government and corporate bonds of issuers from the European Economic Area (EEA) with an investment grade rating.	35	47	2,259	***	164	***
Kathrein Sustainable Bond Select	Bond fund that invests globally and focuses on companies with good credit ratings. Broadly diversified portfolio across various countries and sectors. Social, ethical and environmental exclusion and quality criteria applied when selecting issuers.	49	55	6,158	19,777*****	208	262
Kathrein Sustainable EM Local Currency Bond	The aim of this bond fund is to replicate the performance of the emerging market sovereign bond segment in the respective local currency. The fund primarily invests in issues of supranational organizations (e.g. EIB, EBRD).	45	42	***	***	***	***
<b>Total</b>		<b>486</b>	<b>588</b>	<b>13,907</b>	<b>26,523*****</b>	<b>***</b>	<b>***</b>

GRI 2-4

\* For the CO<sub>2</sub> footprint, the total amount of carbon dioxide emissions (or equivalent of other greenhouse gases) of the funds is calculated in tons of CO<sub>2</sub> equivalent (tCO<sub>2</sub>e). Scope 1&2 emissions are the absolute carbon dioxide emissions caused by production and operating a company. To calculate emissions at the portfolio level, the respective stake in the company is multiplied by the company's emissions (Scope 1&2) and added up for all the fund holdings.

\*\* For the CO<sub>2</sub> intensity, a company's Scope 1&2 emissions are expressed in relation to its sales – this involves calculating the emissions produced in generating revenues of € 1 million. This indicator shows the portfolio's efficiency in terms of CO<sub>2</sub> emissions per million euro in sales for the businesses held in the portfolio. The company's weighting in the fund is multiplied by this indicator to calculate the weighted CO<sub>2</sub> intensity. This provides an overview of how exposed the portfolio is to CO<sub>2</sub>-intensive companies.

\*\*\* n.a.

\*\*\*\* New fund – no comparable figures were available in 2021.

\*\*\*\*\* Restatement in line with GRI 2-4: the CO<sub>2</sub> emissions in 2021 (tCO<sub>2</sub>e) for the Kathrein Sustainable Bond Select fund are now shown correctly following a printing error in the previous year.

Owing to a change of provider, there may be variations relating to the underlying data and the methodology used in the values for 2021 versus those for 2022.

# Raiffeisen Certificates

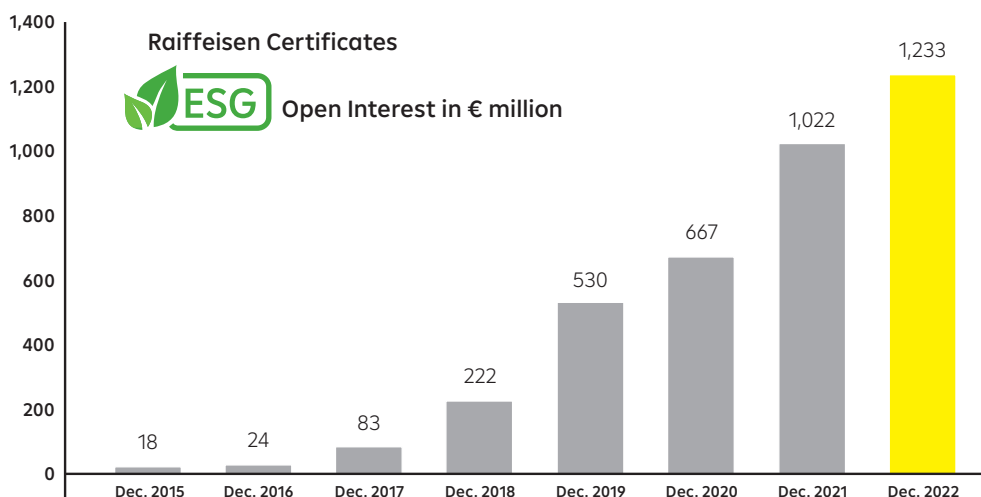
GRI 2-6

The certificate business of Raiffeisen Centrobank AG was integrated into RBI AG in December 2022 as the Certificates & Equity Trading division. Raiffeisen Certificates is the product brand RBI has used since then to issue investment and leveraged products for retail and institutional customers and to act as a key market maker for equities, equity derivatives and certificates at various stock exchanges in the region.

The Certificates & Equity Trading division team remains the competence center for equities and certificates at the Raiffeisen Banking Group. At Raiffeisen Certificates, sustainability has been part of the product range for over 15 years, and sustainable investment products are becoming increasingly important. The certificates business has been continuously expanded, and capital protection certificates are issued at regular intervals for safety-conscious investors. These certificates either enable participation in the performance of the underlying assets or generate a pre-defined return providing that the underlying asset has performed positively at the end of the term. Capital protection describes the protection for the capital employed at the end of the term. Capital protection of 100 per cent means at least 100 per cent of the nominal amount is returned to investors at the end of the term. Capital protection of 90 per cent means investors are protected against losses of more than 10 per cent and get back 90 per cent of the nominal amount in the worst-case scenario.

Raiffeisen first issued index certificates with a focus on sustainability back in 2005. These were followed by capital protection certificates on various STOXX® ESG-based indices in order to make it easier for investors to address the topic of sustainability and make investments featuring capital protection. Strong momentum first became apparent in 2014, prompting continuous expansion of the product range involving capital protection certificates on broad sustainability indices in order to make sustainable investment available to a large, safety-conscious group of investors. Since 2021, bespoke indices from MSCI® have been used as underlying instruments for investment products with or without capital protection to meet the heightened demand for sustainable financial products. Since then, the share (open interest) of sustainable Raiffeisen certificates in the product range as a whole has risen to 30.7 per cent. 2022 saw the first Raiffeisen certificate being awarded the Austrian Ecolabel, which was followed by numerous other products. Sustainable certificates from Raiffeisen meet a sustainability standard that was developed in 2021. The underlying assets for sustainable Raiffeisen certificates are therefore subject to verification in line with clear and unequivocal criteria. Whether or not a certificate is sustainable according to these rules is determined via a process of elimination. The sustainable approach followed by Raiffeisen Certificates is therefore based on three pillars: "sustainable issuer – sustainable underlying asset – sustainable investment product". Also in 2021, the Zertifikate Forum Austria (ZFA) association passed its sustainability code, which has since been revised. The Raiffeisen Certificates team played an active role in developing these uniform product and transparency standards for the Austrian sustainable structured securities market, and is committed to upholding them as a member of the ZFA. As at year-end 2022, investors were able to choose from more than 724 investment certificates with a focus on sustainability. With an outstanding volume of € 1,233 million, which accounts for around 30.7 per cent of the total volume of all Raiffeisen certificates, the proportion increased by 32.8 per cent compared with the beginning of the year.

GRI 2-23  
GRI G4-DMA  
(former FS15)  
GRI G4-FS11



Source: Raiffeisen Certificates

One milestone in this regard was the expansion of the product range, making additional sustainable underlying assets available for the sustainable certificates. To this end, 2021 saw sustainability indices being developed and launched for the first time together with index provider MSCI®, while the offering was expanded once again in 2022. These seven benchmarks for ESG shares from Europe, the emerging markets or worldwide that are among the best in the fields of environment, social and governance fully comply with Raiffeisen Certificates' sustainability standard, and these indices are therefore made available on an ongoing basis via sustainable investment products.

Sustainable investments with certificates on shares have been available since 2021. These are considered to be especially sustainable based on ESG criteria. Our cooperation with Raiffeisen Research provides the basis for this. In the sustainability rating "ESG scoring", companies are analyzed with regard to environmental, social and governance factors and then assigned an ESG score between 1 and 100. The leading companies that are among the top 30 per cent in their sector are used as the underlying assets for sustainable Raiffeisen certificates. All of these are ESG-compliant certificates in the investment products category with hedging mechanisms for the invested capital. These additional sustainable certificates on individual securities are enabling Raiffeisen to press ahead with expanding its ESG offering.



At the "Zertifikate Award Austria" ceremony in 2022 to present the leading accolade for the best providers and products on the Austrian certificate market, Raiffeisen Certificates (formerly Raiffeisen Centrobank AG) was named as the best certificate provider in Austria for the 16th time in succession. In the sustainable investment context, the MSCI World Climate Change Bond III capital protection certificate was recognized with an award. The underlying instrument is the MSCI® World Climate Change Top ESG Select 4.5% Decrement Index. The index, which was developed by Raiffeisen Certificates in cooperation with MSCI®, stands out thanks to its sophisticated and forward-looking

ESG criteria for stock selection (rating and best-in-class selection) and the MSCI climate score. This enables the MSCI® World Climate Change Top ESG Select 4.5% Decrement Index to achieve a performance close to that of the benchmark with positions in exclusively sustainable global companies. Furthermore, this product was awarded the Austrian Ecolabel, confirming its status as one of the innovations on the Austrian certificates market.



In April 2022, having passed the relevant tests Raiffeisen became the first (and remains the only) Austrian provider of certificates to receive the Austrian Ecolabel. This certifies ethically oriented projects and businesses that generate profits by means of sustainable investments. Various Raiffeisen capital protection and bonus certificates on the MSCI® World Climate Change Top ESG Select Index have been awarded the Austrian Ecolabel since February 2022.



Sustainable Raiffeisen certificates take principal adverse impacts (PAIs) on sustainability factors into account. This enables investment products of Raiffeisen certificates to consider the main groups of PAIs. Consideration is given to PAIs at the level of the issuer (based on the Raiffeisen Bank International Sustainability Report) and that of the underlying asset (via minimum exclusions in accordance with the sustainability standard for Raiffeisen certificates and adherence to a dedicated ESG strategy).

Once a niche area, sustainable investment is now also enjoying ever greater attention in the CEE region. A growing number of investors are focusing on having a positive impact on ecological and social challenges with their sustainable investments and helping the principles of good corporate governance to take hold. Reflecting this ongoing trend, bespoke subscription products were launched on sustainable indices and individual securities for Raiffeisen retail customers in Slovakia, Hungary, the Czech Republic and Croatia in 2022.

## Sustainable investment at the subsidiary banks in Central and Eastern Europe

GRI 2-6

In spite of a highly unfavorable macroeconomic environment characterized by dramatic key rate hikes on essentially all our markets and geopolitical tensions stemming from the Russian invasion of Ukraine, which significantly increased risk premiums across all asset classes, we succeeded in increasing the assets under management in ESG securities (owned by retail customers) in 2022 from approximately € 720.5 million<sup>1</sup> to approximately € 1.2 billion across all subsidiary banks at which ESG investment products are offered. On the fund side, the front-runners were the Slovakian, Hungarian and Czech operations thanks to organic growth. In the certificates business, the most successful subsidiaries were the Czech Republic and Slovakia, followed by Hungary. The ESG bond business was dominated by Raiffeisen Czech Republic and Hungary.

GRI G4-FS7, -FS8

As at end-2022, we had ESG product offerings in the majority of the countries in which we have a retail investment offering. We continuously enhanced the ESG fund product range across multiple risk categories as well as the underlying structures of ESG certificates and new issues of green bonds in several NWBs.

## Additional sustainable products and services

- **Green guarantee facility**  
 A green guarantee facility agreement is based on the concept of the proper use of funds for eligible green projects, and relates directly to the investment to be financed. The project to be financed must meet specific criteria in order to qualify as a fundable “green” investment. Green criteria are generally derived from the EU taxonomy or the RBI Green Bond Framework. For each guarantee that qualifies as green, a report setting out the associated environmental impacts is issued once a year. In conjunction with other forms of sustainable financing, the green guarantee facility helps our customers with their net-zero strategy while also ensuring greater transparency as to how the companies intend to achieve their targets. RBI is committed to responsible banking and sustainability and is therefore keen to support its customers with sustainable finance products and extensive expertise.
- **ESG-linked derivatives**  
 RBI began offering ESG-linked derivative hedging instruments for interest rate and currency risks in 2021. These are linked to the customer’s sustainability targets – ESG key performance indicators or the ESG rating. An incentive system motivates the customer to achieve the set targets. If these targets have not been met at the end of the term, the customer makes a payment to a good cause. At the customer’s request, the experts at RBI advise on the selection of possible ESG KPIs, and help them to develop their sustainability strategy.



<sup>1</sup> The change to last year’s reported AuM for 2021 (€ 955 million, compared to this year’s reported number of € 720.5 million) is due to the following reasons:

- The revised total for 2021 excludes AuM of Raiffeisen Bank Bulgaria, which was divested in 2022 and would therefore artificially increase the base for comparison in 2022.
- The ESG classification and reporting framework were still evolving in 2021.
- Full compliance with the ESG regulatory framework can only be guaranteed for ESG products developed in-house, at least until the industry matures and third-party reporting standards improve. The revised total for AuM in 2021 number now includes only AuM of in-house investment products.



In July 2022, an interest rate swap linked to sustainable KPIs was concluded with the Salzburg-based technology and mechanical engineering company, Palfinger. This was the first ESG-linked derivative concluded with an Austrian company. The interest rate swap aims to hedge interest payments under a loan linked to sustainability key performance indicators. RBI acted as sustainable structuring agent.

- Sustainable deposit (fixed-term deposit)

Since July 2022, RBI AG's sustainable deposit has for the first time provided its customers with the opportunity to use a sustainable format to invest their short-term cash resources (1 to 12 months). For this, RBI AG established a new framework for sustainable deposits, which was verified through a second opinion by the ESG Carbon Trust agency. RBI AG will use the proceeds from sustainable deposits to finance sustainability-linked finance product (SLFPs). SLFPs are finance products which incentivize customers to achieve ambitious sustainability targets and thus make a positive contribution to their sustainable transformation. RBI AG prepares and publishes an annual report on the use of the proceeds. Through its new framework for sustainable deposits, RBI AG wishes to promote the issue of new, sustainability-linked financing with a positive ESG impact in its core markets. Since July 2022, RBI AG has received an amount equal to € 530 million from companies for sustainable fixed-term deposits.

- Sustainable debt instruments for corporate and institutional customers

Overall, the strong market growth in sustainable finance instruments could not be continued in 2022. While the global volume of sustainable finance reached a record level in 2021, this trend weakened in 2022. However, the trend was also apparent on the general financial market, and therefore does not indicate reduced customer interest in sustainable financing solutions.

In the field of debt financing (bonds, Schuldschein loans and syndicated loans), RBI AG Debt Capital Markets has again succeeded in supporting its customers in numerous sustainable financial transactions. In 2022, RBI AG acted as lead manager of 12 sustainable\* bond transactions with a total volume of € 4.5 billion: two transactions for corporate customers and ten transactions for institutional customers. In 2022, 33 per cent of RBI AG's lead-managed corporate bond volume was in a sustainable format and 9 per cent of the lead-managed bond volume for institutional customers (including sovereigns) was in a sustainable format. In addition, RBI AG was lead arranger of nine sustainable\* Schuldschein loans totaling € 2.4 billion and nine sustainable\* syndicated revolving credit facilities/term loans totaling € 4.6 billion. RBI AG achieved its targets in 2022 in terms of lead managing sustainable\* bonds and Schuldschein loans. In 2022, RBI AG Debt Capital Markets' percentage share of the transaction volume in sustainable format of lead-managed bonds and Schuldscheindarlehen of relevance for target achievement was 15 per cent.

In 2022, our strong, cross-divisional teamwork and the support from our subsidiary banks in CEE again enabled us to maintain our position as a leading arranger for sustainable bonds in RBI's home market (No. 1 measured on the basis of the number of transactions, No. 2 measured on the basis of the pro-rata volume of transactions).

\* includes the following instruments: Green, social, sustainability and ESG-linked products.

- Sustainable retail products/services

In 2022 and in addition to a number of sustainable financing solutions, we also developed solutions which aim at better understanding the carbon footprint of customers, and provided further products which have an environmental and social impact.

- In 2022, RBI provided CO<sub>2</sub> emission insights to our retail customers in Albania, Bosnia and Herzegovina and Kosovo in the form of monthly snapshots. Our next step is to integrate the Carbon Footprint Calculator with the mobile banking application. Our customers will be able to track their carbon footprint in the palm of their hands, based on their spending behavior. The solution will be launched in a pilot country and will be further deployed to many markets in 2023 including Romania, Albania, Kosovo, Bosnia and Herzegovina, Serbia, and Hungary.

- We have also launched a solution on the Slovak market through a partnership with an external company, ecolytiq, and created an innovative current account. The current account and the daily banking services are connected to sustainability. The solution aims to educate and guide customers on contributing to environmental and social responsibility; ESG functionalities are available in the mobile banking app and allow each client to monitor how his/her individual behavior affects our planet by measuring the carbon footprint impact from debit card transactions and incentivizing responsible purchases at selected merchants.
- Furthermore, this year we also focused on making our business operations more sustainable. One of the first steps included moving to recycled PVC cards in the banking group. The first markets included Croatia and Austria; newly issued cards in these two markets are already made of recycled PVC.
- We also launched a green web portal solution for SME customers on the Romanian market. The portal aims to support small and medium businesses to manage their costs by purchasing photovoltaic solutions. It also supports our customers by offering a more simplified overview of the available local subsidies and photovoltaic solution providers.

#### ■ RBI AG green bond issues

In 2018, RBI AG set up its green bond issue program with the aim of promoting sustainable lending in Austria and Central and Eastern Europe. With a total volume of just under € 1.978 billion in Austria, RBI AG is currently the largest green bond issuer in the country, and has now established itself as a regular issuer of green bonds on the international capital markets and in the retail segment in Austria and Central and Eastern Europe. The comprehensive Green Bond Framework enables the refinancing of a wide range of environmentally sustainable projects in compliance with the ICMA (International Capital Market Association) Green Bond Principles.

In 2022, RBI AG launched its first Sustainability Bond Framework. This framework replaces the previously valid Green Bond Framework from 2018 and extends the scope of application. The new Sustainability Bond Framework expanded the categories for green financing and also defined additional social categories such as general and vocational education, access to basic health services, affordable residential accommodation and the creation and protection of jobs. RBI AG's Sustainability Bond Framework was verified by the external second party opinion provider Sustainalytics. Both the Sustainability Bond Framework and also the Second Party Opinion will be published on RBI's website in the first quarter of 2023.

By issuing green bonds and using sustainable customer loans to refinance the Group, we directly combine sustainability with the bank's commercial success, thus creating a greater awareness throughout the entire organization. In order to promote the long-term development of our sustainable loan portfolio, in June 2022 we expanded our incentive program for social and environmentally friendly projects (which had been introduced as early as 2019), and now also offer incentives for projects which comply with the requirements of the EU taxonomy. Our incentive program aims to expand our portfolio in the field of green, social and ESG-linked corporate financing, as well as expanding financing in compliance with the EU taxonomy.

RBI AG pursues the following portfolio approach in its green bond program: The green credit portfolio is allocated on a pro-rata basis to all green bonds that are issued in line with the RBI AG Green Bond Framework. As at the end of December 2022, RBI AG had issued green bonds with a total volume of € 1.978 billion. This equates to 16.8 per cent of RBI AG's total outstanding issued volume as at 31 December 2022.

In 2022, RBI AG placed an issue volume of green bonds equal to € 181 million with retail customers in Austria and in the neighboring countries. Since 2019, RBI AG has thus sold eighteen green bond products in 5 different currencies with a total nominal value of € 228 million to retail customers. In 2022, the rising interest rates and volatile stock markets encouraged retail investors to increasingly purchase bonds. The green component additionally increased the attractiveness of such bonds. RBI AG issued both fixed-interest and also structured bonds in green format, which are linked to the development of currencies, interest rates or inflation. Particular mention should be made here of the successful sale of

GRI 2-23, -24



Find more at:  
[www.rbinational.com/en/investors/information-for-debt-investors/green-bonds](http://www.rbinational.com/en/investors/information-for-debt-investors/green-bonds)

two fixed-interest bonds in Czech koruna with a total nominal value of one billion Czech koruna (equal to approx. € 41 million), the first digital currency bond denominated in HUF in an amount equivalent to € 14 million, and the sale of green inflation bonds with a total nominal value of € 90 million in Austria.

At the end of August 2022, RBI AG successfully placed its fourth green senior benchmark bond on the market. The bond was three-and-a-half times oversubscribed and was purchased by over 100 institutional investors. It has a term of three years and a nominal value of € 500 million. It was RBI AG's first large-volume, senior bond since the outbreak of the war in Ukraine.

In 2021, RBI AG rolled out its green bond program to its subsidiary banks in CEE. RBI AG is supporting its subsidiary banks in the establishment of a sustainability bond framework and in obtaining external verification by the second party opinion provider. As at 31 December 2022, Tatra banka in Slovakia, Raiffeisen Bank in Romania, Raiffeisenbank in the Czech Republic and Raiffeisen Bank in Hungary had issued green, social and sustainable bonds with a total volume of € 1.796 billion, meaning that the RBI Group remains the largest issuer among financial institutes of green bonds in CEE. The banks mainly use the issue proceeds to finance projects relating to energy-efficient buildings, renewable energies, energy efficiency, clean transport, and water and waste water management.

## Environmental impacts of RBI AG's green bond issue portfolio

The environmental impact of RBI AG's green loan portfolio is calculated each year for the Allocation and Impact Report and is published on the website. The present report refers to the reporting date 31 December 2021.

## Other sustainable products of Raiffeisen Leasing

- EIB true sale securitizations for green leasing finance (retrocession for RL's ABS)  
Of the funds made available to Raiffeisen-Leasing in 2021 within the context of the true sale securitization by the EIB Group, comprising the European Investment Bank (EIB) and the European Investment Fund (EIF), investments amounting to € 35.8 million have already been made in the areas of e-mobility and green technologies.

- Sustainable mobility consultation services within fleet management  
In order to provide domestic companies with optimum support during their switch to more environmentally friendly electric mobility, Raiffeisen-Leasing Fuhrparkmanagement GmbH (RLFPM) is placing a special focus on providing individual consultation services for companies and a precise analysis of their mobility requirements. This is then used as a basis to devise a comprehensive mobility concept which in addition to selecting vehicle models also, for example, offers proposals for a suitable charging infrastructure and sustainable energy generation (e.g. photovoltaic facilities on the company's roof) and presents everything in customized financing and service packages.

As part of the consultation process, RLFPM has also specialized in TCO calculations. These consider the total costs of ownership (TCO) of a specific vehicle. Due to the lower maintenance and fuel costs and also the possibility of government subsidies, the economic benefit of electric vehicles compared to vehicles with combustion engines can be clearly shown, thus providing the company with a basis for structuring its own vehicle fleet.

RLFPM also offers its corporate customers a digital reporting platform ("Mein FUHRPARK"), which provides an overview of CO<sub>2</sub> emission values as well as data for energy audits. Company car drivers benefit from their own RLFPM app which, for example, displays an interactive map of fast charging stations throughout Austria.

- Advice on charging solutions  
Through its focus on the topic of electric mobility, RLFPM quickly recognized that customers need specific advice on suitable charging solutions. In collaboration with partners, an analysis of the current situation is undertaken and a target definition is set (based on the customer's environmental ambitions). These are then used to work out the optimum





solution, which can range from the charging infrastructure or load management to a photovoltaic system with buffer battery.

- **Cooperation with electric car manufacturers**  
Raiffeisen-Leasing GmbH has for years been an active, expert partner of electric mobility manufacturers. In 2022, the overall number of electric vehicles rose again. Throughout Austria, 34,165 new electric vehicles were registered for use from January to the end of December with around 10 per cent of these vehicles financed via Raiffeisen-Leasing.
- **Energy-efficient construction and renovation & sustainable life-cycle models**  
With its energy-efficient building and renovation (EEBS) product, Raiffeisen Leasing assumes the coordination of building and/or renovation measures as well as the financing of public buildings, such as schools, nurseries or care homes. The focus here is on sustainable and energy-saving construction methods and the use of ecological materials. In 2022, for example, the building of the Higher Education Institute for Tourism in Retz was completed using the EEBS product.



However, PPP (Public-Private-Partnership) models are also being increasingly used in cities for larger infrastructure projects. These are based on a permanent life-cycle perspective, where the consequential effects and costs are also included in the evaluations for all decision-making processes. For these sustainable life-cycle models, Raiffeisen-Leasing collaborates with technical partners in the fields of buildings and facilities management. In 2022, the two PPP projects Campus+ Deutschordenstraße and Atzgersdorf were completed on schedule in Vienna.

- **High-quality construction of residential accommodation**  
The real estate developer Raiffeisen WohnBau, a 100% subsidiary of Raiffeisen-Leasing GmbH, specializes in the construction of high-quality owner-occupied apartments. The use of environmentally friendly air source heat pumps is particularly important for the provision of energy for apartment buildings, as for example recently in the projects at Rosentalgasse 21 (1140 Vienna) and Sonnenstraße 25 (4852 Weyeregg am Attersee).

## Valida Vorsorge Management

GRI G4-DMA  
(former FS9)

Valida Vorsorge Management is the staff provision fund of choice of the Raiffeisen Banking Group - whose duty it is to manage the contributions paid into, and to provide advice on staff provision funds (Abfertigung neu or "new" severance pay scheme) and pension funds.

Valida uses different approaches to the topic of "sustainability in the investment strategy" within both the pension fund and the staff provision fund. The staff provision fund follows clear exclusion and positive strategies, while the pension fund focuses mainly on engagement and applies a "best in class" approach. Both funds have proven their commitment to sustainability by signing up to the UN Principles for Responsible Investment (UNPRI).

### Business area – staff provision fund – "Abfertigung neu"

The "Abfertigung neu" new severance payment scheme was introduced in 2003. Every employer is now required to transfer 1.53 per cent of an employee's monthly gross salary into a staff provision fund (BVK) themselves. At year-end 2022, the overall Valida staff provision fund provided services to almost 2.7 million employees and self-employed persons with assets under management of more than € 4 billion.

### Valida staff provision fund: Sustainability concept

The principles for sustainable investment are set out in the "Valida staff provision fund: Sustainability concept". It contains positive and exclusion criteria for investments that apply to all of Valida staff provision fund's invested assets.

**Exclusion criteria:**

1. Weapons
2. Nuclear power
3. Violation of human and employee rights
4. Tobacco and spirits
5. Prostitution and pornography
6. Gambling
7. Controversial genetic engineering
8. Controversial business practices
9. Offensive weapons and foreign policy
10. Serious deficits in democracy
11. Inadequate human rights standards
12. Passive climate policy
13. Coal, oil and natural gas (since 30 September 2022 the extraction of oil and natural gas has been completely excluded. Thresholds for exclusion criteria are defined as required in the sustainability concept.)

**Positive criteria:**

1. Sustainability in terms of principles and strategies as well as management systems
2. Investments in areas offering high sustainability benefits
3. Sustainability by incorporating economic, social and environmental aspects

In the case of new investments, funds or individual securities are specifically sought that are of high quality with regard to the sustainability criteria listed above.

**Control**

The consultancy firm Reinhard Friesenbichler Unternehmensberatung (rfu), a specialist in sustainable investment, reviews the level of sustainability for the entire corporate assets of the Valida staff provision fund twice yearly. The individual investments are rated on a scale of 0 to 200 and assigned to one of the following four asset classes:

1. Sustainability funds
2. Sustainable individual instruments
3. Sustainably oriented funds
4. Conventional funds (not sustainable)

At 155 points, the Valida staff provision fund's overall portfolio comfortably exceeded the target of 150 points at 31 October 2022. 99 per cent of the assets are invested in the three sustainable asset classes described above.

**ÖGUT Certification**

In 2022 the Valida staff provision fund received the ÖGUT Gold Award from the Austrian Society for Environment and Technology for 2021. This is its tenth ÖGUT Gold certification in a row.

## Business area – company pension schemes

Unlike severance payment schemes, pension fund solutions are optional rather than legally prescribed. The Valida pension fund scheme serves around 180,000 employees and retired employees with assets under management of around € 6.6 billion at the end of 2022. The topic of sustainability in investment has not existed in the pension fund business area for as long as it has in the staff provision fund sector. Despite this, the Valida pension fund has established itself as a pioneer in the industry with its "ESG Integrated Investment Approach". In order that investment decisions can be implemented using the best possible instruments, the exclusion criteria are not explicitly defined (with the exception of generally established criteria such as controversial weapons, breach of international standards, etc.). The focus of the sustainability concept is therefore on "engagement" rather than "exclusion". The "ESG Integrated Investment Approach" therefore focuses on the analysis of the products used in relation to the integration of ESG into the investment process. The analysis of the products intended for portfolio use or invested in is supported by the ISS ESG database – one of the leading providers of sustainability data.

### Measuring CO<sub>2</sub> footprint, SDG and ESG

Both the staff provision fund and the pension fund measure the

- "footprint" of the assets invested in (for the equity portion).
- ESG Performance Score – provides information on the level of environmental/social/governance of the companies in which investments are made.
- SDG Solution Score. – describes the extent to which the products of the companies represented in the portfolio contribute to the achievement of the Social Development Goals. The scores are published in the Valida Group's annual sustainability report (end of second quarter).



## **Field of action Fair partner – Employees:**

for inclusion and empowerment

# Interesting facts at a glance

## RBI as inclusive employer

### Five Principles for Diversity & Inclusion Strategy



**Our engagement** and commitment to diversity and inclusion begins at the very highest level of management



**Our management** teams are diverse and aware of the importance of diversity



**We empower** all employees to contribute to an inclusive work culture



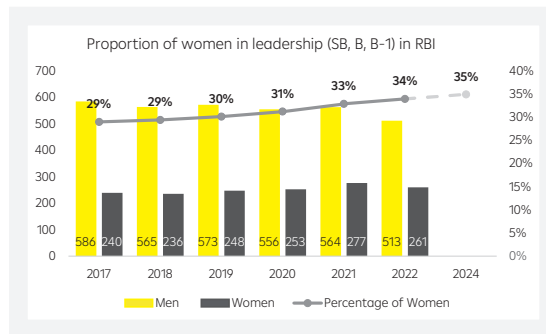
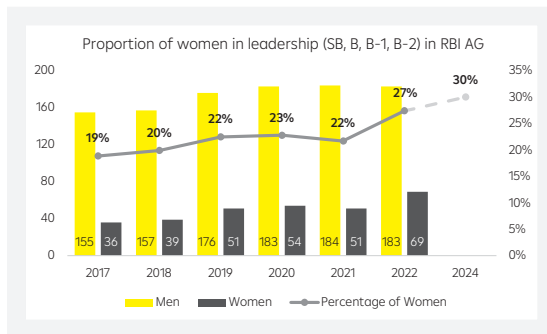
**We actively** integrate diversity and inclusion into HR processes and practices



**We work** transparently and on the basis of data



## Increase of the share of women in top management as an important goal



## RBI as learning organization with focus on ESG competence

### High potential learning journey

**200**  
Employees

- Data skills
- ESG
- Agile working
- Leadership



### Sustainability competence training certificates

**3,810** Basic  
**1,735** Advanced  
**620** MiFID

**1,427,243**  
Training hours in total

**34**  
Training hours per employee

**34,495**  
Employees trained in anti-corruption

## Committed employees are essential to RBI's success

Employee survey  
RBI AG

**76%** Response rate  
**69%** Engagement Index  
**75%** Enablement Index

Performance Management  
for **82 %**  
of employees;  
basis is RBI's strategic roadmap

**Employee involvement**

- CEO Update Calls (with up to 1.200 live-participants)
- Employee platforms for exchanging information with top-management in all CEE-countries
- Group employee survey 2022
- Corporate Ombudsperson in RBI AG
- "Whispli" – anonymous hotline
- European staff council

# Fair partner – Employees

Our employees and our shared culture are the foundations of RBI. It is extremely important for us to act sustainably not only with regard to natural resources, but also in terms of how people management is implemented at RBI. Trend analyses show that more and more employees than ever before are considering changing their job. Flexibility, meaningful work, development opportunities, personal relationships with colleagues and good managers are essential when choosing a job and for remaining within a company. We are therefore addressing these topics in a targeted and long-term manner.

Lastly, and importantly, the COVID-19 pandemic has increased many people's need for flexibility. Hybrid working and also the autonomy of individuals within a team are essential elements. At the Vienna sites, we offer hybrid working, flexible working from home both for employees from Austria and also for employees who commute to Vienna from Slovakia, Hungary and the Czech Republic. The teams establish their requirements in terms of physical attendance as autonomously as possible and set these out in "team agreements". Hybrid working and working from home is also offered at all subsidiary banks in Central and Eastern Europe, where the respective nature of the work permits. In Hungary, for example, a two-month pilot project was started during which employees from the branches could advise customers while working from home. Although the pilot is still being analyzed, initial results indicate that working from home was very well received and had positive effects on the employees and on their performance.

In addition to the greater requirement for flexibility, it emerged that teams and individuals have an increasing need for social interaction, physical meetings and team building. The motto adopted for 2022 was thus "Reconnect". A conscious effort was made to organize physical events, naturally in compliance with the respective prevailing COVID-19 rules. These meetings included team meetings, strategy meetings and also the annual Group meeting for all top executives within the Group, which was held in person again in Vienna following a two-year break. Teambuilding events and the Christmas party were also held again as physical events for the first time this year.

Personal and professional development is one of the greatest motivators for our employees. We therefore continuously focus on the "learning organization". Learning is placed at the core and will also be integrated naturally into workflows and work processes. It means taking responsibility for one's own learning journey and proactively becoming a driver rather than a passenger – guided by the question of whether we are doing the right thing and learning how to be successful over the long term.

Another key factor for our employees is inspiring and supportive managers. We therefore continue to focus on developing the leadership skills of our managers – from traditional managers and agile and lateral leadership through to informal leadership roles. We consider this essential in order to create a sustainable and motivating organization. Focal points include systematic self-reflections and the enshrinement of traditional management practices (such as feedback meetings, target setting and resource allocation) as well as demanding a cultural rolemodel effect.

Due to RBI's international character, diversity is undoubtedly a reality, and also represents a competitive advantage. This is reflected in the extremely diverse workforce at RBI AG in Vienna: Our employees come from 79 countries, span five generations, and the gender distribution is 46 per cent women and 54 per cent men. The Group's language is English, ensuring equal opportunity for employees to be understood in all international teams. Diversity as regards internationality and age is reflected across all business areas and hierarchical levels. In the area of gender diversity, there is still a need for improvements within some higher management levels, although progress can be seen in all countries. Here, we would like to highlight the female CEOs in our subsidiary banks in Kosovo and in Croatia, as well as the gender-diverse management boards in Croatia, in Kosovo, in Slovakia, and in Ukraine. The common goal is for women to make up at least 35 per cent of top management within the RBI Group, and for them to account for at least 30 per cent of top management at RBI AG by 2024. The RBI Group considers it essential to achieve permanent gender equality at all hierarchical levels and has set itself the goal of removing all barriers for women in their careers. In addition to cultural work and gender-sensitive design of the working structure, other steps in this context include offering measures to specifically attract women as part of recruitment processes or to internal networks, and mentoring schemes.



The CEO of RBI AG and the management board members of the subsidiary banks in Central and Eastern Europe pursue local objectives when it comes to employee engagement and employee enablement. In the area of gender diversity, the members of the Management Board of RBI AG set Group-wide targets that demand clear improvements to the status quo. Other objectives exist for ensuring "skills of the future". All of the initiatives relating to the aforementioned focus areas are supported and implemented by head office in Vienna. Group People & Organisational Innovation (P&OI) is the driver behind this process. It offers the conditions and the expertise required for the implementation of the corporate and people strategy. This goal was expressed in specific figures and due to its importance for us as a company was made part of our CEO's target agreement.

GRI 2-19

Although Group People & Organisational Innovation is a Group function, the subsidiary banks in Central and Eastern Europe operate with a high degree of autonomy and decentralization. Accordingly, management takes the form of the exchange of expertise and experience and joint work on topics. This serves to reflect the considerable diversity within RBI. In some areas, there are regulatory or strategic reasons for greater centralization. For example, when it comes to remuneration or selecting board members and managing directors, and also succession planning, Group head office takes responsibility, takes decisions, issues policies for the Group, supports processes with policies and ensures that they are observed.

GRI 2-12, -13

## Impacts, risks and opportunities

GRI 3-3

RBI bears a considerable social responsibility in its role as the employer of more than 44,000 people. There is a continuous balance to be struck between our expectations of our employees, partners and stakeholders and the question of what we can give and offer in return. We take everyone's needs into account, from shareholders, employees, customers and suppliers through to the wider public. The opportunity to create and maintain jobs – with its positive socioeconomic benefits for individuals and regions – is a central concern of RBI within Austria and its twelve markets in Central and Eastern Europe. This has an indirect impact on security, stability and prosperity in society. The COVID-19 pandemic and its consequences for the economy have underlined the central role played by banks. RBI embraces this role with a great sense of responsibility. At the same time, RBI cannot escape technological changes and rising cost pressures. Customers have every right to expect us to offer high-quality products, including a growing number of digital products, at competitive prices. "Customer ease" is our promise – we want to make the experience of RBI's customers as comfortable and straightforward as possible. This also includes making changes within RBI. Along with alterations to our technical infrastructure, we are also changing the way we work – for example, through automation. Our employees need a range of different skills and experience.

RBI considers a responsible approach to the topic of change to be important, as change can also lead to uncertainty and make people fearful. The physical and mental health of our employees is extremely important to us and becomes even more relevant in times of change. We seek to prevent the potential negative impacts of stress and sedentary office work through a variety of provisions and opportunities in the areas of health care, personal well-being and sports.

GRI 403-1

The health risks resulting from COVID-19 are taken extremely seriously by RBI and adequate measures have been put in place. At the same time, we recognized the pandemic as an opportunity to press ahead with remote working throughout the Group in order to positively influence our employees' work-life balance.

GRI 403-1

Even with all of the necessary changes, we believe that meaningfulness plays an important role in our employees' resilience and motivation. We focus on the question of how individuals can contribute to the company's success. Within the Sustainable Development Goals (SDGs) and goal number eight defined therein (SDG 8), the transformation to "good jobs", RBI works towards achieving this goal. As an international company, we are aware of our role-model function in the CEE region. RBI is committed to being a good employer and hence contributing to a quality competition in terms of "good jobs" in all of the regions in which it is active.





RBI can also contribute to reducing inequality in society through professional diversity management with a focus on empowering women and employing people with disabilities and LGBTQI+ people. Here, too, we believe that we perform an important function within society and serve as a role model. We believe that diversity goes hand in hand with a richness of perspectives and that this has a positive influence on business decisions and the company's results.

Adequate vocational education and training not only contributes to the success of RBI, but also motivates employees. The sum of all vocational education and training measures provided by the company also influences the potential of our society. This is why RBI offers comprehensive learning opportunities for all its employees.

## Support for the employees affected by the war in Ukraine

Immediately after the war broke out in Ukraine, various measures were developed and implemented within RBI to support Ukrainian refugees. Business Continuity Management (BCM) at Raiffeisen Bank JSC in Ukraine supported by the corresponding function in the head office, conducted evacuations, focusing on ensuring the operational stability of IT systems and business-critical processes. Within a short time, a group of BCM and Human Resources employees formed under the leadership of the local Chief Operations Officers of the neighboring countries (Poland, Slovakia, Romania, Hungary) in order to support employees and their families as they fled. This included first aid at the border, transport, accommodation, and meals.

To ensure a coordinated process within RBI and in order to network offers of help, the Group Task Force set up a central management and coordinating body.

Raiffeisen Bank JSC in Ukraine supported its employees through financial contributions and psychological support. For the colleagues who had fled outside of Ukraine, the Group Task Force established offers of help in all of RBI's markets and offered urgently needed support until the colleagues and/or their families could settle in a new country. This unbureaucratic approach offered security, information, and a protected space to re-adjust.

An important element of this aid was an extensive information package which covered the following topics, among others: "general information and legal requirements", "medical access and psychological support", "nurseries/schools, equipment" and "employment market for married couples".

The first-aid package also included a 24/7 hotline, collection at the border, the provision of emergency kits, and accommodation with meals. A further package "Helping people to help themselves" included support in looking for accommodation and psychological support.

A fund entitled "Colleagues for Colleagues" was also set up to support smaller community projects.

Since 25 February 2022, these measures have helped more than 1,000 families, or over 3,000 people.

As well as direct support, the RBI companies donated more than € 6 million to NGOs and similar bodies. Together with the Stepic CEE Charity, Raiffeisen Centrobank supported the Tegetthoffstraße education center, which enabled many young Ukrainians to continue their school education and even take their 2022 school-leaving exam.

"We stand together" was and remains RBI's motto, especially in difficult times such as these.

# Number of employees and employment relationships

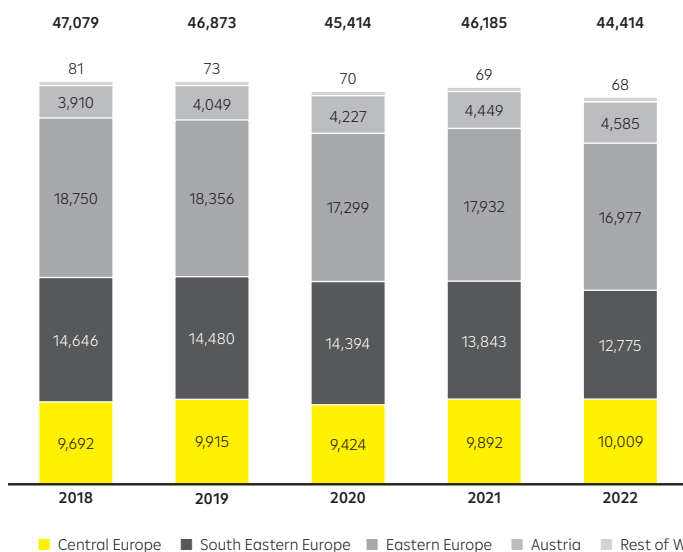
As of 31 December, 2022, RBI employed 44,414 people (full-time equivalents), 1,771 fewer than at the end of 2021. The largest decreases were in Bulgaria (down 2,404) and Ukraine (down 1,178). The largest increases were in Serbia (up 860) from the Crédit Agricole Srbija AD aquisition, Romania (298), Russia (up 210) and Group head office (up 206).

The average age of employees remained relatively young at 38, while the ratio of female employees was 64 per cent. The proportion of employees with university degrees was 75 per cent, which indicates a very high level of qualification.<sup>1</sup>

The following chart shows the development in the number of employees over the past five years (in full-time equivalents):

## Development of personnel

Number of staff at end of year\*



\* Includes the employees of all companies of the IFRS consolidation scope (according to RBI Annual Report 2022, pp. 244-247).

In addition to the permanent employees, there are also people who are not in an employment relationship with RBI AG but who perform work for RBI AG. In such cases, the work instructions or the control and evaluation of the work resources and methods used are the responsibility of RBI AG. A distinction is made between those persons who come to RBI AG under a service contract between RBI AG and another company in order to provide the work defined in the service contract, and those individuals who have concluded a contract with a temporary employment agency. In the second case, RBI AG is responsible for defining and structuring the remit.

Raiffeisenbank a.s. in the Czech Republic and Raiffeisen Bank Sh.a in Albania also have employees, mainly within IT, who are hired via a temporary employment agency.

During the summer months between June and October, RBI AG concludes a number of temporary employment contracts with seasonal trainees. The traineeships can last between one and four months. The seasonal trainees undertake supportive and administrative tasks without any independent responsibility. Seasonal traineeships can be undertaken by both school pupils and university students.

<sup>1</sup> The values in this section include the figures from the companies listed in the Overview chapter (Report scope and data collection, page 11, first paragraph).

RBI AG also offers the opportunity to conclude vocational internship contracts. Such vocational internships are limited to a maximum period of six months, with the option to extend. An individual who takes up a vocational internship must be enrolled on a course of study. Vocational interns also carry out supportive and administrative work without any independent areas of responsibility. Many seasonal trainees and vocational interns work 38.5 hours a week. It is, however, also possible to agree fewer hours per week.

RBI AG only enters into fixed-term contracts for regular members of staff in exceptional cases. At most of the subsidiary banks in Central and Eastern Europe such as, for example, Raiffeisen Bank Zrt. in Hungary, Raiffeisen Bank Sh.a in Albania, or Raiffeisen Bank d.d. Austria in Croatia, the proportion of fixed-term contracts is consistently less than ten per cent.

Raiffeisen Bank S.A. in Romania and Raiffeisen Bank Sh.a in Albania offer fixed-term employment contracts when replacing employees who are on parental leave. The contracts are concluded for the duration of the parental leave being taken by the employee who is being replaced.

GRI 401-2 At Raiffeisen Bank Kosovo J.S.C., employees who have a fixed-term contract under which they may work a maximum of 120 days per year are not entitled to insurance, vacation and preferential rates. At Raiffeisenbank Austria d.d. in Croatia, all employees are entitled to the same benefits; only students are excluded from the benefits offered. At Raiffeisen Bank Sh.a in Albania, temporary employees and temporary employees are not entitled to social security and pension insurance, but they are entitled to meals, annual leave and other absences under labor law. In Austria, there are no differences between full-time and part-time employees.

# Employee development

The following chart provides an overview of the employee development measures that are being implemented at the individual companies.

## Overview of measures

Topic	Measure	Austria						CE			SEE					EE			
		RBI AG*	RBSK	RKAG	RL	Valida	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBKO	RBHR	RBRO	RBRB	RBBY	RBRU	RBUA
Employer branding	Executive training on work-life balance	✓	✓		✓			✓	✓			✓	✓	✓			✓	✓	✓
	Performance management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Talent management	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Trainee programs	✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Please see the list of abbreviations for the complete company designations.  
\* RBI AG only includes the head office here.

## Rethinking learning at RBI

RBI's vision is to become a "learning organization". This will ensure that the Group focuses on learning as one of RBI's central tenets.

The learning organization will create the framework for living out our values so that our employees view lifelong learning as a positive, established aspect of their working lives and an opportunity for growth. A learning organization means actively integrating learning into our daily workflows. In other words: Learning is seen not as something we do in addition to our work, but as a part of our work and an established and accepted habit.

The learning organization is an effective way of enabling each individual to shape their professional development, and of helping colleagues, teams and managers to develop the skills to actively recognize learning requirements and define learning processes in order to achieve common goals and promote the growth of the company.

New learning formats and technologies are only the tip of the iceberg where the learning organization is concerned. Above all, it requires individuals and teams to adopt new habits and rituals in order to be able to tailor their behavior to changing conditions. The learning organization requires us to question our own assumptions and convictions and continuously develop. This necessitates a cultural change that RBI is supporting as part of a comprehensive project.

Learning has become an effective tool for RBI's future business success. It opens up the potential for harnessing the diversity of personality and talent within RBI – as well as the potential for all employees to shape their own progress.

"Learning is earning": Learning is the new currency of everyday working life at RBI. There are various ways of learning and various tools to help people to learn. Traditional learning techniques, such as seminars and e-learning, will continue to be used in establishing the necessary skills and abilities. However, the more effective levers can be found in continuous learning from each other and alongside each other, as well as self-organized learning directly within our work processes. The conditions, tools and methods required for making the "work = learning" equation a reality are currently being redesigned with the support of various learners from RBI. In particular, this is concentrated on the process steps of application and reflection.

As well as helping us to adapt to change as an organization in the future, learning also allows us to actively shape this change and hone the skills that make RBI a unique partner to its customers on the market. First of all, this demands clarity about the direction of the company and the knowledge and expertise that is needed in order to achieve the corporate objectives. RBI is creating the framework and the scope for this expertise to be acquired and built up. However, the individual level is no less important. This requires people to take responsibility for their own development, because learning is a highly individual matter.

An interdisciplinary team comprising more than 15 project members from all areas of the company has been set up in order to establish a learning organization at RBI AG. This core team uses agile working methods with the aim of gradually progressing toward the vision of a learning organization. The core team is supported by around 25 learning counterparts who have a strong affinity for learning and whose contacts extend well within the organization, allowing them to provide corresponding feedback on prior developments. This path to becoming a learning organization is being supported and driven by senior management. This was the rationale behind the establishment of the Learning Council, in which the CEO, the Head of Markets and Investment Banking and also senior managers from every business area lay the groundwork for further developments.

RBI is proud of its employees and the skills they have built up and developed in the past. Giving every individual the opportunity for personal and professional development is a way of persuading more employees to remain with RBI for the long term. "Working is learning, learning is working" is a principle that RBI actively pursues. It means that employees set their individual learning priorities and actively build their own learning success while also contributing to the success of the company.

In contrast to many global companies, RBI pursues a largely decentralized approach. Within a Group-wide framework that sets the standards and methods for performance management, talent management, succession planning and development of management staff, the subsidiary banks in Central and Eastern Europe have developed practices tailored to their specific local requirements so that they can attract, develop and retain talented employees. Our "Group Learning, Development and Talent Management Policy" sets out the principles for this approach.

GRI 2-23, -24

At RBI AG, the regulations are set out in a company guideline, the "RBI Learning & Development Policy". Furthermore, the development meeting and personal development plan of each employee constitute the structured foundations of the individual development measures.

GRI 2-23, -24

The following section presents some local initiatives on the basis of our decentralized approach.

## Transitional assistance programs to maintain employability

Within the context of part-time working for older employees, Austria offers the opportunity for employees to reduce their working hours five years before commencing retirement, in order to facilitate the transition from working life to retirement. The agreement is concluded individually between RBI in Austria and the respective employees.

To support employees affected by job losses in reintegrating themselves into working life quickly, RBI AG participates in Branchenstiftung Finance (BAST-FIN II), a foundation scheme for the finance sector. Where the employment relationship is terminated by mutual agreement, former employees of RBI AG who are registered as unemployed, can provide evidence of formal qualifications, and are interested in a new, higher or further qualification which is of relevance to the job market, can access the waff-Stiftung (Wiener Arbeitnehmer:innen Förderungsfonds [Vienna Employment Promotion Fund]). The foundation works with former employees to draw up a plan of action to ease the process of reintegration into working life and includes a "foundation-based unemployment benefit" as well as a grant payment which is linked to training. An individual can participate in the foundation for up to 156 weeks. This period can be increased to 209 weeks if the training or further training lasts longer or if the former employee is older than 50.

We also see resilience as a key skill as this enables employees to cope well with change. We therefore offer some associated training formats (see the following subchapter).

The restructuring of retail business at Raiffeisen Bank S.A. in Romania also affected managers. A long-term approach was adopted for the affected employees, offering them a new career path and the opportunity to develop IT skills for a future, long-term career. An IT testing school was set up. Former branch managers and employees affected by the redundancies were trained and now work in the field of IT testing. They remain employed at Raiffeisen Bank S.A. in Romania.

At Raiffeisen Bank d.d. Austria in Croatia, a tailored outplacement program is set up in the event of restructurings and workforce reductions. This program offers workshops and advice sessions for the preparation of CVs and to help people prepare for interviews. Free training sessions are also offered as part of the internal training catalog in order to improve employment opportunities. Where employees retire or are outplaced, the collective bargaining agreement and employment regulations specify severance payments in excess of the statutory amounts. The model considers the number of years' service.

### Resilience as an important element of a learning organization and learning as a key driver of resilience

RBI AG is increasing its focus on resilience in order to create a sustainable working environment, i.e. the ability to deal effectively with change, stress and experiences in a constantly shifting environment and so maintain a state of wellbeing. Resilience is an important element of a learning organization and learning is a key driver of resilience. Consequently, in June 2022, the first resilience measures were offered as part of the "Healthy Organization" initiative (see also page 164). We now offer various learning activities tailored to individual needs and opportunities.

The quarterly series of events entitled "Curiosity Event" was launched in order to support learning of topics that help strengthen resilience, and to give guidance for additional learning activities. The first Curiosity session, lasting one hour, was led by an external speaker and addressed the topic of "growth mindset" and its importance, as well as applications and possibilities for developing resilience as an RBI employee. The second Curiosity session was held in October and focused on "healthy work habits".

The two-hour interactive "bite-size resilience" session provides learners with basic knowledge and practical tools within our cHaRIe learning management system. This system can be used by all employees on a self-directed basis at any time. In addition, the Healthy Organization Playlist was developed and offered to those employees who wish to delve into specific topic areas more deeply and address issues such as managing emotions, dealing with stress, the power of breathing, optimism, and mindfulness. For those who prefer to learn with like-minded people, we offer additional group activities in the form of "WorkOuts". Learners who participate in WorkOuts invest four hours over two weeks and then participate in a kick-off meeting with a short introduction to the subject and some warm-up exercises. They meet again in a feedback meeting in order to exchange experiences and define the next steps. Both face-to-face and online

meetings are offered. The direct effect is measured during the feedback meetings and via a questionnaire sent to the learners in advance.

Currently, a six-month resilience learning journey is being designed for those who, having participated in the above opportunities, have discovered a need or a desire for a more in-depth program. The journey will focus on four main topics, including an introduction to resilience, self-awareness, mindset, and healthy habits. Current efforts are focusing on structuring this guided learning experience, which is based on the principles of agile, social and self-directed learning and led by an internal and also an external expert. The program is organized in different formats, including face-to-face topic-based meetings followed by group coaching sessions, combined with self-directed learning with additional resources, a guided app program and an active community in the learning management system. The aim is to launch the program in 2023 with two pilot cohorts comprising a total of up to 50 people from Group head office.

## Learning experience design

In line with our vision of becoming a learning organization, we want to create an environment where learning is easy, fun and has a lasting impact on performance and growth. Learning is no longer something that can be delivered to people. It is instead a process to which they actively commit and consciously consider how they need to adapt in order to overcome their challenges and drive change. Learning with the aim of changing opinions and behavior is not a one-off event which is then deemed to have been completed. It is an iterative cycle in a constantly changing world with individual start and end points and numerous opportunities to draw on and apply what has been learned.

While the learners themselves have the steering wheel in their hands for their journey, our organization is responsible for creating the conditions to ensure a safe journey. An environment that is conducive to learning gives learners an established infrastructure and communities where they can learn from and with each other. Among other things, this environment includes strategies that promote agile learning of unique skills that are required within RBI in order to offer customers an excellent experience, both now and in the future.

In order to future-proof our strategy, we want to address the wishes and learning preferences of our employees even more closely, offer them a helpful tool for relevant problems, and integrate learning into their workflow as far as possible, instead of allowing it to take place at different times and in different places. In practice, this means that we will expand our design concept to include additional steps in the areas of needs analysis and success measurement.

To make the change tangible, we have developed new design principles which we test at various opportunities. For example, under our high-potential program, the learning journey is implemented using a variety of formats. Firstly, the learning journey includes guided stimuli and protected opportunities to apply and share what has been learned. It also considers a self-study phase, enabling direct application in an employee's own environment as well as regular reflection. To this end, an individual toolbox has been created with a focus on information on learning opportunities as well as self-service tools and templates. We use this toolbox to support our employees and their managers in making learning an integral part of their day-to-day work and setting learning objectives that ensure long-term learning success. We also offered workshops on the subject of "finding and setting learning objectives", which were very well received.

## SkillUp!

Since the middle of 2021, a learning project has been ongoing within the Corporate Banking board area which makes the learning organization tangible for all employees and enables the implementation of new learning approaches. "SkillUp!" closely combines business and learning. Instead of a fixed curriculum for all, a process has been developed that supports learners by first identifying their learning requirements and then defining individual learning targets and developing a specific learning plan. Short learning units are used in order to continuously integrate learning into everyday life, to allow learners to apply the content directly in their work, and to enable them to reflect whether any further learning

requirements exist. The skills required for success in corporate banking – both now and in the future – were defined at the start of the project with a view to identifying individual learning requirements.

In 2022, learning opportunities were created on the basis of this landscape which support employees in meeting their individual learning needs.

Four formats were developed for this, covering all functional and social skills:

1. eLearning is used to impart basic knowledge and ensure that a large number of employees have basic knowledge on relevant topics. For new employees, this is also a means for them to familiarize themselves quickly with specialist materials.
2. Knowledge sharing is used to facilitate an exchange of knowledge across sectors at expert level, enabling experts and experienced employees to utilize synergies and resolve their own issues more efficiently through a sharing process.
3. Learning journeys are used to foster broad knowledge building. Specific learning interventions over a long period of time are used to acquire new knowledge, implement this in practice and then reflect on it. This ensures optimum implementation of what has been learned within a work situation, and engenders a good combination of learning and working.
4. Social learning is used as a method to pass on expert knowledge to less-experienced employees, and also to ensure an exchange of knowledge across departments and business areas. Learning from each other enables optimization and change processes within employees' own areas of work.

SkillUp! is being progressively developed in order to promote self-directed learning, place a focus on strategic learning content, and also enhance the learning skills of all employees. In this context, self-learning methods such as learning coaches and learning sprints are being increasingly used.

## Adaptive Workplace Learning/Agile Learning Guides

The goal of learning must be to resolve problems in the work process creatively and on a self-organized basis. As such, contemporary learning is increasingly aimed at supporting work with the primary aim of resolving problems in day-to-day working life.

To meet these requirements, the Group IT and IT Delivery departments developed a blended learning approach that combines various learning formats in order to enable greater flexibility and individual learning. This, in conjunction with the agile learning guide approach that has been in use for the past two years, resulted in the RBI Workplace Academy. The objective of the Workplace Academy is not to obtain certifications or accumulate knowledge for the sake of it. Instead, it is about mastering practical challenges from everyday working life and combining learning and working.

With the introduction of the Agile Workplace Academy and the agile learning guides, RBI has created a combination that fosters continuous learning and hence makes the Group fit for the future. This approach was continued in 2022, with further investment in the training of agile learning guides. The training of additional agile learning guides aims to create a competence center for learning coaching and learning support.

## Focus on employees' sustainability/ESG expertise

To meet the growing demand for knowledge in the area of sustainability – particularly with regard to sustainable finance – an online sustainability competence training package was rolled out throughout the Group in 2020 and is updated annually. It now comprises ten modules covering all areas of sustainability and two special modules on ESG trends and green and social bonds. Further modules on ESG regulations and ESG risk management were added in 2021. Participants can earn one of three different certificates (Basic, Advanced, MiFID). Advanced training was rolled out as a mandatory requirement for Risk employees. By the end of 2022, again a large number of employees had obtained one of the certificates (Basic: 3.810; Advanced: 1.735; MiFID: 620).



The training is also integrated into the ESG Academy SharePoint. Among other things, this includes internal documents, videos and podcasts on the subject of ESG from business areas such as Corporates and Markets & Investment Banking, as well as important links and documents on the Principles for Responsible Banking and statutory provisions. The information is continuously updated by the responsible departments.

In 2022, a broad range of training formats tailored to specific target groups was used in order to guarantee the required ESG expertise among employees. One focus here was on ESG products and sector-specific developments. Risk Management organized Green Tuesday broadcasts in the form of a regular, group-wide dialog. A learning journey within the high-potential training program was dedicated to the topic of ESG (see page 140–141). The board areas in the subsidiaries organized one to two-day sustainability summits on specific topics. In 2022, Legal organized "Legal Breakfasts" for the first time to provide information on the latest developments on the legal front. Another focus in 2022 was on the topic of human rights. In-depth workshops on human rights due diligence were held as part of the Raiffeisen Sustainability Initiative and in collaboration with the Ludwig-Boltzmann Institute for Human Rights. Regular Microsoft Teams meetings were held with the ESG ambassadors in the various board areas. During these meetings, different experts reported on the latest internal and external developments and a lively dialog on best practice was held.

## Employee development in the subsidiaries in Central and Eastern Europe

During 2022, Raiffeisen Bank Kosovo J.S.C. defined the Employee Value Proposition (EVP) Statement, evaluated it with its stakeholders and carried out conceptual planning. Plans are in place to communicate and launch the campaign both internally and externally during the fourth quarter. The EVP concept states that people are the designers of our culture. A culture that is based on our corporate values, constant investments and a strong commitment to excellent performance, learning and development, which enables personal and professional growth, supported by an overall compensation package that promotes well-being.

Since 1 July, seven teams within IT at Raiffeisen Bank Zrt. in Hungary converted to working fully on the basis of agile methodology as part of the "agile transformation" process. The aim is to convert other teams and business lines by the end of 2023.

## Performance management

GRI 2-12, -19,  
-23, -24

In 2022, the process of transformation into a learning organization, which was started in 2021, continued to play a central role in our performance management process. It enables all employees to align their personal performance targets to the overall targets of the organization, perform at their best and realize their full potential. Further development is a central part of the process and enhances our efforts to make learning an integral part of our day-to-day work. Consequently, the 2022 planning process placed significant emphasis on the agreement of development goals. Firstly, to enable us to offer the best possible service to our customers, but also and above all else to ensure we are an attractive employer to our employees. In this way we want to ensure that during these highly volatile times, we create a stable environment for customers and employees so that we can grow together and thereby contribute to the long-term success of the company. The guiding principles are set out in the Group policy "Performance Management RBI Group" and in the supplementary document "The Book of Group Performance Management". As outlined therein, they are based on our corporate values and the RBI Group Code of Conduct. Furthermore, we have defined Group-wide obligatory minimum requirements that provide the framework for the local policies that are adapted to the country-specific conditions.

Since the beginning of 2020, our performance process has been accompanied by a strategic roadmap. This roadmap translates our vision/mission into priority initiatives with a planning horizon of two years.

PRB 5

The progress of these initiatives is determined and communicated on a quarterly basis. All the information on the roadmap is available to all employees via the RBI intranet. The relevant Management Board members also report on progress in their area of responsibility as part of internal Microsoft Teams events. This ensures that our strategy is familiar to all employees and that their own goals are geared toward the strategy.

PRB 5 The quarterly review and analysis of our strategic roadmap is accompanied by rolling objectives, which were introduced in 2020 and are well received by employees. This allows us to respond to new market conditions in a timely manner, which is a particularly important factor for ensuring sustainable success when faced with rapidly changing underlying conditions. In addition to flexible objectives, progress towards target attainment can be documented at any time and adjustments made as required.

Find more at: [www.raiffeisen.com/en/investors/corporate-governance](http://www.raiffeisen.com/en/investors/corporate-governance)

The progression towards transparency, which started with the introduction of an internal remuneration policy for the Management Board members of RBI AG and which was also communicated externally via the publicly available remuneration report, has been consistently continued. The remuneration reports of the last two years are published on the website.

The provisions for Management Board remuneration are presented in detail in the remuneration report and the remuneration policy. The provisions for senior executives are described in the following paragraphs.

## GRI 2-19 Remuneration policy for senior management<sup>1</sup>

The remuneration for senior management is based on four underlying principles:

1. The remuneration principles promote the business strategy and long-term development of the company and are consistent with the objectives, values and long-term interests of the company.
2. Clear and transparent rules concerning remuneration and performance measurement serve to guarantee objective decision-making and ensure that the interests of the senior managers are aligned to the company's longterm interests.
3. The remuneration principles are compatible with and instrumental to solid and effective risk management and do not encourage senior managers to take risks in excess of the tolerated level.
4. They set out clear responsibilities concerning the definition, review and implementation of the remuneration policy and define rules to prevent conflicts of interests.

The salary mix (the ratio of variable and fixed remuneration) is designed such that each manager can live adequately from a fixed income. This allows the variable remuneration to be designed flexibly.

The fixed remuneration is based on predefined criteria and is not performance related. The fixed remuneration includes the base salary and additional and fringe benefits. With regard to the variable compensation, the allocation and payment of the respective bonus is subject to the fulfillment of the regulatory and performance related step-in criteria. The amount of the bonus is based on the degree of fulfillment of the performance targets defined for the respective financial year at the level of RBI and the individual company and is calculated on the basis of the two bonus-relevant key performance indicators, ROE and CIR. Payment is made in line with the respective payment model for identified staff. Depending on the amount of the bonus, at least 40 per cent of the bonus is deferred. Final allocation and payment take place on a pro-rata basis over a period of up to five years. In the case of identified staff with a material influence on the risk profile of the RBI Group and the respective company, half of the total bonus is also granted in the form of non-cash instruments (share-based remuneration in the form of "phantom shares") with a retention period of one year (deviations based on local requirements are possible). The value is paid out in cash at the end of the retention period. The number of phantom shares allocated and the respective (payout) value is calculated on the basis of RBI's average share price for the respective year. No other share-based remuneration is granted.

Where recruitment premiums are granted, care is taken to ensure that the payment does not exceed the amount required to secure the most suitable candidate for the role. It is also ensured that the recruitment premium is designed in such a way that it does not conflict with the interests of the company's shareholders.

Managers' claims in the event of termination of their function or employment are governed by the respective statutory

<sup>1</sup> Disclaimer: The information in this section relates to "managers" in the sense of "senior management" as defined in section 2 no. 1 of the Austrian Banking Act (BWG). Deviations to reflect specific regulations and requirements in the local legislations of the countries in which the subsidiary banks in Central and Eastern Europe operate and other company-specific deviations are possible.

and regulatory provisions. The malus/clawback review is governed as follows: In accordance with the regulatory provisions, ex-post risk adjustment is ensured on the basis of corresponding clawback regulations and agreements as well as an annual review process. If the performance underlying the bonuses granted to members of senior management proves to be unsustainable or there is a deterioration in the company's financial position and results of operations, the deferred remuneration may be reduced by the company or canceled altogether.

As far as contributions to the pension scheme are concerned, members of senior management are subject to the same provisions as other employees. Within the RBI Group, Supervisory Board members are not granted variable compensation, but instead receive appropriate fixed annual compensation.

## Annual total remuneration ratio

GRI 2-21

For RBI AG, the ratio of the annual total compensation of the highest-paid person to the median of the annual total compensation of all employees (excluding the highest-paid person) for 2022 is 27 to 1 (2021: 24 to 1).

For RBI, the ratio of the annual total compensation of the highest-paid person to the median of the annual total compensation of all employees (excluding the highest-paid person) for 2022 is 142 to 1 (2021: 129 to 1).

For the purposes of the calculation, RBI comprises the companies listed in the "About the Report" chapter (page 11). The annual total compensation includes the base salary, the role-based allowance and – where applicable – the annual variable target remuneration.

The percentage increase in the annual total compensation of the highest-paid person at RBI AG from 2021 to 2022 exceeds the percentage increase in the median of the annual total compensation of all employees at RBI AG (excluding the highest-paid person) from 2021 to 2022 by a factor of 8.

The percentage increase in the annual total compensation of the highest-paid person at RBI exceeds the percentage increase in the median of the annual total compensation of all employees at RBI Group (excluding the highest-paid person) from 2021 to 2022 by a factor of 2.

## Talent management and development of management staff

The developments within the world of work due to digitalization coupled with the long-term changes in work as a result of the COVID-19 pandemic have triggered a shift in employees' expectations. They bring new challenges as to how to attract, retain and develop the right employees. We believe that we create a working environment that is future-proof and which supports the achievement of our corporate vision, in that we address future challenges and opportunities and define how management can make a difference.

We believe that managers and their mindset are a key lever for cultural development and successful transformation. We want to place them in a position to create a psychologically safe, committed and healthy working environment.

We have therefore defined conscious leadership as a strategic core initiative for the coming years through which we aim to:

- Promote the self-awareness of managers and teams in order to improve their understanding of the impact their management style has on teams, business success and culture.
- Transfer mindset into concrete behavior, tools and routines which reflect the corporate culture that we wish to sustain.

Managers should be enabled to scrutinize strengths and core values intently and to get to know and have experience of these in a variety of situations. The aim is to create the framework conditions for conscious and value-oriented actions by managers, and so progressively enshrine the implementation of values at RBI. The following target groups were identified and received training on the topics of "know yourself" and "self-awareness of individual strengths", "dealing with difficult conversations and feedback", "building trust" and "maintaining energy for resilience, inclusion and diversity".

A) Target group: 58 of 210 high-potential employees at Group head office: ~ 28 per cent

B) Target group: 30 of 157 third-level managers (B-2): ~ 19 per cent and 30 of 160 lateral leaders ~ 19 per cent

C) Target group: 18 of 54 second-level managers (B-1): ~ 32 per cent and 6 of 6 Management Board members: 100 per cent

The learning journey "Management culture for a hybrid working environment" was designed in order to assess the most important challenges and develop solutions for managers which arise from managing within a hybrid environment. The design-thinking process was used to define the most important challenges, and managers worked together to elaborate solutions on the basis of the research results and their own experiences. The workshops also offered the managers an important platform to exchange ideas about the most effective practices when managing a team in a hybrid environment.

Potential internal candidates to succeed existing managers are identified every year as part of the annual leadership review (ALR) process. The success of this ongoing process is demonstrated by the fact that in 2022, 100 per cent (2021: 77 per cent) of Management Board positions at the subsidiary banks in Central and Eastern Europe were filled by internal candidates.

## Talent development program at Group head office

A newly designed talent development program was implemented at the start of 2022. Within the learning organization, development and learning take place every day and combine with feedback and retrospective analyses as an integral part of day-to-day work. When designing the new learning journey for talented individuals, special care was taken to establish a supportive process that serves to promote sustainable learning agility where the talents themselves play an active role in their own career development. This is thus in line with the principle that the learners are at the heart of their development.

In order to meet the various content needs of the talented individuals, four different learning journeys were created covering the topics "Development of data skills", "ESG", "Agile working", and "Development of leadership skills". Following a presentation on the programs developed, the talented individuals were given the opportunity to register for a learning journey and thus focus on a topic of their choosing. The nominated talented individuals represent a cross-section of all specialized units at RBI, and span all seniority levels. A learning journey was also specially developed for young talents (Young Potential Program). All learning journeys are based on a common learning design.

Each learning journey lasted for half a year, from April to November 2022, with six mandatory attendances at face-to-face workshops. To emphasize continuity as part of the learning process, it is necessary to complete tasks, which must be worked through in groups, before each workshop. The dialog with colleagues broadens the learning horizon and enables the development of new ideas. To facilitate the iterative learning process, the talented individuals are provided with all materials, tasks and assistance online. Special care is taken, especially between the workshops, to ensure a continuous dialog and to use an iterative learning process to awaken an enjoyment of experimenting.

### Development of data skills

One of the learning journeys for talented individuals involved the development of data skills. This is one of the key skills for achieving RBI's goal of data-based decision-making. For this vision, the topic "Data and analysis" was defined as a key skill and the design of this learning journey aimed to prepare talented individuals for this challenge. The learning journey combined the development of a data understanding for products and services with process innovations that support the transformation to a data-based company. To meet these requirements, the workshops in particular focused on the topics "data and artificial intelligence", a basic understanding of data and data processing, as well as application of the acquired knowledge through the development of individual data projects. At the end of the learning journey the projects were presented, with the best project realized and implemented with the help of the specialist departments. 16 out of 18 participants completed the data learning journey. The concept of the learning journeys clearly showed that learning agility is increased and is manifested in the way talented individuals think.



## ESG learning journey

The ESG learning journey aimed to support RBI on its path toward a sustainable future and assist RBI in assuming a pioneering ESG role and so remain a genuinely responsible bank. ESG offers a unique opportunity to create a sustainable future – for this generation and the next. This learning journey involved creating an awareness of ESG and in particular providing inspiration. A participative approach was adopted in which all relevant information, tools and methods were provided in order to empower the talented employees to make a difference both within and outside RBI. This aims to facilitate achievement of RBI's goal as stated in our business strategy: Optimum for "Profit, People and Planet".

In particular, the ESG learning journey aimed to bring people together and ensure cross-functional teams, creativity and a strong network. During their six workshops, the 22 participants focused on the topics "creating awareness of ESG", "ESG business risks", "sustainable product development", "ESG marketing & innovation", "ESG responsibilities and roles", and used a holistic approach to consider their importance for RBI. In accordance with the learning design, the participants were asked to complete interactive tasks before and after the workshops, in order to establish a corresponding awareness of ESG. 17 participants successfully completed the ESG learning journey.

## Agile working

As a learning journey with an explicit practical relevance, particular emphasis was placed on applying what had been learned in a major current, cross-functional project – based specifically on the motto: "theory meets practice". With the accompanying support of a decision-maker who was involved in the process as a mentor and who was also a technical expert, each team had a sparring partner available throughout the learning journey.

At the monthly workshops, all project groups gave a brief presentation on the progress of their projects to a plenary gathering of participants, sponsors and mentors. The resulting feedback was considered when planning the next steps, thus generating maximum possible customer benefit. The heterogeneity of the professional backgrounds of the 18 participants enabled the broadest possible insights and new perspectives, resulting in new experiences and findings extending far beyond their own individual spheres of activity.

## Self-leadership learning journey

We believe that talented individuals must be innovative, cooperative and self-aware. This provided the focus in this learning journey for experts. Specifically, the journey involved creating awareness, the necessary tools for self-management, sustainable investment in relationships, and developing empathetic communication skills.

This learning journey also comprised six workshops, attended by 58 participants from all areas of RBI. Through a participative approach, they acquired the necessary skills to enable them to make a difference both within RBI and externally.

Specifically, the journey involved self-perception of individual strengths, dealing with difficult conversations and feedback, as well as the development of trust and maintaining energy for resilience. The journey also aimed to promote the consideration of inclusion and further enhance diversity.

The learning objective focused on the development of basic knowledge to enable the effective emergence of an individual's own management potential – which we at RBI see not only among actual managers, but also in each and every employee. The participants worked on identifying their own strengths and consciously applying them to advance the strategic agendas within RBI. This learning journey aimed to enable participants to experiment with behavior and achieve an understanding of responsibility as a manager.

## Young Potential program

As part of a ten-month learning journey, 14 young potentials (1991 cohort and younger) are guided to actively practice RBI's corporate values and vision, and to act as pioneers in advancing these further within the company. The focus is on participants working together in monthly workshops to develop their own personalities, self-perception and reflection, as well as lateral management.

# Employee involvement

RBI believes it is extremely important that the concerns of our employees are listened to and taken seriously. We use various communication and interaction tools to achieve this, including employee events, employee surveys, and the "Make Ideas Happen" ideas platform at RBI AG.

In particular, the sudden imposition of remote working during the first lockdown in March 2020 demonstrated the importance of staying in contact with employees, informing them and knowing their questions and concerns in order to enable them to carry on working as a community. In response to this, we launched some platforms that served us well during the pandemic in particular, but that will also remain important afterwards.

GRI 2-16  
GRI 407-1

Valued communication platforms within RBI AG include tried and tested, effective formats for interaction from the time of the COVID-19 pandemic, such as the "update calls with the CEO". These one-hour calls start with a report by the CEO on the current situation before giving employees the opportunity to ask questions anonymously or using their name. These questions are then answered live by the CEO. We use Microsoft Teams Live Events for this platform so that all employees can participate – all Management Board members and Heads of Human Resources & Public Relations from the subsidiaries are also invited to join in these calls. This format has proved extremely popular. Up to 1,200 employees participate in the calls, with several hundred people watching the calls on catch-up. All subsidiaries in Central and Eastern Europe also have platforms for exchanging information and experiences – in some cases with the entire Management Board – at monthly or quarterly intervals.

GRI 2-26 The "Whispli" tool is available to all employees and can be used to report incidents of a commercial or social nature. Corporate misconduct or breaches of the Code of Conduct such as bribery and corruption, conflicts of interest or harassment in the workplace, bullying and discrimination as well as fraud and theft can be reported via an anonymous and secure mailbox. The reports are processed by a case manager.

GRI 2-25 In June 2021, the position of Corporate Ombudsperson was created within and for RBI AG. All employees of RBI AG, irrespective of their status or role, can approach the ombudsperson in confidence in order to clarify questions, obtain information, discuss matters and situations informally, and seek help. The independence and neutrality of the position is guaranteed.

As an international financial services company that works in accordance with high social, ecological and ethical standards, RBI is aware of its duty of care and is committed to observing and complying with all internationally recognized human freedoms and rights. Conscientious protection of these rights is an ongoing mission for RBI as a whole.

GRI 407-1

## Employee representation

RBI seeks to ensure trust-based cooperation with the employee representatives as a key element of its corporate culture, which is founded on cooperation at all levels and is intended to shape the relationship between all partners, both internally and externally. We act in accordance with the relevant statutory regulations and the agreements concluded and take into account the respective operating conditions.

44 per cent (status: 44<sup>1</sup> per cent in 2021) of Group employees are covered by collective bargaining agreements. Those employees who are not covered by the Austrian collective banking agreement have their place of work abroad and are subject to the respective labor law provisions applicable there, as a result of which the Austrian collective banking agreement does not apply.

GRI 2-4, -30

The active participation of employees is also made possible via their interest group, the Staff Council, which initiates a wide range of activities throughout the year. This includes employees' suggestions being processed in the various working groups of the Staff Council of RBI AG, some of them with the company physician and Group People & Organisational Innovation, and measures being taken on an ongoing basis. The goal is to identify and promote the economic, social, health and cultural interests of the employees in the course of business. Some working groups are set up to run on a permanent basis (e.g. workplace conditions/health, work/family, nutrition, culture). Others are put together at short notice and work on a project-by-project basis. However, cost-intensive issues are only rarely discussed here.

In addition to the Staff Council's co-determination prescribed under labor law, co-determination and the exchange of information are also guaranteed through participation in various committees such as the Supervisory Board, the health and safety committee, the environmental committee as well as at individual "jours fixes", which are held several times a year by the Chairman of the Staff Council and the various members of the Management Board.

The Staff Councils are networked within the Group (the Group Staff Council was constituted in November 2020), within the Raiffeisen Staff Councils in Vienna and in Austria and also internationally (via the European Staff Council).

## RBI with European Staff Council

GRI 407-1

Following the sale of Raiffeisenbank Bulgaria EAD, 12 representatives from seven EU countries (Hungary, Croatia, Austria, Poland, Romania, Slovakia and the Czech Republic) are represented in the European Staff Council (ESC) of RBI.

The ESC has the right to be informed and consulted about matters affecting the interests of employees of at least two RBI companies in different EU/EEA countries. In 2022, the ESC met twice, in the form of hybrid meetings.

RBI remains committed to the principle of direct and open communication with employees. The good cooperation with existing local and/or national employee representative bodies is complemented, but not replaced, by the ESC. The ESC is an important additional platform for ongoing dialog and the structured exchange of information between company management and employees through their elected representatives.

## Information periods for significant operational changes

GRI 402-1

Austrian law does not stipulate any minimum notification periods that must be granted to employees and their representatives before significant operational changes that may have a major impact on them can be implemented. The legal formulation concerning such periods is not concrete, as the law states that information must be provided "in an appropriate period". In the event of such changes, RBI in Austria informs its employees and their representatives immediately.

Before major operational changes are implemented at Raiffeisen Bank S.A. in Romania, the affected employees and their representatives are informed in accordance with national legal provisions. Depending on the nature of the operational change affecting employees, legislation may or may not stipulate a certain period. In the case of mass redundancies, for example, the notice period for the employer under national legislation is 30 days following the decision. In the event of mass redundancies, an employee has a period of five days in which to respond to the employer's offer regarding new jobs that are available.

The legal situation in Croatia is similar, with a notification period of 18 days in accordance with local labor law for significant operational changes.

<sup>1</sup> Due to a misinterpretation of this ratio in two countries, the figure for 2021 must be amended from 50 to 44.



The Albanian legal situation stipulates specific conditions which are applied by Raiffeisen Bank Sh.a in Albania. In the event of major operational changes, the bank applies a minimum period of two weeks if the employment relationship has been in existence for up to six months; one month if the employment relationship has existed for between six months and two years; two months if the employment relationship has been in existence for between two and five years, and three months if the employment relationship has been ongoing for more than five years.

In Hungary, redundancies involving more than 30 employees require that the Staff Council be informed at least seven days before negotiations commence. At least 15 days before the final agreement, the employer must negotiate with the Staff Council on the conditions. The national employers' association must be informed of the proposed mass redundancies 30 days before the decision, and the affected employees must also be informed 30 days in advance.

## Employee surveys

In order to better understand and fulfill the needs and expectations of our employees, we ensure we are an extremely good listener. We achieve this through annual employee surveys, pulse surveys, and questionnaires on processes and projects. We endeavor to remain in constant contact with our employees by using different formats such as live events with questions and answers, stimulating discussions and other opportunities for listening. Health topics, work-life balance and mental health are also extremely important in developing staff retention and employee commitment. RBI's Management Board members support these measures which facilitate the transformation and the associated changes.

The employee engagement survey is our way of finding out whether employees are sufficiently engaged and empowered to drive the transformation of the company and so achieve our vision and bring our values to life. This goal was expressed in specific figures and due to its importance for us as a company was made part of our CEO's target agreement. For RBI AG, this means that as a minimum, the very good previous year's result of an engagement index of 68 and an enablement index of 74 per cent will again be achieved in 2022.

Such a company-wide survey was carried out during the third quarter of 2022 at Group head office and in participating subsidiaries and subsidiary banks in Central and Eastern Europe. For example, at Group head office and in addition to the core topics of employee engagement (loyalty to the company and corresponding willingness to do extra work on a voluntary basis) and employee enablement (existence of an environment that promotes success), we collected employee feedback, through 20 closed and two open questions, on topics such as growth and development as well as health and well-being. With a high participation rate of 76 per cent, the results for 2022 show a one percentage point increase in the overall rating for engagement (69 per cent) and enablement (75 per cent). Based on the results of the 2021 employee survey, we placed a strong emphasis on the topics of resources and well-being. It was pleasing to see an improvement in these categories in 2022. For example, the results show that employees feel better supported by the company as regards achieving a satisfactory work-life balance (seven percentage point increase in positive rating). Our employees also feel better in terms of taking breaks or taking time off (eleven and nine percentage point increases in positive ratings). Although satisfaction with the resources needed to handle workload has also increased (six percentage point increase in positive rating), the results show that the situation concerning resources does require further attention by management. Focusing on an outstanding customer experience requires a more adaptable approach, continuous innovation, and transformation. This is a challenging task, especially during a pandemic. It calls for physical and technical working conditions that meet expectations and that help employees to stay healthy. In order to consolidate the improvements already made, we will continue to work on employees' feeling of well-being during the coming year.

The results of the 2022 survey again showed clearly that our employees appreciate the work flexibility at RBI AG and rate the current split between office working and working from home as very satisfactory (87 per cent agreement). As a follow-up measure to the results of last year's survey, we have begun to intensify and adopt a holistic approach to our focus on career as a topic. We have therefore encouraged our employees to consider personal career prospects extending beyond the traditional benchmarks for professional success such as rank, prosperity and status. In 2023, we plan to continue the career initiative in order to meet the different needs of employees and create multidimensional career opportunities at Group head office.

In accordance with our principle of transparency, the results of the engagement survey are communicated to employees within all Group companies via the established processes and channels at the level of the overall company and within the individual teams. In addition to the central measures, a significant part of the changes are being planned and implemented at team level. In this way, employees make an important and direct contribution to continuous change within the company. Employee surveys will also remain an important part of our future corporate culture.

## Diversity management and work-life balance

GRI 2-23, -24:  
page 145-146  
GRI 406-1

The 17.6 million customers of RBI in Austria and in 12 markets of Central and Eastern Europe as well as more than 44,000 employees represent a diverse range of perspectives, skills, experiences and needs. 79 nationalities, five generations, 64 per cent women, people with different abilities and needs, and a strong LGBTQI+ community are represented at RBI. We appreciate this diversity, and we aim to be an inclusive workplace that offers an environment and working conditions that are equally attractive to all employees and that benefit them equally.



RBI is actively committed to equal opportunities for all employees irrespective of age, gender, nationality, sexual orientation and identity, disability, religion or belief. We are aware of our role-model function as a large organization and our ability to shape the lives of employees, customers, other stakeholders, and society as a whole. We take our societal responsibility seriously by systematically addressing the topic of diversity and inclusion.



As a sign of our active commitment to ensuring a respectful and prejudice-free working environment, we have signed up to the Diversity Charter – not just at RBI AG, but also at the subsidiary banks in Romania, Slovakia, the Czech Republic, and Bulgaria.



An inclusive work culture also includes taking measures to combat discrimination, bullying, and sexual harassment. By creating a trusted point of contact at head office – the ombudsperson – the Group is embodying our values and promoting an environment in which employees treat each other with mutual respect and appreciation. The ombudsperson supports employees on topics such as misconduct, discrimination or harassment in the workplace, offering a safe environment in which concerns and

GRI 2-25, -26

complaints can be expressed freely and solutions can be found by working together. To lend even more weight to the seriousness of this issue, we worked with the Staff Council to train the ombudsperson and several employees at the Vienna sites to become "harassment representatives". Expertly trained members of staff provide competent points of contact on the issues of stress and burnout.

This attitude is also set out in the Code of Conduct and describes the general principles of ethical behavior that all employees are required to observe. Since 2021, an anonymous platform has been available for reporting violations of the Code of Conduct. Over the course of several weeks, the "bring corporate misconduct to light" campaign used events, mails, flyers and podcasts to raise awareness of the fact that harassment in the workplace, bullying and discrimination also constitute violations of the Code of Conduct that should be reported accordingly. Annual Code of Conduct training is mandatory for all RBI Group employees (see also page 32).

GRI 2-26

## The RBI Group Diversity & Inclusion Strategy

The RBI Group Diversity and Inclusion Policy defines the attitudes, roles and responsibilities concerning the topic and sets out the principles for implementing a diversity and inclusion strategy within the Group. Diversity and inclusion officers have been appointed and local strategies have been adopted at the RBI subsidiaries. The policy is based on EU Directives (2013/36/EU and 2014/65/EU) and on the EBA/ESMA Guidelines on the assessment of the suitability of members of the management body and key function holders (EBA/GL/2017/12). It also considers Directive 2014/95/EU and Regulation 575/2013 EU as well the Austrian Sustainability and Diversity Improvement Act in conjunction with the Corporate Governance Code.

Key elements of this policy include the RBI Diversity Vision and Mission and the guidelines that are intended to provide guidance for dealing with the topic on a day-to-day basis: "For RBI, diversity means added value. Leveraging the opportunities provided by diversity offers sustainable benefits for our company and employees as well as the economy and society. By promoting diversity, RBI is continuing Raiffeisen's 130-year success story. As a strong partner, we harness the potential of diversity actively and professionally in order to best support our clients and to present ourselves as an appealing employer."

The objective of the Diversity and Inclusion Strategy is to enshrine the topic throughout the entire organization. We aim to move from individual initiatives driven by Group People & Organisational Innovation or the diversity officers to an integrated approach in which diversity and inclusion are embodied in all processes and driven by our management teams. Instead of focusing on the different dimensions of diversity individually, we work on the basis of five principles in which the dimensions are integrated:

1. Our engagement and commitment to diversity and inclusion begins at the very highest level of management.
2. Our management teams are diverse and aware of the importance of diversity.
3. We empower all employees to contribute to an inclusive work culture.
4. We actively integrate diversity and inclusion into HR processes and practices.
5. We work transparently and on the basis of data.

### Our engagement and commitment to diversity and inclusion begins at the very highest level of management

One of the most important aspects of the Diversity and Inclusion Strategy is our engagement and commitment to diversity and inclusion at all levels and in all areas, starting from the very highest level of management. In addition to the role-model function of executive management, it is important that this is also integrated into management targets.

In 2022 we continued to focus on the adoption of gender targets with regard to appointments to second and third level management.

### Management Board engagement with the LGBTQI+ network

One important step is the sponsorship of the LGBTQI+ topic by a Management Board member who engages in regular dialog and offers active support for our LGBTQI+ employee network Embrace.

In June 2022, the members of the Management Board set a further signal when they again raised the rainbow flag, together with members of EMBRACE, representatives of the Staff Councils of RBI AG and the Austrian subsidiaries, as well as colleagues from several business areas. The rainbow flag flew at both of the Group head office locations in June. This gave a strong signal that our Group practices diversity and solidarity. The RBI Group is committed to promoting the motivation and engagement of its employees in an inclusive working environment – irrespective of sexual orientation or gender identity.



Raising of the rainbow flag in front of the Group head office locations, © RBI AG



© RBI AG



© RBI AG

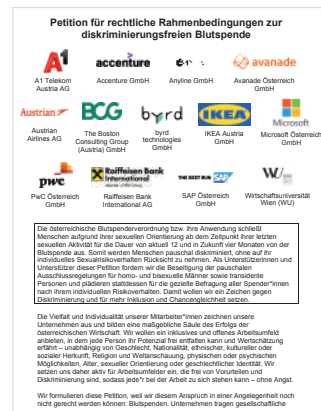


© RBI AG

In addition to internal events, RBI also took a stand for LGBTQI+ inclusion in the political sphere for the first time. Together with eleven high-profile Austrian companies, the RBI AG Management Board members launched a petition for discrimination-free blood donation in October 2021 and attracted public attention with a press conference on the subject. The petition called for the removal of the blanket ban on homosexual and bisexual men and transgender people giving blood. The petition was handed over to the Ministry of Health and the Red Cross in October 2021. On 20 May 2022, the Austrian Health Minister announced an adaptation of the Austrian Directive on Blood Donation, putting an end to any discrimination. In future, the individual risk behavior of donors, not their sexual orientation or gender identity, will be used as a basis. The entry into force of the amended Directive on Blood Donation on 1 September 2022 thus successfully implemented the demands. Together with many other players, RBI and Embrace have thus made a fundamental contribution to the equality and equal rights of not only their own employees but also all people in Austria.



Handing over the petition for discrimination-free blood donation to the Austrian Federal Ministry for Social Affairs, Health, Care and Consumer Protection in 2021, © BMGSPK



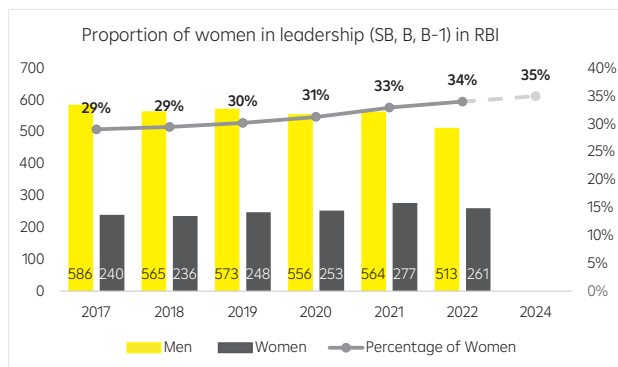
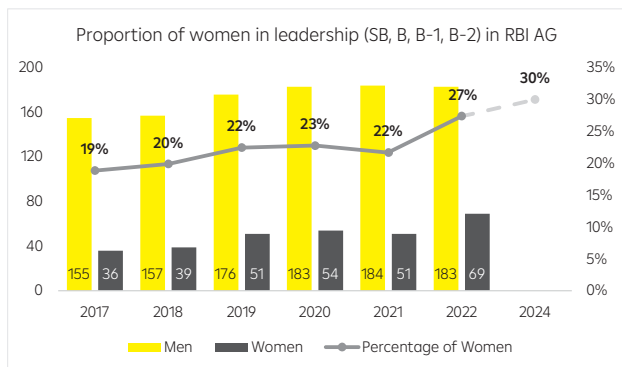
Petition for discrimination-free blood donation, © RBI AG

GRI 405-1 **Management focus on the proportion of female employees**



We aim to contribute to the implementation of SDG 5 and SDG 8 with our measures in the area of diversity and inclusion management. Specifically, this means working effectively to prevent all forms of discrimination towards women and ensuring that women can fully and effectively participate and that they have equal opportunity in taking on management roles at all levels of decision-making.

In 2017, RBI set a Group-wide overall target quota for women on the Supervisory Board, Management Board and in second-level management of 35 per cent by 2024. The target at RBI AG is 30 per cent. By the end of 2022, the quota had reached 34 per cent for the RBI Group (2021: 33 per cent) and 27 per cent for RBI AG (2021: 22 per cent). In addition to a three-part package of measures for achieving the target quotas, the focus in 2022 was on breaking down the target for women of 35 per cent at RBI Group level and 30 per cent at RBI AG into annual targets for each board area at RBI AG. In addition, gender diversity was integrated into the goals of the RBI AG Management Board members. The Management Board members are responsible for defining target quotas for their own area of responsibility and developing a strategy for increasing the proportion of women in first and second-level management. To this end, workshops were piloted in two board areas, with Management Board members working with first-level managers and Group People & Organisational Innovation to develop dedicated strategies and specific measures for their areas.





### Commitment to the inclusion of people with disabilities

On 3 December 2021, the International Day of Disabled Persons, the bridges and the front of RBI's main building were illuminated in purple. In doing so, RBI joined an international movement that seeks to draw attention to the economic self-determination and equal participation of people with disabilities. RBI is endeavoring to show consideration for the



Statement Mag. Lennkh Disability, © RBI

current difficult situation on the energy market and in 2022, as recommended by the organizers of the "PurpleLightUp" campaign, used purple banners on LinkedIn and the RBI website to "light up" on the Internet instead of illuminating its Stadtpark building. This represents an alternative way of setting an example for people with disabilities and bringing attention to the potential of a diverse corporate culture.



Purple illuminated main building of RBI AG on the day for people with disabilities 2021, © RBI AG



Campaign on the International Day of Persons with Disabilities 2022, © RBI AG

GRI 2-28



Another important step was signing up to the Valuable 500. The Valuable 500 is a global movement that aims to put the inclusion of people with disabilities on the business leadership agenda. RBI has signed up to this movement and Johann Strobl is a member of this extensive network of global CEOs. RBI has thereby committed itself to the continued pursuit of its goal of being an inclusive employer and supporting the creation of an inclusive society.

### Our management teams are diverse and aware of the importance of diversity

One important element of the diversity and inclusion strategy is the efforts to ensure diverse management teams that not only act as role models, but themselves work to strengthen awareness of diversity and inclusion within the company. Two central aspects of this are increasing the representation of the underrepresented gender in management teams and increasing management awareness of diversity, inclusion, and unconscious bias.

### Increasing the representation of the underrepresented gender in management teams

There are many reasons for the low representation of women in leading positions. These stem from the personal and societal environment, but also from the company itself. As such, any strategy to increase the proportion of women must encompass a wide range of different actions, while also recognizing that organizational measures alone are not enough to fix certain causes. We believe it is necessary to change the structural conditions within the company in order to encourage women to apply for management positions. In 2022, corresponding measures were developed with a view to



approaching this issue from various angles.

The first package of measures is aimed at work culture with a view to enabling a healthy work-life balance and ensuring that the "new world of work" is designed in a gender-sensitive manner. When new working methods are developed, for example, the societal values and norms of stereotypical role models are scrutinized with a critical eye and measures are taken to break down barriers. As part of this package of measures, RBI AG has conducted the "berufundfamilie" audit since 2020 and intensified its work on active parental leave management. The "berufundfamilie" audit is a tailored certification process for companies that is supported by qualified consultants, who assist with the definition, evaluation and planning of family-friendly measures. The package of measures also includes support for women in management positions and talented female employees in the form of networking, coaching and mentoring. The aim is to create a working environment in which men and women have equal career opportunities and talented female employees are motivated and given support to apply for leadership positions.

The second package of measures is focused on the selection and development of female talents in order to establish a pipeline of female internal succession candidates for management positions. The board areas have each adopted targets for a gender-balanced succession pipeline and are working on individual strategies in order to increase the proportion of women in first and second-level management. To this end, workshops were again held in board areas in 2022, with Management Board members working with first-level managers and Group People & Organisational Innovation to develop and discuss strategies and specific measures for their areas. Among other things, these strategies include measures for the recruitment of new talented female employees and the development and promotion of internal female talents. These packages of measures will provide medium-term and long-term impetus for cultural change and hence lead to gender diversity being firmly enshrined within the company.

The third package of measures relates to the selection of senior managers (at the first and second level below the Management Board) and aims to enshrine an increase in the proportion of women as a management task and to improve the quality and transparency of the selection processes in order to increase the number of qualified female candidates and potential female managers. The measures cover the entire selection process, including job advertisements (gender-appropriate wording) with predefined selection criteria, anonymized selection of candidates, working with personnel consultants with a focus on the female talent pool, structured interviews and hearings with at least one female and one male person in the interview team, and decision-making based on predefined criteria. In addition to the selection process, the measures are aimed at ensuring a management focus on increasing the proportion of female employees. Each board area has defined its own targets and a strategy for increasing the proportion of women in first and second-level management.

## Increasing management awareness for diversity and inclusion

Since 2021, we have pursued the objective of integrating the topics of inclusion and unconscious bias into existing training. For example, since 2021, a section on unconscious bias has been integrated into basic leadership training at RBI AG, which aims to support managers in their role.

The subsidiary banks in the Czech Republic, Serbia, Albania and Russia have followed RBI AG's example by integrating the topic into their existing leadership training. The aim is to increase awareness of diversity and inclusion on the part of managers and to support them in scrutinizing their own thoughts and actions in terms of stereotypes and prejudices. At Raiffeisen Bank S.A. in Romania, some training courses are available via the e-learning platform, including "overcoming and understanding unconscious bias", "bridging the diversity gap", "your role in workplace diversity", "maintaining a cohesive multi-generational workforce", and several courses on emotional intelligence.



## We empower all employees to contribute to an inclusive work culture

Inclusion at RBI is not restricted to specific dimensions of diversity. Instead, it aims to enable all employees to participate fully and equally in all areas, thereby promoting diversity. RBI AG has several employee resource groups with the aim of strengthening awareness of diversity and inclusion and empowering all employees to take action ("Embrace" for the LGBTQI+ community and allies; several groups for women, such as the IT Ladies Table). We also focus on communication and anti-discrimination measures that affect all employees.

### "Embrace" employee resource group

This employee empowerment is reflected in the numerous initiatives driven and supported by employees. One example is Embrace, which comprises members of the LGBTQI+ community and straight allies (heterosexual people who actively support LGBTQI+) and is dedicated to the topic of LGBTQI+ diversity and inclusion. The Embrace team comprises an ally and sponsor from the RBI Management Board, ten core members, and 180 Embrace allies from the RBI Group. Embrace's main objective is to enlighten all employees about the positive impact of diversity and LGBTQI+ inclusion. This is achieved through workshops, events with external speakers, interviews, podcasts, and content on the intranet.



Embrace core team – RBI LGBTQI+ employee resources group, © Alexander Sommer

One of the initiatives adopted to increase awareness of LGBTQI+ inclusion is active participation in Pride Month. As well as the ceremony for the raising of the rainbow flag on 1 June, this includes RBI employees taking action on behalf of LGBTQI+ rights outside the workplace. To this end, RBI Embrace officially participated in the Vienna Pride Parade for the second time in 2022.

In addition to the initiatives at RBI AG, one of the goals in 2022 was again to expand the reach of Embrace and LGBTQI+ inclusion throughout RBI as a whole. In 2022, Embrace worked closely with individual subsidiary banks in Central and Eastern Europe and supported them in developing their own initiatives and programs.

For example, this year, some members of the Embrace core team participated in EuroPride – the most important event for the pan-European LGBTQI+ community. Belgrade was chosen to organize EuroPride 2022 – the first city in South Eastern Europe and the first outside of the EEA (European Economic Area). This year's EuroPride marked a milestone for the LGBTQI+ community throughout the Southeast European region and attracted worldwide media attention. During EuroPride, people from across Europe demonstrated solidarity with the LGBTQI+ community of the Western Balkans. They thus recognized the long-running fight for equality, tolerance and human rights that commenced two decades ago.

In October 2022, Raiffeisen Bank Sh.a Albania supported the Open Mind Spectrum Albania (OMSA) center at the third "Queer Film Festival" in Tirana, with a view to influencing culture in such a way that it is empowered to transform mindsets and the vision of society. This unique festival aims to inform the general public about acceptance, diversity and solidarity, and to reduce verbal and physical violence against people from the LGBTQI+ community.



Queer Film Days in Albania,, © Raiffeisen Bank Sh.a in Albanien



Queer Film Days in Albania, © Raiffeisen Bank Sh.a in Albanien

During the war in Ukraine, Embrace was in close contact with two leading local LGBTQI+ NGOs and informed the employees about the opportunities for help and support they offered.

Alongside the numerous initiatives to promote LGBTQI+ inclusion within RBI, Embrace also adopts a strong focus on cooperation with external organizations. For example, Embrace organized the "Queer History City Walk" in cooperation with QWien, a research center for queer history of the City of Vienna. A lecture on the topic of "Homosexuality during the National Socialist period" was also organized in conjunction with QWien.

In 2022, the members of Embrace were not only guests, but also workshop leaders at the Raiffeisen federal conference "Diversity & Co-Creation". This offered Embrace, and also the RBI Women Forum, the opportunity to reach the entire network of the Raiffeisen family and to represent RBI accordingly.



RBI at the Raiffeisen federal conference "Diversity & Co-Creation", © RBI AG

In addition to the initiatives already mentioned, Embrace also fulfills its education mandate. For example, in addition to publishing several contributions on the intranet and on RBI's website on various topics relating to the subject of diversity and inclusion, it also organized a network-wide training session on the subject of "hate speech" which included various participant representatives from the network. Embrace also organized a podium discussion on the subjects of HIV, AIDS and other transmissible diseases to coincide with the start of European Testing Week. This is a campaign which encourages partner organizations – in society, in health care and in political institutions – across Europe to come together for one week twice a year

with the aim of increasing the number of tests conducted and promote awareness of the benefits of early detection of hepatitis and HIV infections.

Embrace is also an active member of BRich, a network of Austrian companies with LGBTQI+ business resource groups.



RBI signed up to the #positivarbeiten initiative in 2020. With this voluntary commitment, we are standing alongside Austrian AIDS charities and more than 100 other companies to signal our opposition to the discrimination of HIV-positive people in the employment market.

## Fondsfrauen: A network by women, for women



In 2018, RBI AG and its subsidiary Raiffeisen Kapitalanlage-Gesellschaft m.b.H. initiated the "Fondsfrauen" group in Austria. Fondsfrauen is the largest German-speaking career network to promote women and secure their equality within the financial industry. They are represented in Germany, Austria, Switzerland and Luxembourg.

GRI 2-28

Initiated by the German management, digital formats such as the Fondsfrauen summit and the newly launched regular "Digital Lunchtalks" offered interesting presentations, discussion sessions and opportunities for dialog in the first half of 2022.

Some meetings could once again be held on a face-to-face basis in Austria. Highlights included the network meeting alongside the fund congress in Vienna as well as the summer festival in the premises of Kathrein Privatbank, a new supporter of the network. The success of the festival was in particular due to the presentation by an Austrian female lawyer, who provided insights into financial topics relating to marriage and partnerships.

At the first Raiffeisen Diversity & Co-Creation federal conference in May 2022, Fondsfrauen Austria were represented through an exhibition stand managed by Raiffeisen Kapitalanlage Gesellschaft m.b.H. A podium discussion also offered the opportunity to present the network and thus make it better known within the Raiffeisen banking group.

Activities to promote women within the financial sector were also included. The Fondsfrauen study on the topic of the proportion of women in fund companies revealed a somewhat gloomy picture, as many asset managers have none or only a few women at management levels. A new focus for Fondsfrauen is "the post-career career". This initiative aims to point out opportunities for women in the financial sector after they have left active working life.

The Austrian working group on financial literacy continues to offer financial education for women, notably in a digital format. The "Fit for Finance" workshops offer women an opportunity to learn about investments and financial markets. They aim to empower women to use the financial markets to plan their financial future independently. In 2022, a German and an English series of workshops were held for the second time at Group head office and attracted a total of more than 115 participants. Free registration for employees and the provision of video recordings made it possible to reach many other interested persons in addition to the actual participants.

## Women Empowerment Cercle

Since 2017, the Women Empowerment Cercle has pursued the aim of institutionalizing the networking of women. It is organized by female employees within Group IT Delivery, arranges events tailored to specific target groups and promotes dialog with subsidiaries. Particularly successful platforms include the Women Empowerment Journey, a virtual "clubhouse", regular podium discussions and participation in Vienna's "Take Your Daughter to Work Day".

### Women Empowerment Journey

At Group head office, the Women Empowerment Journey (WEMP), launched in February 2021, piloted a guided selfdevelopment program for all female employees within Group IT. This program focuses on the topics "inner self, outer self, visibility within the organization, and networking". The participants commit to undertake at least ten hours of independent further training in each of the four areas, to share their progress in regular feedback sessions, to network with each other and thus take control of their personal development. Following successful completion of the program, an educational voucher for coaching or personal development was provided for an amount of € 1,000.

### "Clubhouse - The stage is yours!"

Through this virtual platform, we offer women the opportunity to share professional experiences and personal insights with a view to inspiring and encouraging women to leave the confines of their own comfort zone. The participants largely set the agenda themselves.

### Podium discussion - The Power of (Gender) Diversity



Podiums discussion Power of Gender Diversity, © Silvia Reicher

“The Power of (Gender) Diversity” was the title of a podium discussion in May 2022 with Management Board member Andreas Gschwenter and the divisional heads Elisabeth Geyer-Schall and Robert Wagenleitner. The discussion was moderated by Mari Lang, who has achieved fame in the German-speaking world through her successful “Frauenfragen” podcast on women's issues.

### IT and the Take Your Daughter to Work Day 2022

On 28 April 2022, 13 girls aged from eleven to 16 years from ten different nations accepted the invitation to participate in the “Take Your Daughter to Work Day” at the offices of IT and to experience agile working at RBI. Divided into three groups, the girls completed two “sprints”. Each session comprised a planning meeting, the sprint itself and a retrospective analysis.

Among other things, the girls were able to try out new techniques and technologies in our Innovation Room. The virtual reality glasses offered a look at the future of meetings and proved particularly popular. The young women also learned how to get the best out of PowerPoint presentations and to film each other using the cameras that RBI AG uses for hybrid company-wide events. The closing feedback session was based around an interactive whiteboard.

### Raising awareness

Unconscious bias and a lack of knowledge can pose a serious barrier to diversity within a company. In order to specifically counteract this issue and demonstrate that discrimination of any sort has no place in our corporate group, training and communication measures were implemented in 2022 with the aim of promoting a diverse and inclusive corporate culture and further strengthening awareness among all colleagues. This included some intranet articles, a series of articles on diversity in the internal employee magazine, and numerous podcasts and events.

In 2022, RBI AG again used a range of different formats to promote awareness about the subject of diversity and inclusion. For example, the divisional head of Group People & Organisational Innovation participated in several podium discussions. In April, Heike Mensi-Klarbach (Head of People & Organisational Innovation) and Gerda Mitterberger (Learning Strategy – P&OI) held a discussion in Job-Talk, a podium discussion of the University of Vienna, under the motto “Fight until the sparks fly – Diversity as an innovation factor” with managers and young professionals from other companies. Topics included the benefits of diversity and inclusion, the challenges faced by organizations and employees, and measures taken.



Panel discussion at Raiffeisen „Diversity & Co-Creation” federal conference, © Gerda Mitterberger

RBI AG was also represented at the first Raiffeisen “Diversity & Co-Creation” federal conference. The aforementioned workshops by the Embrace employee resources group and the Women Empowerment Initiative were supplemented by the opening keynote speech by Heike Mensi-Klarbach, who also participated in the subsequent discussion session. The keynote speech covered various dimensions and benefits of diversity, and examined why it is difficult to break down homogeneous structures and how diversity and inclusion can be achieved. Both the workshops and also the speech received positive feedback and interest and increased the visibility of the topic.





"Diversity & Inclusion Exchange". © Christina Pfeiler

In addition, RBI AG held a workshop entitled "Diversity & Inclusion Exchange" in October 2022 with representatives from all internal D&I initiatives at RBI AG to enable them to share their best practices, learn from each other and identify synergies between all D&I networks. A common roadmap was discussed for further cooperation between the different initiatives, the focus areas for the coming year, and the general obstacles that D&I initiatives aim to overcome. In future, the "Diversity & Inclusion Exchanges" will be expanded into a regular quarterly platform for exchange, enabling the employee-driven initiatives and the strategies and focus areas of People & Organisational Innovation to be even better coordinated and their impact

to be increased through combined efforts.

In addition to these formats, RBI AG also offers extensive eLearning opportunities on the topic of diversity & inclusion on its internal learning platform. These are available to employees free of charge at any time.

## We actively integrate diversity and inclusion into HR processes and practices

In order to harness the opportunities of diversity, it is especially important for diversity and inclusion to be promoted in a targeted manner in all work processes and practices. In 2022, we continued the inclusive recruitment process and the cooperation with Job-Partner (for example "The Female Factor", a job platform that specifically addresses talented female employees). Two further focal points when it comes to integrating diversity and inclusion into existing HR processes are the working group on work and family and the measures taken to combat gender-specific pay gaps.

### Work-life balance



In order to further improve the framework conditions for profession and career, RBI is constantly working to improve the work-life balance. Work models, such as flexible working hours, part-time working and tele-work are offered in accordance with statutory provisions. Where possible, company childcare with employee-friendly

hours of operation is offered. These models are intended to enable targeted parental leave management that promotes re-entry into working life. RBI has a positive attitude towards paternity leave, which it sees as being an important way to advance equality.

Information materials on the topic of rights and deadlines under employment law is sent to employees on parental leave under the motto "Let's stay in touch". Employees are also offered the opportunity to contact their competent P&OI colleagues as well as Staff Council members if they have individual questions.

In order to be able to better support employees in their changing needs at different stages of life, RBI offers sabbatical programs. Several such models are available at Group head office, providing various time frames and thus an attractive recreational and relaxation model for people's different needs. Any of these sabbatical models can be further tailored to the individual.

### Fair remuneration

Salaries are regularly analyzed within RBI. As a result of continuous efforts in previous years to give equal remuneration for equal work, irrespective of gender, there are no significant differences between the salaries of men and women. The internal "RBI Total Rewards Management" policy provides a comprehensive framework for shaping the Group-wide compensation management system. This includes, in addition to all specifications for implementing statutory and regulatory requirements, a structured job evaluation system and regular market benchmarks of the salaries in the countries in question. An internal job evaluation system forms the basis for position-related and – as a result of this – gender-neutral compensation.

GRI 2-23



GRI 2-23, -24

## We work transparently and on the basis of data

The effective implementation of the diversity and inclusion strategy requires all decision-makers to be aware of their responsibility. Recording and evaluating hard and soft factors is the only way to record successes and define additional areas of action that are derived from and backed up by actual data.

At present, KPIs such as the number of women in leadership positions are visualized using dashboards and reported to managers on a quarterly basis. Among other things, this means that managers have an overview of the number of men and women in leadership positions and can take specific action in order to implement the defined targets.

GRI 405-2

### Ratio of basic salary and compensation of women to men

	Ratio basic salary women/men				Ratio total compensation women/men			
	B-1 (second tier of management)	B-2 (third tier of management)	Other managers	Other employees	B-1 (second tier of management)	B-2 (third tier of management)	Other managers	Other employees
Czech Republic	88	76	70	68	90	72	73	67
Slovakia	93	85	68	73	94	83	74	72
Hungary	89	87	90	76	92	87	91	78
<b>Central Europe segment</b>	<b>90</b>	<b>80</b>	<b>70</b>	<b>70</b>	<b>92</b>	<b>79</b>	<b>78</b>	<b>72</b>
Albania	99	99	101	85	97	92	94	80
Bosnia i Hercegowina	98	87	96	82	121	81	98	87
Kosovo	93	91	97	80	90	90	93	78
Croatia	118	92	78	77	126	88	80	81
Rumania	97	95	86	75	96	94	86	77
Serbia	104	103	93	82	110	104	95	81
<b>South Eastern Europe segment</b>	<b>98</b>	<b>93</b>	<b>92</b>	<b>79</b>	<b>105</b>	<b>90</b>	<b>89</b>	<b>80</b>
Belarus	75	93	85	77	72	89	87	79
Russia	90	76	66	53	96	80	69	54
Ukraine	85	78	69	58	89	80	72	62
<b>Eastern Europe segment</b>	<b>87</b>	<b>79</b>	<b>71</b>	<b>59</b>	<b>92</b>	<b>81</b>	<b>74</b>	<b>61</b>
<b>Austria*</b>	<b>89</b>	<b>92</b>	<b>58</b>	<b>76</b>	<b>91</b>	<b>94</b>	<b>69</b>	<b>83</b>

\* The values include the figures from the companies listed in the Overview chapter (Report scope and data collection, page 11, first paragraph).

## Diversity at the subsidiary banks in Central and Eastern Europe



Raiffeisen Bank Kosovo J.S.C. signed the KosGEN Memorandum of Agreement on interns/the employment of young people aged 15 to 24.

The subsidiary banks in Romania, Slovakia and Croatia have each signed the Charter of Diversity.

Raiffeisenbank S.A. in Romania offers various training courses on its eLearning platform, for example on overcoming and understanding unconscious bias, bridging the gender gap, its role in workplace diversity, dealing with and managing diversity, maintaining a cohesive multi-generational workforce, together with various courses on emotional intelligence. In addition, the subsidiary bank offers a mandatory course entitled "Inclusion and Diversity Pillars". Part of this course is also a training for all employees on the topic of "Code of conduct when dealing with colleagues", which deals with unconscious bias, discrimination and harassment, diversity and integration.

Raiffeisenbank Austria d.d. in Croatia offered an eLearning course on fighting discrimination for all management-level employees. By November 2022, this had already been completed by 101 employees.

Raiffeisen Bank Zrt. in Hungary has created the "Young Generation" program, with the aim of creating a network for young people, better understanding their needs, and offering them a forum where they can meet and develop. The program's main aims include establishing a young community within the bank, enabling professional learning and development, strengthening corporate values, and offering a platform for young colleagues to communicate with each other.

The following events were held in 2022: Career management pilot training, Let me grow! training, quiz evening, "After work", roof terrace party for all generations, The BigYoungGen Challenge: Four weeks – four topics – online quiz on self-development, fun day.

The women's network program that was started in 2021, promoted by the Diversity Officer and has 30 female managers as participants, was also continued. Among other things, the structured training program includes creating awareness of possible differences between male and female management characteristics and how they can optimize/balance these characteristics in their work. A further aim is to develop a community where problems that are encountered by female managers can be discussed. Two events were held in 2022, one of which included the participation of the Hungarian Head of HR.

In 2022, Raiffeisen Bank S.A. in Romania addressed the topic of diversity via the monthly communication on diversity (monthly internal newsletter). A cross-departmental project was also launched with a view to becoming more disabled-friendly for customers.

Raiffeisen Bank Kosovo J.S.C. included a paragraph in its external advertisements that emphasizes diversity as an added value at Raiffeisen. It thus actively promotes to the outside world the bank's commitment as an employer that attaches importance to diversity. In addition, the recruitment and selection process stipulates a clear antidiscriminatory selection and promotion process.



## Overview of measures

The following chart provides an overview of the measures that are being implemented in order to promote a healthy work-life balance and regarding diversity management.

### Overview of measures

Topic	Measures	Austria						CE			SEE						EE		
		RBIAG*	RBSK	RKAG	RL	Valida	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBKO	RBHR	RBRO	RBRB	RBBY	RBRU	RBUA
Work life balance	Part-time-work (parents)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Part-time-work (other than parents)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Teleworking	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Flexi-time models (regular)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Flexi-time models (long term)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Company kindergarden or similar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Time off for fathers in event of a birth (statutory requirement)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Time off for father in event of a birth (beyond statutory requirement)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Paid parental leave (beyond legal requirement) – paid by the company	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Dependent care programs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Semi-retirement programs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Educational leaves	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Other sabbaticals	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Work and family balance audit	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Diversity	Diversity Officer – Formal Governance Structure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Diversity – external memberships	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	General diversity trainings	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Woman empowerment programs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Equal Pay Report – internal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	LGBTQI+ programs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Please see the list of abbreviations for the complete company designations.  
\* RBI AG only includes the head office here.

# Health and safety

GRI 3-3  
GRI 403-1



GRI 403-8

Healthy and efficient employees are the basis for success for every company. Health care is also a central issue in the various countries in which RBI is active. RBI offers provision and support in the form of a range of initiatives and facilities. In addition to the legally prescribed measures in the area of health care, we offer numerous additional programs. In some cases, the range of services varies greatly, depending on what is needed and what can be provided locally in the individual countries.

The statutory standards for occupational health and safety are complied with in all countries, and the corresponding committees and officers set up and appointed. These standards and the resulting measures apply to all RBI employees.

Responsibility for health management lies with People & Organisational Innovation and the local human resources departments. They are supported by the local facility and safety units, company doctors or the members of the Staff Council and external service providers.

Remote working and working from home have become a matter of course, significantly changing the corporate culture in the process. This topic has been addressed by corresponding "new world of work" teams.

At its head office locations in Vienna, RBI is subject to the statutory provisions set out in the Austrian Employee Protection Act. In addition to the law, many subsidiaries have manuals or policies containing detailed regulations on occupational health and safety.

At Group head office, RBI performs professional occupational health management. As part of this, the most important key performance indicators (e.g. prevention times, workplace inspections, reintegration agreements, health-related training days) are defined for each pillar (see illustration). The Austrian Employee Protection Act sets out prevention times for occupational health professionals and safety experts. These are covered by pillar 1, "Safety and protection". The other three pillars/focal areas are included in occupational health management on a voluntary basis in line with RBI AG's corporate policy.



The following illustration provides an overview of the measures that are being implemented at the individual companies in the area of health management and welfare.

### Overview of measures

Topic	Measure	Austria						CE			SEE						EE		
		RBI AG*	RBSK	RKAG	RL	Valida	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBKO	RBHR	RBRO	RBRB	RBBY	RBRU	RBUA
GRI 403-2, -3, -4, -5, -6, -8 <b>Occupational health and safety management system</b>	Systematic Occupational Health and Safety Management (OHS)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Legal requirement	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Qualified process for identifying hazards/incidents	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Assurance of qualified process	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Evaluation and ongoing improvement	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Employee participation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Formal joint Management-employee committees	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Reporting process on hazards/incidents	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Grievance system	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Investigation process on incidents	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Health management trainings	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	General health consulting	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Consulting on ergonomics	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	First aid	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Access to non-occupational medical and health care services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Voluntary health services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
GRI 403-6 <b>Health services offered</b>	Safety management system	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Programs for mental health	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Burn-out prevention and support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Bank robberies – psychological support	n.a.	n.a.	n.a.	n.a.	n.a.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Health checks	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Promotion of sport and wellness activities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Return to work programs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
GRI 403-6 <b>Social benefits</b>	Promotion of the company canteen	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Reimbursement public transport cost	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Promotion of private health insurance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Promotion of pension fund	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Promotion of cultural events	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Please see the list of abbreviations for the complete company designations.  
\* RBI AG only includes the head office here.

## Hazard identification, risk assessment and incident investigation

GRI 403-2, -3, -10

Potentially serious work-related dangers relate in particular to the psychological consequences of threats and robberies. In addition, physical accidents on the way to and from work are naturally unavoidable.

GRI 403-9

There were no fatalities as a result of work-related injuries at RBI in 2022, corresponding to a rate of zero (2021: zero). The number of work-related injuries with serious consequences was one or a rate of 0.0027 (2021: 0.0000). There were a total of 26 (2021: 18) documentable work-related injuries, corresponding to a rate of 0.0.0708 (2021: 0.04656). (The rates are calculated per 200,000 hours worked.)

GRI 403-9

The safety experts at the Group head office locations in Vienna continuously evaluate potential risk areas and resolve any issues immediately. All employees are able to report any risk situations within the organization to the "health@RBI" team, to the Staff Council, or directly to the security center at any time. The telephone numbers for the security center are printed on the employee identity cards. The "Workplace Conditions/Health" working group also provides additional information on health and safety from the workforce.

A statutory prevention and safety concept for the companies in Austria managed by Group head office is processed via ZHS Office & Facilitymanagement GmbH (ZHS). All preventive measures are proposed, evaluated and implemented by trained and qualified safety experts, occupational physicians and occupational psychologists. Risks are analyzed by ZHS safety experts in accordance with international standards.

All workplaces and work procedures are examined with a view to health risks (workplace evaluation), protective measures are adopted and implemented and their effectiveness is monitored. The methods used are based on the statutory provisions, the state of the art, and the statutory accident insurance models (in Austria: AUVA [Austrian Workers' Compensation Board]). Preventive staff (e.g. occupational health professionals, safety experts, occupational psychologists) and safety representatives are appointed and tasked with implementation and controlling. At individual subsidiaries, these measures are performed by external experts who possess all of the qualifications and certifications required by law.

The occupational health professionals and safety experts have the necessary qualifications and undergo continuous training in their respective specializations in line with the statutory prevention times. Employees who perform services are given the necessary training. The processes applied and their implementation are recorded by government bodies to the extent required by law and are also included in internal audits depending on the local or central circumstances.

## Monitoring, evaluation and improvement

GRI 2-29  
GRI 403-2, -3,  
-4, -10

The processes are accompanied by ongoing monitoring and corresponding evaluation, which follow a risk-based approach. Every month, the "health@RBI" team at Group head office evaluates the measures defined with the respective officers and implements any necessary changes as quickly as possible. Reported or identified risks are processed and resolved. To this end, a pillar 1 meeting ("Safety and protection"; see chart on page 159) is held with representatives of Occupational Health Services, Occupational Psychology and the safety experts as well as the Staff Council and Group People & Organisational Innovation. The meeting discusses current challenges, new services and risks in the areas covered. These are then evaluated, documented, and resolved.

The "Workplace Conditions/Health" working group of the Staff Council provides additional impetus for activities across all of the pillars of occupational health management. This working group primarily consists of Staff Council members and is headed by the Deputy Chair of the Staff Council. At some companies, monitoring is performed by external partners who then perform the final evaluation together with company representatives and derive measures as necessary. In addition, all employees can contact Occupational Health Services, the safety experts, the Staff Council as well as People & Organisational Innovation to offer input for improvements.

The subsidiary banks in Central and Eastern Europe use various formats for including employees in the process. Some countries have committees in which employees also participate. The employees typically contact these committees to

contribute proposals for improvements.

GRI 403-3 RBI provides its employees with various options for action if they observe risk situations or wish to contribute improvements. Proactively identifying and reporting risks allows them to be evaluated rapidly and eliminated as necessary. At the Group head office locations, all employees can open a ticket with the helpdesk by e-mail or using an app on the intranet. Alternatively, all employees can contact Occupational Health Services and/or the respective safety expert. Contact details (telephone number, email) can be found on the intranet. The Staff Council also acts as a point of contact in order to prevent potential risk situations. Additionally or alternatively, employees of other Group companies may contact their manager or refer directly to the union or another government body. Reports can also be submitted anonymously via the whistleblowing hotline.

With regard to the subsidiary banks, at Raiffeisenbank Austria d.d. in Croatia, for example, employees participate via their representatives on the Committee for Workplace Occupational Health and Safety, to whom they can submit direct suggestions for improving working conditions. Information, risk assessments, instructions for safe working, certificates of competence for employees and certificates concerning equipment are available to all employees on the company's network drive. The employees of Raiffeisen Bank S.A. Romania report dangerous situations concerning their safety via a special email address. Corporate risks are determined using the INCDPM method (method for assessing risks of workplace injuries and illnesses).

GRI 403-3, -10

## Preventive measures and health services

"Safety and Protection", the first pillar of health management at RBI's Group head office locations (see chart on page 159), encompasses all the structures whose purpose is to ensure safety and protection in the workplace. This includes medical care and rapid assistance for emotional problems as well as trained first-aiders and safety and fire protection officers, who are available in case of emergency and who take action to ensure that emergencies do not occur in the first place. In addition to dealing with acute (individual) cases, Occupational Health Care and Occupational Health Services are increasingly focusing on preventive measures with a view to avoiding risks/accidents in order to limit the number of acute cases and problems. Employees can contact Occupational Health Services by email. The services of Occupational Health Care can be found on the intranet.

RBI is also committed to ensuring ergonomically correct workplaces that help employees to maintain their health. At RBI's Group head office locations, Occupational Health Services and the safety experts provide guidance on how to set up monitor-based workstations to ensure they are ergonomically appropriate. There are two possibilities in this regard: Employees can arrange a personal appointment for visiting the new "Ergo Lab" or consult information on the intranet. In addition to allowing employees to view and try out the various forms of ergonomic work equipment, the Ergo Lab offers eye tests. Group-wide information on mobile working is available on the intranet and in the form of e-learning, especially as mandatory training for all new employees.

The committee analyses and puts forward proposals regarding the prevention and protection plan and monitors its implementation, including assigning the resources required to realize its provisions effectively in terms of improving working conditions.

Raiffeisen Bank JSC in Ukraine organizes free online consultations with an external psychologist. In addition, several external training programs were run that were adapted to the harsh reality of war. All of the bank's employees can make use of the psychological support services provided by McClee throughout the year.

In Hungary, Raiffeisen Bank Zrt. offers psychological advice and online crisis intervention programs for those requiring help in dealing with mental health or family problems or those who need other support. An experienced team of psychologists was made available to staff online for one to three 50-minute sessions. The program began in April 2021 and finished in March 2022. In addition, eleven soft skills training sessions for 152 participants were run on the topic of mental wellbeing up to September 2022.

In 2022, Raiffeisen Bank Kosovo J.S.C. organized a soccer tournament, a walk and yoga/Pilates courses. A sports room was opened to give employees the opportunity to engage in physical activity. An area for staff to park bikes and kickboards was also set up outside head office. In addition, an initiative is being run to encourage colleagues to use the staircases at head office.

At most of the subsidiary banks in Central and Eastern Europe, there are various measures in place to support staff affected in the event of bank robberies. Kathrein Privatbank AG, Tatra banka a.s. in Slovakia, Raiffeisenbank a.s. in the Czech Republic, Raiffeisen Bank Kosovo J.S.C., Raiffeisen Bank S.A. in Romania and Raiffeisen Bank Zrt. in Hungary all offer support in the form of psychological assistance. Furthermore, Raiffeisenbank Austria d.d. in Croatia offers crisis management workshops, individual advice and the option for all staff affected to spend a week's paid vacation at any spa hotel in Croatia.

## Training on health topics

GRI 403-5

At RBI, learning and development also includes the topic of health. We see creating awareness of health topics such as work-life balance, mobile work, resilience, and coping with stress as part of our occupational health management. To this end, we regularly evaluate and adapt our extensive range of training, coaching, mentoring, as well as talent management and the development of management staff, from the perspective of promoting and maintaining health.

At Raiffeisenbank a.s. in the Czech Republic, for example, the process is described as part of first aid situations in e-learning courses and in the "Occupational Health and Safety Documentation" policy.

Raiffeisen Bank S.A. Romania offers staff training on specific issues relating to the prevention and protection plan. Topics covered include teleworking, road traffic regulations, psychosocial risks and stress in the office, ergonomics in the workplace and first aid in the event of a heart attack.

Every office of Raiffeisen Bank Austria d.d. in Croatia with at least 20 employees must have one employee who is trained to provide first aid. A further person must be nominated for every additional 50 employees. The company provides them with the necessary first aid equipment.

ZHS safety experts at Group head office in Vienna are in charge of the regular induction and instruction of firstaiders, as well as verifying the number of first-aiders and their qualifications.

## Health promotion

GRI 403-6

In order to promote good health among its employees, RBI offers a wide range of preventive and health initiatives. Voluntary services with the aim of promoting employees' physical and mental health are offered at all of RBI's Group head office locations. These services are published on the intranet. To this end, a self-service portal named "health@RBI" was launched at Group head office in November 2022. This is where employees can find all the offerings relating to physical and mental wellbeing as well as training for individuals and teams. As part of occupational health management, these services are regularly evaluated by the responsible parties (Staff Council, People & Organisational Innovation) and adapted as necessary. Among other offerings, they include subsidized fitness center membership, healthy food in the canteen, hypnosis for stopping smoking, help with staying active in the workplace (lunchtime yoga, vitality coaching and back exercises), health check-ups, self-help groups and help for addiction. A particular focus is placed on maintaining mental health. The employee assistance program, which is free of charge, provides employees with support for dealing with psychological strain in their professional or private lives. The service is provided by an external specialist who can be contacted anonymously by employees wishing to obtain advice on burnout prevention and stress management. In addition to the measures on prevention deployment times (Occupational Health Services staff and safety experts) set out in the Austrian Employee Protection Act, support from an occupational psychologist is available.

We offer our employees the option of part-time reintegration to make it easier for them to return to the workplace following a lengthy illness. Employees, a People & Organisational Innovation manager, the Staff Council and Occupational Health Services work together to develop the best possible options for returning to work within the scope of the law.

## Healthy Organization initiative



The challenges encountered over the past few years mean that the significance of factors such as resilience, psychological safety and wellbeing, as well as cooperation and team management, is continuing to grow. The launch of the Healthy Organization initiative at Group head office in 2022 saw the focus being placed on the holistic health and resilience of RBI employees.

The measures taken under the Healthy Organization banner pay off on multiple levels: employees, teams and the organization. Besides the well-established offerings for physical health referred to above, the focus of this initiative is on mental wellbeing and creating a sustainable working environment that strengthens employees' abilities and resilience. Alongside investing in power skills at the level of individuals and teams, this includes supporting team development as well as developing and empowering managers.

Raiffeisen Bank Sh.a in Albania has established that the most common work-related dangers include physical risks such as falls and slips as well as ergonomic risks such as tired eyes and problems with vision due to spending a lot of time working at computer screens. Employees are trained and empowered to make a responsible and informed contribution to the health and safety program. Controls have been adapted to the risk level of the respective work process.

For its part, Raiffeisen Bank S.A. in Romania constantly evaluates risks based on risk assessments and statistical data with a view to recommending corresponding risk prevention measures. Risk assessments and evaluations such as these are also conducted at other subsidiary banks in Central and Eastern Europe.

The Healthy Employee/Healthy Company program was launched at Raiffeisen Bank Zrt. in Hungary. The program has its own intranet page on which new content is published regularly, thus helping to promote health awareness.



# Employer branding and recruitment

GRI 3-3 f

Our Group-wide corporate values and strategic objectives form the basis for targeted employer branding activities in the respective domestic market. In 2022, we faced some particular challenges that were triggered by multiple global crises. The demographic trend is another key factor that shaped our work in 2022: years with low birth rates led to a fall in the number of students and graduates. Against the backdrop of strong economic growth, we are finding the current labor market situation highly challenging. However, in spite of all these challenges our mission remains to be a top employer. Our personnel management strives to be fully aware of, and accommodate, the needs of potential candidates. We responded by adapting our activities to these new circumstances. Addressing specific target groups is more important than ever before – not only because personal contact is limited, but also as a way of creating trust and continuing to position the respective RBI companies as safe employers. We also ascribe great importance to stakeholder engagement with universities.

The following overview of our measures illustrates how RBI has adapted quickly to new conditions and created the right points of contact with job seekers and internal employees. As previously, there was a strong focus on students and graduates and cooperation with universities.

## Overview of measures

Topic	Measure	Austria						CE			SEE						EE		
		RBIAG*	RBSK	RKAG	RL	Valida	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBKO	RBHR	RBRO	RBRB	RBBY	RBRU	RBUA
Employer branding	Cooperations with universities	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Attractive employer recognition	✓							✓			✓	✓	✓	✓		✓	✓	

Please see the list of abbreviations for the complete company designations.  
\* RBI AG only includes the head office here.

## Employer branding and recruitment at the Vienna sites

In line with the corporate vision and the focus areas of individual units of the company, the employer branding and recruitment strategies are designed with a view to making the greatest possible contribution to the corporate objectives.

We see recruitment as a strategic process for identifying and appointing candidates who possess the unique skills, competencies, potential and experience to contribute towards the Group's continuous growth. Management recruitment is a significant challenge and one of the most important tasks. It has a pronounced impact on the leadership and organizational culture we want to promote.

The core objective of the employer branding strategy is to remain in contact both internally and externally and to promote interaction and direct dialog with specialists, talented individuals, young professionals, graduates and students.

2022 was all about regaining the freedom to attend employer branding events in person. It was clear from various events focused on specific target groups that more students attend in-person events than digital meetings.

Close cooperation with the respective business units (e.g. IT, Risk, Corporates and Markets) helps to encourage contact and dialog with students at various events, meet-ups, webinars and online careers fairs. RBI organized participation across 15 formats in 2022.

Our goal is to communicate with potential candidates as directly as possible. We therefore placed even greater emphasis on social media communication in 2022. Content relevant to careers is posted on LinkedIn. RBI's LinkedIn channel surpassed the 30,000 followers mark in 2022. This gives RBI a direct, quick and low-cost means of contacting all the relevant target groups of candidates.

Students are especially important to RBI as we can learn a great deal from each other. An average of 406 students were employed at Group headquarters in 2022. Part-time positions are an important factor in ensuring that we are perceived as an attractive employer.



Career Calling Messe WU, october 2022 © Thomas Suchanek

We support students during their studies, get to know each other and work on relationship management. Ideally, we retain talented individuals and – where personnel planning allows – offer them a full-time position as soon as they have completed their studies. This is by far the most important recruitment channel when it comes to filling entry level positions.

RBI AG offers support to students in organizing themselves into communities. The bank also holds events with the goal of establishing positive ties with RBI's student employees. Some individual board areas held events at which students had the chance to meet the relevant board member and to ask questions.



Messe FH BFI, © RBI AG

Many career fairs took place in person. The high number of attendees showed that students are keen to see what a careers fair has to offer.



Working with "The Female Factor" was a particular highlight in 2022. RBI aspires to be an attractive employer to all people – regardless of their gender, background, sexual orientation, religion or age. The Female Factor supports us in two ways: in implementing measures to boost our attractiveness as an employer to candidates, and increasing our visibility among female target groups to inspire more female candidates to apply to RBI.

The following measures were implemented in conjunction with The Female Factor:

- Employer branding audit: this service helps companies to understand that women and minorities are often overlooked in employer branding measures. Failure to convey a message of inclusion and diversity can lead to various problems in recruiting female employees and creating a diverse workforce. One direct measure that followed from the audit was a change in the language used for advertisements to make it more inclusive.
- Inner Circle membership: this is a curriculum for promoting individual female careers. It includes mentoring, networking and workshops on specific topics.
- Leadership Circle membership: this is an international community for female leaders aimed at helping them to become visible, to network and play an active role as a mentor.
- The Female Factor has implemented several employee branding measures such as advertorials and advertisements on its platforms.

Another highlight in 2022 was the continued cooperation with "Specialisterne Austria", an organization that matches talented individuals on the autism spectrum and companies that urgently require their special talents in areas such as IT, quality management, data management, or finance and controlling. Specialisterne is an outstanding partner that has already helped us to find several talented employees and is continuing to assist us in this process. In addition to this cooperation, RBI AG is a member of the Disability Business Forum of

**myAbility**

We have established strict selection criteria when it comes to HR consultants, whose services are mainly used in making appointments to leadership positions. In addition to experience and expertise, the selection criteria include the methodology used by the consultant and the gender diversity of their database. We examine in advance how seriously they take diversity, how many female candidates they have identified and recommended in the past two years, the ratio of women to men in their database, and the proportion of female applicants in the respective branch. This serves to reinforce acceptance among decision-makers and demonstrates a willingness to meet the gender targets. As previously, the recruitment selection methodology also includes the provision of anonymized discussion documents to decision-makers and assessors. This removes any bias from the reading and subsequent ranking of applicants' interview responses and hence provides additional objectivity.

Find more  
at: [www.  
specialisterne.  
com](http://www.specialisterne.com)

Trainee programs represent a sustainable investment in introducing student graduates to a career in banking. RBI AG offers students the opportunity to join RBI as a trainee in various areas of the bank once they have completed their studies. In 2022, opportunities were available in the areas of corporate banking, regulatory and markets.

Additionally, the bank strives to intensify and expand its cooperation, sponsorships and partnerships with technical universities in order to familiarize students and graduates with new kinds of work positions as well as diverse career opportunities in the IT environment of a digital bank. One effective way of retaining students with RBI AG as their employer remains the active support of bachelor and master theses and the mentoring of seminar theses.

## Employer branding and recruitment at the subsidiary banks in Central and Eastern Europe

As well as helping during the challenges of the COVID-19 pandemic, the establishment of communities for specific issues has become a future-oriented tool in its own right. Intensive dialog on HR topics such as recruitment, employer branding, talent management and engagement has made RBI even stronger as an employer and increased the attractiveness of its positioning, both on the respective domestic market and as a whole. A regular dialog takes place under the motto "learning from each other".

Becoming more attractive on the domestic market and engaging directly with students are important aspects that are addressed by all of the subsidiary banks in Central and Eastern Europe.

The Slovakian subsidiary Tatra banka a.s. cooperates with several student organizations and universities in Slovakia, especially universities in Bratislava and Košice. As well as offering workshops/lectures, these cooperations support the universities in upgrading their locations, for example by creating co-working spaces in Bratislava and modernizing classrooms in Košice. There are also cooperations with third parties, including the ESG lecture at the University of Economics, a collaboration with the Pontis Foundation and the Business Leaders Forum.

The Human Resources department at Raiffeisen Bank Kosovo J.S.C. works with public and private universities to employ young talent. Under the RISE program (Raiffeisen Internship and Scholarship for Engineers), more than eight memorandums of understanding (MOUs) have been signed with public and private universities in Kosovo.

The scope of the MOUs covers aspects such as:

- promoting the Raiffeisen RISE program
- enabling bank employees to offer lectures and develop training programs for students
- identifying potential future students
- the shared organization of various events.

Raiffeisen Bank Kosovo J.S.C. also acts as a business representative in providing feedback for universities during the accreditation process. In addition, it is providing support to the mathematics faculty in Pristina in renovating one of the classrooms to be used by IT students.

Raiffeisen Bank S.A. in Romania has maintained its partnerships with universities. Cooperations are ongoing with Transilvania University in Braşov, the Academy of Economic Studies in Bucharest and the Polytechnic University, as well as around ten partnerships with various student associations in different subject areas (IT, cybernetics, accounting, finance etc.).

Raiffeisen Bank Kosovo J.S.C. was selected as one of seven "Champions" as part of a UNFPA project on promoting a gender-responsive family policy in the private sector. The policy is aimed at supporting women and men in achieving a healthy work-life balance, accelerating the economic empowerment of women, and helping men to increasingly participate in unpaid care work. The idea behind the project is for seven model companies from Kosovo to be familiarized with the concept and methodology of a "family-friendly workplace" in order to further the company's role in this regard and realize initiatives within this subject area.

Raiffeisenbank Austria d.d. in Croatia was awarded the "Employer Partner" certificate. This is issued to companies that meet the quality requirements of Human Resources Management. The bank also won the Best Employer Brand Award for Employee Experience at the regional Employer Brand Award Adria Competition.

At this year's 20th anniversary award of the Sodexo Employer of the Year prize, Raiffeisenbank a.s. in the Czech Republic took third place in the category of 5,000 employees or less in the Prague region. Compared to the market, it was considered an excellent employer in areas such as training, internal career opportunities, success in the acceptance of job offers and CSR activities. The ranking is compiled by PwC and based on its own Saratoga assessment methodology.

Some 12,000 students and future university graduates who took part in the annual TOP Employers study ranked Raiffeisen Bank a.s. in the Czech Republic as one of the top four employers in the banking sector. Work-life balance and a friendly and pleasant working environment were among the factors that were highlighted by the participants.

# Overview of key performance indicators

	RBI*			RBI AG**		
	2022	2021	Change over previous year	2020	2022	2021
<b>Employees by gender, type of occupation and employment contract</b>						
<b>Employees total</b>	<b>41,631</b>	<b>43,630</b>	<b>-4.6 %</b>	<b>43,481</b>	<b>3,650</b>	<b>3,424</b>
Male	15,182	15,486	-2.0 %	15,102	1,970	1,861
Female	26,449	28,144	-6.0 %	28,379	1,680	1,563
Male	36 %	35 %	1 PP	35 %	54 %	54 %
Female	64 %	65 %	-1 PP	65 %	46 %	46 %
<b>Full-time employees total</b>	<b>39,306</b>	<b>41,315</b>	<b>-4.9 %</b>	<b>41,331</b>	<b>2,620</b>	<b>2,452</b>
<b>Full-time employees total</b>	<b>94 %</b>	<b>95 %</b>	<b>-1 PP</b>	<b>95 %</b>	<b>72 %</b>	<b>72 %</b>
Male	14,637	14,919	-1.9 %	14,653	1,649	1,568
Female	26,669	26,396	-6.5 %	26,678	971	884
Male	37 %	36 %	1 PP	35 %	63 %	64 %
Female	63 %	64 %	-1 PP	65 %	37 %	36 %
Central Europe	8,583	n.a.	n.a.	n.a.		
Central Europe	22 %	n.a.	n.a.	n.a.		
South Eastern Europe	11,265	n.a.	n.a.	n.a.		
South Eastern Europe	29 %	n.a.	n.a.	n.a.		
Eastern Europe	16,154	n.a.	n.a.	n.a.		
Eastern Europe	41 %	n.a.	n.a.	n.a.		
Austria	3,304	n.a.	n.a.	n.a.	2,620	n.a.
Austria	8 %	n.a.	n.a.	n.a.	100 %	n.a.
<b>Part-time employees total</b>	<b>2,325</b>	<b>2,315</b>	<b>0.4 %</b>	<b>2,150</b>	<b>1,030</b>	<b>972</b>
<b>Part-time employees total</b>	<b>6 %</b>	<b>5 %</b>	<b>1 PP</b>	<b>5 %</b>	<b>28 %</b>	<b>28 %</b>
Male	545	567	-3.9 %	449	321	293
Female	1,780	1,748	1.8 %	1,701	709	679
Male	23 %	24 %	-1 PP	21 %	31 %	30 %
Female	77 %	76 %	1 PP	79 %	69 %	70 %
Central Europe	547	n.a.	n.a.	n.a.		
Central Europe	24 %	n.a.	n.a.	n.a.		
South Eastern Europe	222	n.a.	n.a.	n.a.		
South Eastern Europe	10 %	n.a.	n.a.	n.a.		
Eastern Europe	237	n.a.	n.a.	n.a.		
Eastern Europe	10 %	n.a.	n.a.	n.a.		
Austria	1,319	n.a.	n.a.	n.a.	1,030	n.a.
Austria	57 %	n.a.	n.a.	n.a.	100 %	n.a.
<b>Employees with fixed contracts total</b>	<b>36,800</b>	<b>38,541</b>	<b>-4.5 %</b>	<b>38,743</b>	<b>3,020</b>	<b>2,823</b>
<b>Employees with fixed contracts total</b>	<b>88 %</b>	<b>88 %</b>	<b>0 PP</b>	<b>89 %</b>	<b>83 %</b>	<b>82 %</b>
Male	13,640	13,919	-2.0 %	13,765	1,666	1,559
Female	23,160	24,622	-5.9 %	24,978	1,354	1,264
Male	37 %	36 %	1 PP	36 %	55 %	55 %
Female	63 %	64 %	-1 PP	64 %	45 %	45 %
Central Europe	8,370	7,659	9.3 %	7,946		
Central Europe	23 %	20 %	3 PP	21 %		
South Eastern Europe	10,496	12,307	-14.7 %	12,894		
South Eastern Europe	29 %	32 %	-3 PP	33 %		
Eastern Europe	13,991	14,724	-5.0 %	14,159		
Eastern Europe	38 %	38 %	0 PP	37 %		
Austria	3,943	3,851	2.4 %	3,744	3,020	2,823
Austria	11 %	10 %	1 PP	10 %	100 %	100 %
<b>Employees with limited contracts total</b>	<b>4,831</b>	<b>5,089</b>	<b>-5.1 %</b>	<b>4,738</b>	<b>630</b>	<b>601</b>
<b>Employees with limited contracts total</b>	<b>12 %</b>	<b>12 %</b>	<b>0 PP</b>	<b>11 %</b>	<b>17 %</b>	<b>18 %</b>
Male	1,542	1,567	-1.6 %	1,337	304	302
Female	3,289	3,522	-6.6 %	3,401	326	299
Male	32 %	31 %	1 PP	28 %	48 %	50 %
Female	68 %	69 %	-1 PP	72 %	52 %	50 %
Central Europe	760	818	-7.1 %	627		
Central Europe	16 %	16 %	0 PP	13 %		
South Eastern Europe	991	926	7.0 %	865		
South Eastern Europe	21 %	18 %	3 PP	18 %		
Eastern Europe	2,400	2,686	-10.6 %	2,679		
Eastern Europe	50 %	53 %	-3 PP	57 %		
Austria	680	659	3.2 %	567	630	601
Austria	14 %	13 %	1 PP	12 %	100 %	100 %

\* The values include the figures from the companies listed in the Overview chapter (Report scope and data collection, page 11, first paragraph).

\*\* RBI AG only includes the figures of the head office.

	RBI*			RBI AG**		
	2022	2021	Change over previous year	2020	2022	2021
<b>Employees with non-guaranteed hours</b>	<b>27</b>	<b>n.a.</b>	<b>n.a.</b>	<b>n.a.</b>	<b>0</b>	<b>n.a.</b>
Male	16	n.a.	n.a.	n.a.	0	n.a.
Female	11	n.a.	n.a.	n.a.	0	n.a.
Central Europe	0	n.a.	n.a.	n.a.		n.a.
South Eastern Europe	0	n.a.	n.a.	n.a.		n.a.
Eastern Europe	27	n.a.	n.a.	n.a.		n.a.
Austria	0	n.a.	n.a.	n.a.	0	n.a.
<b>Workers who are not employees</b>	<b>2,901</b>	<b>n.a.</b>	<b>n.a.</b>	<b>n.a.</b>	<b>3</b>	<b>n.a.</b>
<b>Employees by region</b>						
<b>Central Europe</b>	<b>22 %</b>	<b>19 %</b>	<b>3 PP</b>	<b>20 %</b>		
Male	40 %	40 %	0 PP	39 %		
Female	60 %	60 %	0 PP	61 %		
<b>South Eastern Europe</b>	<b>28 %</b>	<b>30 %</b>	<b>-2 PP</b>	<b>32 %</b>		
Male	28 %	28 %	0 PP	27 %		
Female	72 %	72 %	0 PP	73 %		
<b>Eastern Europe</b>	<b>39 %</b>	<b>40 %</b>	<b>-1 PP</b>	<b>39 %</b>		
Male	36 %	35 %	1 PP	34 %		
Female	64 %	65 %	-1 PP	66 %		
<b>Austria</b>	<b>11 %</b>	<b>10 %</b>	<b>1 PP</b>	<b>10 %</b>	<b>100 %</b>	<b>100 %</b>
Male	52 %	53 %	-1 PP	52 %	54 %	54 %
Female	48 %	47 %	1 PP	48 %	46 %	46 %
<b>New hires</b>						
<b>Employees total</b>	<b>8,280</b>	<b>8,831</b>	<b>-6 %</b>	<b>6,211</b>	<b>715</b>	<b>560</b>
<b>Employees total</b>	<b>20 %</b>	<b>20 %</b>	<b>0 PP</b>	<b>14 %</b>	<b>20 %</b>	<b>16 %</b>
Employees under 30 years of age	4,420	4,908	-9.9 %	3,482	383	305
Employees between 30 and 49 years of age	3,575	3,671	-2.6 %	2,573	293	231
Employees over 49 years of age	285	252	13.1 %	156	39	24
Employees under 30 years of age	11 %	11 %	0 PP	8 %	10 %	9 %
Employees between 30 and 49 years of age	9 %	8 %	1 PP	6 %	8 %	7 %
Employees over 49 years of age	1 %	1 %	0 PP	0 %	1 %	1 %
Male	3,212	3,435	-6.5 %	2,495	364	308
Female	5,068	5,396	-6.1 %	3,716	351	252
Male	8 %	8 %	0 PP	6 %	10 %	9 %
Female	12 %	12 %	0 PP	9 %	10 %	7 %
Central Europe	1,711	1,333	28.4 %	1,066		
Central Europe	4 %	3 %	1 PP	2 %		
South Eastern Europe	2,189	1,934	13.2 %	1,450		
South Eastern Europe	5 %	4 %	1 PP	3 %		
Eastern Europe	3,575	4,878	-26.7 %	3,115		
Eastern Europe	9 %	11 %	-2 PP	7 %		
Austria	805	686	17.3 %	580	715	560
Austria	2 %	2 %	0 PP	1 %	20 %	15 %
<b>Fluctuation (former employees)</b>						
<b>Employees total</b>	<b>8,510</b>	<b>9,117</b>	<b>-7 %</b>	<b>8,294</b>	<b>517</b>	<b>404</b>
<b>Employees total</b>	<b>20 %</b>	<b>21 %</b>	<b>-1 PP</b>	<b>19 %</b>	<b>14 %</b>	<b>12 %</b>
Employees under 30 years of age	3,078	3,519	-12.5 %	2,809	242	181
Employees between 30 and 49 years of age	4,674	4,747	-1.5 %	4,473	230	165
Employees over 49 years of age	758	851	-10.9 %	1,012	45	58
Employees under 30 years of age	7 %	8 %	-1 PP	6 %	7 %	5 %
Employees between 30 and 49 years of age	11 %	11 %	0 PP	10 %	6 %	5 %
Employees over 49 years of age	2 %	2 %	0 PP	2 %	1 %	2 %
Male	2,861	3,133	-8.7 %	2,885	270	224
Female	5,649	5,984	-5.6 %	5,409	247	180
Male	7 %	7 %	0 PP	7 %	7 %	7 %
Female	14 %	14 %	0 PP	12 %	7 %	5 %
Central Europe	1,789	1,608	11.3 %	1,474		
Central Europe	21 %	18 %	3 PP	3 %		
South Eastern Europe	1,705	2,394	-28.8 %	1,740		
South Eastern Europe	20 %	26 %	-6 PP	4 %		
Eastern Europe	4,409	4,594	-4.0 %	4,519		
Eastern Europe	52 %	50 %	2 PP	10 %		
Austria	607	521	16.5 %	561	517	404
Austria	7 %	6 %	1 PP	1 %	14 %	11 %
<b>Parental leave</b>						
Male employees entitled to paternity leave	15,191	n.a.	n.a.	n.a.	1,970	n.a.
Female employees entitled to maternity leave	27,362	n.a.	n.a.	n.a.	1,680	n.a.
Male employees on paternity leave	26	n.a.	n.a.	n.a.	4	n.a.
Female employees on maternity leave	3,240	n.a.	n.a.	n.a.	72	n.a.
Male employees who returned after paternity leave	104	n.a.	n.a.	n.a.	18	n.a.
Female employees who returned after maternity leave	1,665	n.a.	n.a.	n.a.	46	n.a.
Share of male employees who returned to work after paternity leave	95 %	n.a.	n.a.	n.a.	15 %	n.a.
Share of female employees who returned to work after maternity leave	81 %	n.a.	n.a.	n.a.	51 %	n.a.
Male employees with current employment one year after paternity leave	43	n.a.	n.a.	n.a.	100	n.a.
Female employees with current employment one year after maternity leave	2,756	n.a.	n.a.	n.a.	98	n.a.
Share of male employees with current employment one year after parental leave	90 %	n.a.	n.a.	n.a.	100 %	n.a.
Share of female employees with current employment one year after parental leave	92 %	n.a.	n.a.	n.a.	94 %	n.a.

\* The values include the figures from the companies listed in the Overview chapter (Report scope and data collection, page 11, first paragraph).

\*\* RBI AG only includes the figures of the head office.

	RBI*			RBI AG**		
	2022	2021	Change over previous year	2020	2022	2021
<b>Average number of training hours for employees, by position</b>						
<b>Employees total</b>	<b>34</b>	<b>34</b>	<b>0.8 %</b>	<b>28</b>	<b>19</b>	<b>24</b>
Male	33	32	3.1 %	27	21	26
Female	35	35	0.1 %	28	16	22
B-1 (second level of management)	30	37	-20.0 %	34	19	17
B-2 (third level of management)	34	43	-22.1 %	33	19	24
Other managers	39	43	-9.6 %	29	18	29
Other employees	34	33	3.4 %	27	19	24
<b>Share of employees with Performance Management</b>						
<b>Employees total</b>	<b>82 %</b>	<b>82 %</b>	<b>0 PP</b>	<b>82 %</b>	<b>89 %</b>	<b>87 %</b>
Male	87 %	85 %	2 PP	86 %	90 %	90 %
Female	79 %	80 %	-1 PP	79 %	87 %	88 %
B-1 (second level of management)	100 %	99 %	1 PP	100 %	100 %	100 %
B-2 (third level of management)	100 %	99 %	1 PP	100 %	100 %	100 %
Other managers	97 %	95 %	2 PP	96 %	100 %	100 %
Other employees	80 %	80 %	0 PP	79 %	88 %	87 %
<b>Diversity</b>						
<b>Share of women</b>						
Board (first tier of management)	18 %	16 %	2 PP	14 %	0 %	0 %
B-1 (second tier of management)	38 %	37 %	1 PP	37 %	35 %	28 %
B-2 (third tier of management)	47 %	47 %	0 PP	47 %	26 %	20 %
Other managers	63 %	64 %	-1 PP	63 %	15 %	22 %
Managers total	54 %	55 %	-1 PP	55 %	26 %	22 %
Employees total	64 %	65 %	-1 PP	65 %	46 %	46 %
<b>Share of minority groups</b>						
<b>Employees with foreign citizenship</b>						
Board (first tier of management)	31 %	31 %	0 PP	32 %	33 %	33 %
B-1 (second tier of management)	5 %	5 %	0 PP	5 %	24 %	26 %
B-2 (third tier of management)	3 %	3 %	0 PP	3 %	21 %	20 %
Other managers	1 %	1 %	0 PP	1 %	15 %	16 %
Other employees	5 %	4 %	1 PP	3 %	40 %	38 %
<b>Age groups</b>						
<b>Board (first tier of management)</b>						
Board under 30 years of age	0 %	0 %	0 PP	0 %	0 %	0 %
Board between 30 and 49 years of age	48 %	50 %	-2 PP	53 %	17 %	50 %
Board over 49 years of age	52 %	50 %	2 PP	47 %	83 %	50 %
<b>B-1 (second tier of management)</b>						
Employees under 30 years of age	0 %	0 %	0 PP	0 %	0 %	0 %
Employees between 30 and 49 years of age	69 %	73 %	-4 PP	74 %	55 %	63 %
Employees over 49 years of age	31 %	27 %	4 PP	26 %	45 %	37 %
<b>B-2 (third tier of management)</b>						
Employees under 30 years of age	2 %	2 %	0 PP	1 %	1 %	1 %
Employees between 30 and 49 years of age	76 %	79 %	-3 PP	80 %	67 %	70 %
Employees over 49 years of age	22 %	19 %	3 PP	18 %	32 %	29 %
<b>Other managers</b>						
Employees under 30 years of age	4 %	4 %	0 PP	4 %	0 %	0 %
Employees between 30 and 49 years of age	75 %	76 %	-1 PP	76 %	80 %	88 %
Employees over 49 years of age	21 %	20 %	1 PP	20 %	20 %	12 %
<b>Other employees</b>						
Employees under 30 years of age	25 %	25 %	0 PP	26 %	24 %	23 %
Employees between 30 and 49 years of age	61 %	62 %	-1 PP	62 %	58 %	60 %
Employees over 49 years of age	14 %	13 %	1 PP	12 %	18 %	17 %

\* The values include the figures from the companies listed in the Overview chapter (Report scope and data collection, page 11, first paragraph).

\*\* RBI AG only includes the figures of the head office.





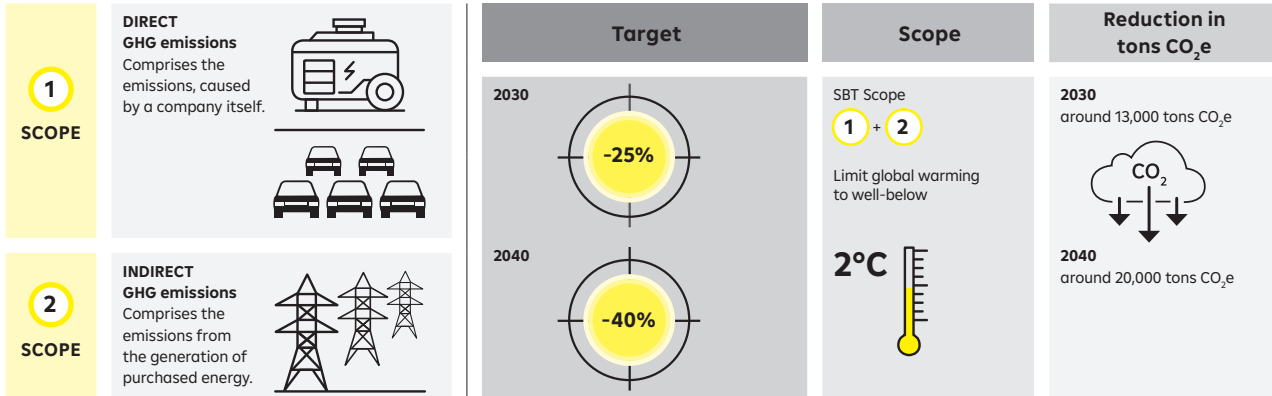
## **Field of action Fair partner – Inhouse ecology:**

for a climate-friendly and resource-efficient future

# Interesting facts at a glance

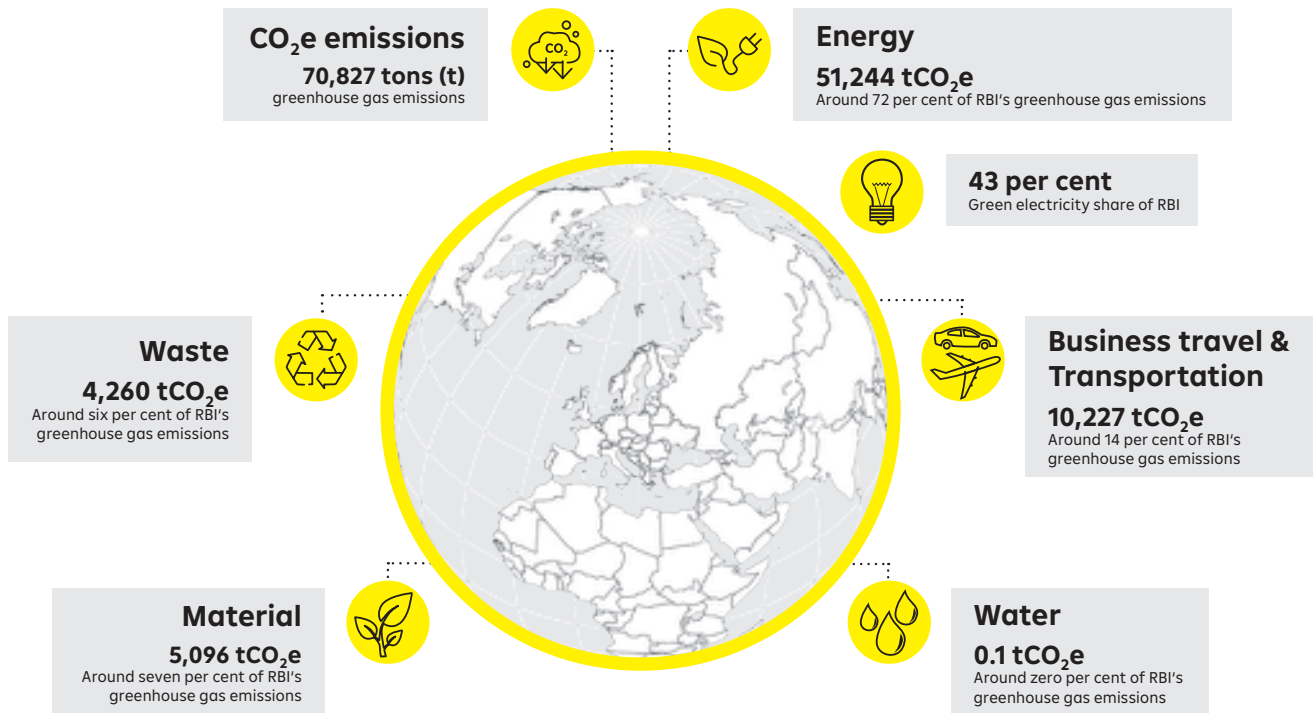
## Science Based Targets (SBT)

In 2022, RBI set itself the goal of limiting its greenhouse gas emissions to well below 2 degrees Celsius by 2040.



GHG: Greenhouse gas emissions

## CO<sub>2</sub>e emission of RBI 2022\*



\* Due to rounding, the figures may add up to greater or less than 100 per cent.

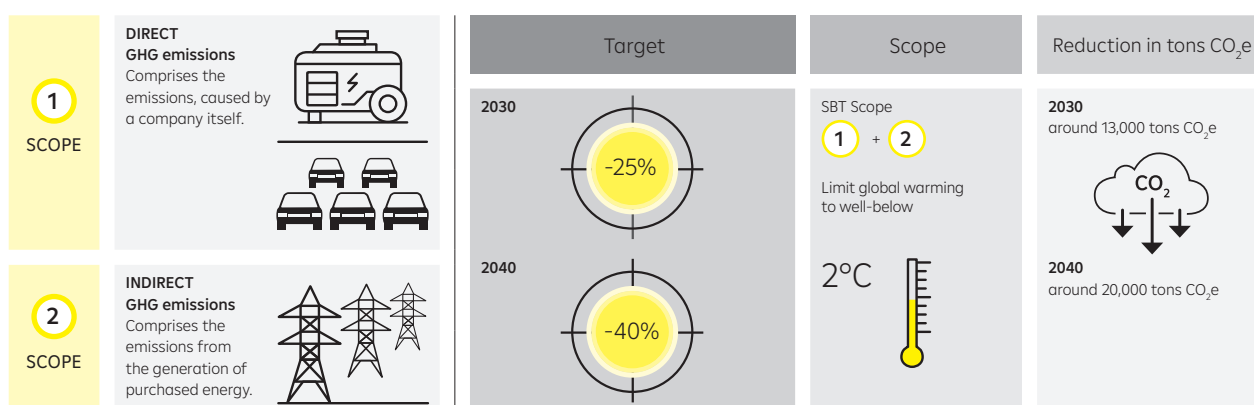
## Reductions 2022 to the previous year 2021



GRI 3-3 a-f

# Fair partner – Inhouse ecology

As far as inhouse ecology is concerned, climate change is the most important aspect in the sustainability materiality analysis. In signing the Science Based Targets (SBT) in 2022, RBI set itself the goal of limiting its greenhouse gas emissions (GHG) to well below 2 degrees Celsius by 2040. In its approach to inhouse ecology, RBI is therefore focusing on its greatest drivers of greenhouse gas emissions, which are energy and business travel.



GHG: Greenhouse gas emissions

In its Global Risks Report 2022, the World Economic Forum identified climate action failure as the most severe global risk. Companies that do not set climate protection targets, that do so only to an inadequate extent or that do not incorporate any climate-related aspects into their corporate strategy should expect their profitability to suffer in the medium to long term. Effective climate protection has therefore become a competitive factor in the capital market. The management of climate risks – not just in inhouse ecology – is an increasingly important task for the economy.

GRI 2-23  
GRI 201-2

At RBI, we view environmental and climate protection as part of our responsibility to society, and we see ourselves as a fair partner to the environment. The direct environmental impacts of our operational activities are limited compared with those of production industries. Nevertheless, RBI has the goal of limiting negative environmental impacts at all of its sites. We therefore work to continuously improve the main environmental parameters in the most relevant areas. The environmental management system in Austria is based on international standards (ISO 14001).



In 2022, RBI also published its own environment policy, in which it followed the inside-out approach to describing the impact areas and the measures taken to mitigate its impact on the environment. In general, energy efficiency, renewable energy and environmentally friendly mobility are particularly important in RBI's inhouse ecology. In terms of its carbon footprint, energy consumption/building management and mobility are the most important areas of action for RBI. These are also crucial when it comes to achieving the climate targets (see page 178).



# Impacts, risks and opportunities

GRI 3-3 a-f

In terms of inhouse ecology, the double materiality principle entails understanding and taking into account the impact of a company's own activities on the environment and the implications of environmental issues for the respective company. At RBI, absolute greenhouse gas emissions (Scope 1-3), which are caused by various activities, are the key materiality indicator. These emissions have an adverse impact on the climate. As the changes in the world's climate have far-reaching consequences which extend beyond national borders, there is no regional limitation of impacts in the context of the inside-out approach. Although the impact of greenhouse gas emissions on the climate is entirely negative, the use of renewable energy and the promotion of energy efficiency can mitigate the adverse impacts. This also has a positive impact on society, for example by creating or promoting sustainable business areas.

The risks of operational activities are closely related to the environmental concerns set out in the Austrian Sustainability and Diversity Improvement Act (NaDiVeG). The biggest risk to the economy, society and the environment is the unwillingness of companies to counteract climate change. This leads to increased global warming with the known negative impacts. RBI is aiming to reduce its inhouse CO<sub>2</sub> emissions. In 2022, RBI therefore submitted environmental targets to the Science Based Targets initiative for the whole group. These targets were officially confirmed in the autumn. In inhouse ecology, 2020 was determined as the base year for meeting the targets. The medium-term goal is to cut emissions by 25 per cent by 2030 and to save around 13,000 tons of CO<sub>2</sub>.

GRI 201-2  
TCFD

In addition to external environmental risk, RBI and its operating locations are subject to physical, regulatory and reputational risks (outside-in perspective). In the area of physical risks, for example, natural disasters could result in damage to property. These risks are minimized by selecting the right locations and ensuring suitable property insurance (adaptation strategy). In particular, these risks can be managed on the cost side by continuously observing the internal and external environment and by consulting specialists in controlling the respective measures. Risks are classified as material when they endanger the achievement of RBI's medium to long-term climate targets – particularly with regard to energy consumption – or when stakeholders classify them as material for RBI. The measures set out are currently heavily focused on the area of energy, with examples including targeted energy efficiency programs and structural alterations to building shells. Systematic cost-cutting represents a significant opportunity for RBI in the area of inhouse related measures. Because business travel and energy consumption are among the largest drivers of emissions in inhouse ecology, measures to reduce these factors deliver the biggest sustained operational cost benefits, with the one-off costs of dedicated measures being outweighed by the ongoing cost savings. The physical risks of climate change, such as greater and more frequent temperature fluctuations, often result in higher operating costs, e.g. due to the increased need for cooling as the number of days with extreme heat increases. Risk management is based on a combined bottom-up and top-down approach in which all employees also play a significant role in risk minimization in their respective working area. The Environmental Committee and the Group ESG & Sustainability Management department at head office in the first instance, but also Facility Management and the sustainability officers at the subsidiary banks in Central and Eastern Europe, are responsible for implementing the measures envisaged as well as evaluating the extent to which the targets are achieved. Accordingly, RBI's due diligence process is diversified and includes, among other aspects, compliance with internationally recognized ISO standards, building certification and environmental labels (see page 182). In addition, energy audits and management systems are used not only in Austria, but also at some subsidiary banks in Central and Eastern Europe (see page 182). The annual supplier survey is another important pillar of this process, with the infringement of environmental regulations a particularly relevant consideration (see page 178). Finally, the Environmental Committee (see page 179) is a key advisory body with responsibility for passing on new findings with regard to greenhouse gas emissions and the environmental impact of the main impact categories from head office to the subsidiary banks in Central and Eastern Europe. Employees are trained on the key action areas and information is available on the intranet at all times. The main objective of all the measures taken is to reduce the CO<sub>2</sub> footprint.

GRI 2-23  
GRI 201-2  
GRI 3-3 a

TCFD


RBI is making a positive contribution to society with concrete steps relating to environmental management. We are contributing to meeting the goals of the UN Climate Change Conference in Paris (COP 21) by working to reduce greenhouse gas emissions, as well as promoting the renewable energy in sector of the economy. Consistent cost-cutting in areas such as business travel and energy consumption represents a particular opportunity for RBI in the area of inhouse ecology. Furthermore, reputational risks are minimized, new collaborations in research and development are fostered, and resilience in the face of the consequences of climate change is increased. Risks in the added value chain, for example

GRI 2-23  
GRI 201-2


PRB 6

due to delivery delays, are reduced by purchasing regional products. This risk is minimized at RBI due to a high regional procurement share. The impact of the core business on the environment is described in the "Responsible banker" chapter starting on page 50.

## Environmental policy


GRI 3-3 c  
 RBI published its own environmental policy in 2022 at [www.rbinternational.com/en/sustainability](http://www.rbinternational.com/en/sustainability), which details the key action areas. Among other areas, RBI is committed to continuously improving its environmental performance – and as far as possible and reasonable – above and beyond the legal requirements. In addition, the policy sets out that in the "environment" area RBI has defined as material the thematic areas of "carbon footprint", "energy efficiency" and "renewable energy". This is intended to ensure that the commitment to sustainability is specifically focused on where we as a company have the biggest influence via our office locations.  
 TCFD

## Travel Policy

GRI 3-3 c  
 RBI's travel policy contains rules for traveling to events and conferences and defines general conditions for business trips in Austria and abroad. The travel policy was revised in accordance with environmental factors in October 2013. The choice of means of transport must take into account economic and environmental considerations. This applies to the Austrian units including the Austrian subsidiaries, and also provides a framework for the subsidiary banks in Central and Eastern Europe. To save costs and protect the environment, business trips should be replaced by available technologies, such as web and video conferences, where possible. The mode of transport to be used should result in the lowest costs, taking travel time into consideration. Furthermore, environmentally friendly means of transport (e.g. public transportation) are preferred.

## Purchasing

GRI 2-6  
 GRI 3-3 c-f  
 Head office has around 1,200 suppliers, which mainly provide services for the head office in Vienna and RBI. The biggest expenses are in the areas of IT, facility management, consulting, and marketing. Suppliers are chosen and classified according to selected criteria, with sustainability criteria being included in this process through aspects such as the region in which they are based. RBI Group is conscious of its position in the finance industry in Austria and CEE. As a result, Group head office also plays a significant role as a customer for businesses in the sectors detailed above. Measures to manage suppliers therefore have a significant influence. Suppliers from the region in which we as a bank operate are preferred as we have a strong interest in boosting the local economy. Local proximity delivers benefits and ensures that suppliers operate on the basis of provisions that apply in the region, for example in accordance with the European Union's environmental directives.

GRI 2-23  
 All RBI suppliers must comply with the RBI Code of Conduct (CoC) and its principles, which, among other considerations, include compliance with the law, the prohibition of corruption and bribery, respect for the fundamental rights of employees and environmental regulations. Furthermore, a Supplier Code of Conduct is included when contracts are agreed with suppliers. In exceptional cases, supplier codes of conduct with comparable content are accepted as part of the contract. The principles defined in the Code of Conduct are to be regarded as a minimum level for environmental and social criteria and are based on the various regulations and directives with which RBI AG has undertaken to comply. They are a material prerequisite to becoming a supplier to RBI Group.

The Supplier Code of Conduct helps to ensure adherence to certain criteria. Moreover, in the event of the principles being breached, RBI has the right to terminate the contract with the supplier. This approach underlines the importance of this issue to RBI and highlights compliance with selected ESG standards as a fundamental requirement for working with us. As part of a subsequent step, RBI AG will check new suppliers' track record on sustainability and may take this into account when choosing new suppliers. This would lead to even higher standards being expected of the respective suppliers.

Purchasing for RBI is partly carried out via Group head office or for subsidiaries in Austria via ZHS Office- & Facilitymanagement GmbH (ZHS). Among other tasks, ZHS carries out the following duties for head office: building & property administration, building management, energy management, space & relocation management, event support, purchasing of office supplies, waste management and environmental protection.

## Supplier assessment

Acting responsibly towards the environment and society, ZHS revised the requirements for suppliers in 2013. Criteria taken into consideration include quality and costs as well as inquiries about supplier distance, compliance with industry standards, agreements and guidelines on the environment and sustainability (e.g. UNGC) and maintenance of certifications (quality, environment, employee protection, such as ISO 9001, ISO 14001, EMAS). Apart from the obligatory annual check of supplier criteria, key environmental and social data are also surveyed via a questionnaire. All suppliers of ZHS must meet certain sustainability criteria, which are electronically recorded and analyzed. If these criteria are not met, no business relationship is entered into.

Where purchasing is performed centrally, RBI's top suppliers are also surveyed annually on topics including environmental and/or socially relevant certificates for the company and/or for products and/or services purchased by RBI, proceedings due to the infringement of environmental regulations, and indicators on mobility (km/tkm<sup>1</sup>).

GRI 2-29  
GRI G4-DMA  
(former FS5)

70 per cent of RBI's top suppliers responded in 2022, and the total number of top suppliers surveyed was 168<sup>1</sup>. Almost 50 per cent of suppliers were contacted for the first time due to an increase in the overall number of suppliers and the addition of several new suppliers. The feedback shows the following results:

- 33 per cent of suppliers have an ISO 14001 certificate, 74 per cent have an ISO 14001 or/and other environment-related certificates, and 76 per cent hold certificates on social standards.
- 46 per cent of suppliers publish their environmental and social data. Around 38 per cent of suppliers have this data audited.
- 21 per cent of suppliers commit to compliance with the UNGC Guidelines, six per cent with the OECD Guideline for Multinational Enterprises.
- None of the suppliers are in proceedings due to an infringement of environmental regulations.

RBI sees the survey as an important step towards raising more awareness among our suppliers and will continue to conduct it. At present, there is no evidence of any suppliers that have a significantly negative social or environmental impact. Should RBI identify a breach of the regulations by a supplier, it would assess the impact and define rectification measures. If the supplier failed to meet its obligations, RBI would terminate the contractual relationship.



As part of our commitment to the Science Based Targets initiative, we will work together with our top suppliers to accelerate the process of cutting emissions by exercising our role as a major customer in our region. This particularly applies to the areas of IT, consulting, facility management and marketing.

<sup>1</sup> Ton kilometers or tkm are calculated on the basis of the transported mass in tons and the distance covered in kilometers.

<sup>2</sup> The top suppliers cover 80 per cent of the expenses for the head office and 50 per cent of the expenses of the RBI Group.

GRI 3-3 d-e  
TCFD

# Environmental targets

A particularly relevant aspect is the division of the emissions into three "Scopes", which define the categorization of the CO<sub>2</sub> emissions according to the Greenhouse Gas Protocol:

- Scope 1 comprises all greenhouse gas emissions produced directly in the company, e.g. from the combustion of stationary sources (such as power plants, boilers), the combustion of mobile sources (such as from the company's own fleet), the production processes and from transient emissions.
- Scope 2 comprises indirect emissions that arise from the company being supplied with energy, i.e. when an energy supplier provides a company with power or heat.
- Scope 3 comprises all other emissions generated within the limits of the system, e.g. by business travel, office supplies (including paper) and waste. However, the use of energy also causes Scope 3 emissions due to transmission losses, for example. In this chapter, only Scope 3 emissions from inhouse ecology are reported.

GRI 305-5  
PRB 5, 6

In line with its commitment to the Science Based Targets initiative, RBI has set a 35 per cent reduction target for its inhouse related CO<sub>2</sub> emissions, with 2020 as the base year. This applies to Scope 1+2 and, separately, to Scope 3. The target will be achieved via a combination of an annual reduction in CO<sub>2</sub> emissions by around least 2.9 per cent, greater energy efficiency, a higher proportion of green energy, a reduction in business travel and corresponding measures to inform employees.

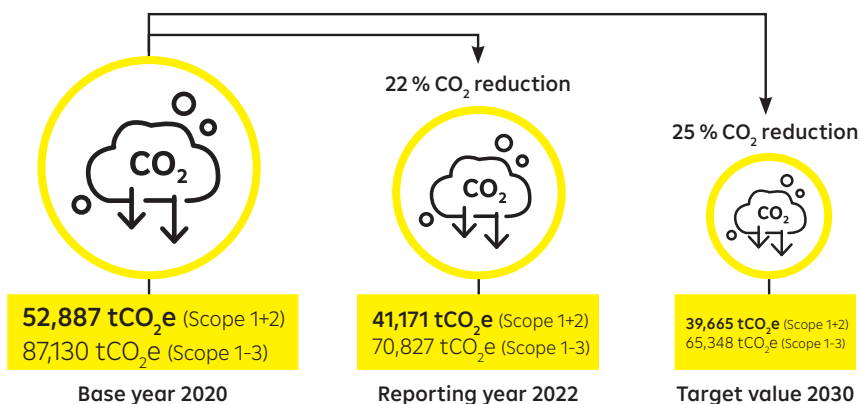
Find more at: [www.rbinternational.com/en/sustainability](http://www.rbinternational.com/en/sustainability)



Since the base year of 2020, CO<sub>2</sub> emissions have already been reduced by 22 per cent in Scope 1 and Scope 2, and by 13 per cent in Scope 3. Overall (Scope 1-3), this means that emissions have fallen by 19 per cent since 2020. RBI is well on the way to achieving the defined reduction targets by 2030.

At 43 per cent, RBI's proportion of green electricity is above the EU target, which stipulates that the proportion of renewable energy should increase to 40 per cent by 2030.

## RBI target path Scope 1+2 CO<sub>2</sub> reduction according to Science Based Targets commitment





The central tool for the implementation and further development of the environmental targets is the environmental management system in Austria, which is operated in accordance with the requirements of ISO 14001 (certified since 1998). In addition, greenhouse gases have been validated for head office in accordance with ISO 14064-3 since 2013.

TCFD

The Environmental Committee, Group ESG & Sustainability Management, Facility Management and sustainability officers at the subsidiary banks in Central and Eastern Europe are primarily responsible for implementing the environmental targets and evaluating the degree of target attainment.

The breakdown of Scope 1-3 emissions shows that CO<sub>2</sub> emissions have been successfully reduced across all three scopes since 2020. On account of its size, head office has a considerably lower carbon footprint than the group as a whole. It has also purchased exclusively green electricity for more than ten years and continuously implements energy-saving measures. As such, there is limited capacity for a further reduction in emissions. The biggest action area at head office is business travel, while the biggest action area for the whole group is energy. Details on the development of RBI's Scope 1-3 emissions can be found at the end of this chapter under "Overview of key performance indicators".

## Environmental Committee



In accordance with their responsibility for environmental measures, the Management Boards of head office appointed an Environmental Officer and an Environmental Committee in 1994. The Environmental Committee is the advisory and decision-making committee. Permanent members are the Environmental Officer of head office as well as representatives of Group ESG & Sustainability Management and of the Staff Council. Depending on the topics being addressed, other representatives of the departments, such as IT, Marketing or Procurement, are involved in the meetings. The Environmental Officer convenes the Environmental Committee at least twice a year. Tasks of the Environmental Committee include developing decision-making principles for the Management Board regarding ecological strategies, planning and initiatives, as well as conducting periodic present state assessments and weak point analyses.

TCFD

PRB 4

Defining awareness-raising measures is a key task. These measures are forwarded to the Sustainability Officers and made available to employees via the intranet.

GRI 3-3 e  
TCFD

# Greenhouse gas emissions in detail

The data is collected for RBI, which includes the subsidiary banks in Central and Eastern Europe, head office and the material Austrian subsidiaries (see page 11).

GRI 305-1, -2, -3, -5



Average CO<sub>2</sub>e emissions (calculated using the emission factors ecoinvent v3.7) for 2022 amounted to 70,827 tons (location-based), a reduction of 19 per cent compared with 2020 (the base year). Of this figure, 6,060 tons of CO<sub>2</sub>e (nine per cent) were allocated to Scope 1, 35,111 tons (50 per cent) to Scope 2 (location-based) and 29,656 tons to Scope 3 (42 per cent).<sup>1</sup> The biggest reduction compared to 2020 was in Scope 2 (minus 24 per cent). In Scope 3, emissions have fallen by 13 per cent since 2020, while Scope 1 has seen a reduction of six per cent. Scope 1-3 emissions were reduced by eight per cent compared with the previous year.

As in the previous year, quantitative data relating to inhouse ecology was collected using the "ESG Cockpit" software. The environmental indicators include data for both head office and the branches in CEE, thus covering more than 90 per cent of all employees. To enable optimal support for corporate environmental management, the measures taken and the consumption data are regularly analyzed using appropriate company-specific key figures. One important way of achieving the environmental targets is to reduce consumption before emissions occur. Energy efficiency plays an important role in achieving this.

TCFD

Management activities that have a steering impact are carried out in accordance with a broad-based approach. One notable example is the RBI Sustainability Council, chaired by CEO Johann Strobl, in which internal and external experts from various relevant areas regularly discuss environmental data and measures. The mandate of the Sustainability Council is to provide advisory support for the development and improvement of sustainability at RBI. The head of RBI Group ESG & Sustainability Management informs the Management Board about the results of the annual development of sustainable data (including environmental figures) at least once a year.

GRI 305-3, -5



The reductions in the areas of water, paper, energy, business travel and waste meant that 5,989,410 kg of CO<sub>2</sub>e were saved compared with the previous year. This corresponds to the CO<sub>2</sub> emissions caused by the annual electricity consumption of 1,165 four-person households. CO<sub>2</sub>e savings of 16,303,870 kg have been achieved compared to the base year of 2020.

## Reductions 2022 to the previous year 2021



24,470,000 liters of water



98,285,882 sheets of paper



13,751,290 kWh energy



no savings in business travel



211,380 kg waste



5,989,410 kg CO<sub>2</sub>  
This corresponds to the CO<sub>2</sub> emissions that are emitted of around 1,165 four-person households\* through their annual electricity consumption.

## Reductions 2022 to the base year 2020



89,270,000 liters of water



103,113,686 sheets of paper



19,483,540 kWh energy



11,432 driven pkm



622,880 kg waste



16,303,870 kg CO<sub>2</sub>  
This corresponds to the CO<sub>2</sub> emissions that are emitted of around 3,172 four-person households\* through their annual electricity consumption.

\* Source: [www.epa.gov/energy/greenhouse-gas-equivalencies-calculator](http://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator)

<sup>1</sup> Due to rounding, the figures may add up to greater or less than 100 per cent

Data quality is collected on the basis of three grades: The best data quality is 1 (exact), followed by 2 (calculated) and 3 (estimated). For RBI's inhouse ecology data, the value is exact and calculated. No areas are classified in the lowest category 3 (estimated) in terms of their data quality. The following section contains a brief illustration of the CO<sub>2</sub>e emissions of the inhouse ecology indicators as well as further details:

TCFD



At 51,244 tCO<sub>2</sub>e, energy consumption accounts for around 72 per cent of emissions (down 13 per cent compared with the previous year and 22 per cent compared with 2020) and is the biggest source of emissions for RBI. The emissions arise in Scope 2 in particular, but also in Scope 1 and 3. RBI's total energy consumption was around 176 GWh in 2022. The average energy consumption per employee per year is 4,170 kWh. RBI's proportion of green electricity is 43 per cent.

GRI 302-1, -3, -4  
GRI 305-1, -2, -3, -5



Mobility generates 9,470 t of CO<sub>2</sub>e, which corresponds to around 13 per cent of emissions (34 per cent more than in the previous year and seven per cent less than in 2020). Travel is thus RBI's second biggest source of emissions. It arises in both Scope 1 and Scope 3. Business travel at RBI amounted to around 32 million pkm in 2022 (passenger kilometers; pkm are calculated on the basis of the number of persons carried and the distance covered). The average per employee per year is 739 pkm.

GRI 305-1, -3, -5



At 5,096 tCO<sub>2</sub>e, material consumption accounts for around seven per cent of emissions (down 20 per cent on the previous year and down 14 per cent compared with 2020), making it the third biggest source of emissions. The impacts are solely in Scope 3. The proportion of recycled materials in paper purchasing is 69 per cent. In total, RBI used around 1,113 tons of paper in 2022. Paper consumption per employee amounted to 5,286 sheets per year.

GRI 305-3, -5



At 4,260 tCO<sub>2</sub>e (down five per cent on the previous year and down two per cent compared with 2020), waste accounts for around six per cent of emissions. The impacts are solely in Scope 3. The quantity of waste produced at RBI in 2022 amounts to 6,584 tons per year or 156 kg per employee and consists of around 97 per cent non-hazardous waste. Around 66 per cent of waste is taken to landfill sites, approximately 14 per cent is incinerated and around 17 per cent is recycled. Electrical devices account for approximately two per cent. Waste disposal is performed by external companies under the terms of contractual agreements. Subcontractors must present the certificates and permits that qualify them for this task. In addition, contractual partners in most countries are required by law to protect the environment and handle waste with due care. Waste values are collected using calculations as well as by reference to the capacity of the waste containers. Waste reduction measures range from regularly informing employees and purchasing recyclable goods (e.g. replacing plastic plates in the canteens) and longer-life items (e.g. LED lights) through to providing bins for waste separation. Some subsidiary banks in Central and Eastern Europe are already seeing a reduction in waste. Unfortunately, the infrastructure at some subsidiary banks in Central and Eastern Europe is still not sufficiently advanced. Precise waste data is only available for smaller locations in some cases and for large office buildings in others.

GRI 305-3, -5



Parcel delivery and the transport of goods account for one per cent of emissions at 757 tCO<sub>2</sub>e (265 per cent more than in the previous year and 13 per cent more than in 2020). The km/tkm values reported in the supplier survey were collected internally but not included due to insufficient verifiability. The impacts of the emissions are primarily in Scope 3.

GRI 305-3



Water use takes last place at 0.1 tCO<sub>2</sub>e, thereby causing almost zero per cent of all emissions (11 per cent less than in the previous year and 27 per cent less than in 2020). The impacts are exclusively apparent in Scope 3. Total water consumption in 2022 amounted to 255 million liters, or 6,038 liters per employee per year. The primary objective of water management is to reduce water consumption in order to minimize the physical risk that the municipal water supply could be insufficient for the locations to operate in the event of low rainfall. The water reduction targets are implemented through employee information and technical controls, such as sensors in sanitary installations to regulate water consumption.

GRI 305-3, -5

GRI 3-3-d

# Environmental measures

The central measures in the environmental areas of greatest importance for RBI are presented in brief in the overview below.

GRI 305-5

## Overview of measures

GRI 302-4

Topic	Measure	Austria					CE			SEE					EE				
		RBI AG**	RBSK	RKAG	RL	Valida	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBKO	RBHR	RBRO	RBRB	RBBY	RBRU	RBUA
Environmental certificates	ISO 14001	✓*	✓*	✓*	✓*	✓*	✓												
	ISO 50001								✓										
	External energy audit	✓	✓	✓	✓	✓		✓	✓	✓			✓	✓					✓
Energy savings and efficiency	LED	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Light sensors	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Evening/weekend mode	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Computer/printer with energy labels	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Adaptions in heating/cooling	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	IT with environmental standards	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Adjustments in building envelope	✓	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Renewable energy	Purchasing renewable electricity	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	
Business travel & commuting	Support of public transportation	✓	✓	✓	✓	✓	✓		✓		✓			✓	✓	✓		✓	
	Bicycle parking spaces	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Fleet	CO <sub>2</sub> reduction measures	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	
	E-cars, hybrid vehicles	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓	
Paper consumption	Measures for reducing consumption	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Paper with an environmental label	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	
Waste	Waste separation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Waste management system	✓	✓	✓	✓	✓		✓		✓		✓		✓		✓		✓	
	Increase of recycling waste	✓	✓	✓	✓	✓	✓	✓	✓			✓		✓		✓	✓		
	Measures to waste reduction	✓	✓	✓	✓	✓	✓	✓	✓		✓		✓	✓		✓	✓		
Water	Measures for reducing consumption	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Employee information	e.g. in the form of training and via intranet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

\* ISO 14001 Facility Management.

\*\* RBI AG only includes the head office here.

Please see the list of abbreviations for the complete company designations.

# Overview of key performance indicators

GRI 3-3 e

The inhouse ecology indicators of RBI and head office are shown in the following table. The environmental indicators of RBI include data for both the head office as well as the branches of the subsidiary banks in Central and Eastern Europe, thus covering more than 90 per cent of all employees. Although not material and therefore not listed as GRI indicators, data on waste, water and paper consumption are included in the Scope 3 calculation. However, as the indicators are of interest to numerous rating agencies and stakeholders, they are listed in the table below.

GRI 302-3, -4  
GRI 305-1, -2,  
-3, -4, -5

TCFD

	RBI*					RBI AG**	
	2022	2021	Change to previous year	Base year 2020	Change from 2022 to 2020	2022	2021
<b>Material</b>							
Non-recycled paper in t	345	464	-26 %	510	-32 %	5	5
Recycled-paper in t	768	1,139	-33 %	1,117	-31 %	10	9
Total paper in t	1,113	1,603	-31 %	1,628	-32 %	15	14
Paper consumption in sheets/employee	5,286	7,365	-28 %	7,502	-30 %	897	800
<b>Energy</b>							
Total energy consumption in MWh	175,977	189,729	-7 %	195,461	-10 %	14,141	16,525
Share of renewable electricity	43 %	42 %	1 PP	38 %	13 PP	100 %	100 %
Total energy consumption in kWh/employee	4,170	4,349	-4 %	4,495	-7 %	4,327	4,826
<b>Water</b>							
Water consumption in million liters	255	279	-9 %	344	-26 %	20	19
Water consumption in liters/employee	6,038	6,401	-6 %	7,913	-24 %	6,135	5,447
<b>Waste</b>							
Hazardous waste for incineration in t	35	0.1	71,763 %	0.0	85,785 %	0.1	0.0
Hazardous waste for landfill in t	0.0	2	-100 %	4	-100 %	0.0	0.0
Hazardous waste for recycling in t	24	3	605 %	3	715 %	0.5	0.5
Non-hazardous waste for incineration in t	940	1,285	-27 %	1,135	-17 %	241	235
Non-hazardous waste for landfill in t	4,358	4,730	-8 %	4,860	-10 %	0.0	0.0
Non-hazardous waste for recycling in t	1,100	622	77 %	980	12 %	161	167
Old electronic devices for recycling in t	126	154	-18 %	221	-43 %	5	4
Total hazardous waste in t	59	5	981 %	7	741 %	0.6	0.5
Total non-hazardous waste in t	6,399	6,637	-4 %	6,979	-8 %	402	402
Waste in kg/employee	156	156	0 %	166	-6 %	125	119
<b>Business travel</b>							
1,000 pkm total	32,470	25,298	28 %	43,902	-26 %	5,108	1,812
Business travel in pkm/employee	739	585	26 %	977	-24 %	1,348	506
<b>CO<sub>2</sub> emissions<sup>1</sup></b>							
Scope 1 emissions in t	6,060	4,827	26 %	6,441	-6 %	292	246
Scope 2 emissions location-based in t	35,111	41,064	-14 %	46,445	-24 %	1,529	1,811
Scope 2 emissions market-based in t	40,212	46,626	-14 %	51,191	-21 %	2,918	3,350
Scope 3 emissions in t	29,656	30,925	-4 %	34,244	-13 %	1,866	1,205
Scope 1+2 emissions location-based in t	41,171	45,891	-10 %	52,887	-22 %	1,821	2,057
Scope 1-3 emissions location-based in t	70,827	76,816	-8 %	87,130	-19 %	3,686	3,262
Scope 1+2 emissions location-based in kg/employee	940	1,060	-11 %	1,180	-20 %	480	570
Scope 1-3 emissions location-based in kg/employee	1,610	1,780	-10 %	1,940	-17 %	970	910
<b>Fleet</b>							
CO <sub>2</sub> emissions of the fleet in g/km	112	116	-3 %	111	1 %	114	126
<b>Purchasing</b>							
Procurement from local suppliers	53 %***	78 %	-25 PP	83	-30 PP	74 %	90 %

\* The values include the figures from the companies listed in the Overview chapter (Report scope and data collection, page 11, first paragraph).

\*\* RBI AG only includes head office.

\*\*\* The procurement share decreased due to the acquisition of Crédi Agricole Srbija AD (CASRS), Novi Sad, by Raiffeisen banka a.d., Belgrade.

<sup>1</sup> CO<sub>2</sub> emissions for all years are calculated on the basis of the ecoinvent v3.7 factors.





## **Field of action Engaged citizen:**

As a designer of a sustainable society and the environment

# Interesting facts at a glance

## Investments in the community



2022\*

12,678,700 €

2021

3,797,900 €

2020

4,649,000 €

\* As the sale of Raiffeisenbank (Bulgaria) EAD was successfully completed, this is no longer included.

## RBI's mission with respect to its Sponsorship and Donations Policy

RBI works to **strengthen democracy, the rule of law, and social cohesion and diversity.**

RBI is engaged in advancing international exchange and understanding with a strong focus on the European Union in general and CEE in particular ("**bridging**").

RBI supports the **pursuit of excellence** as a means of promoting relevant progress in society – be it in civic, economic, academic or cultural life.

RBI supports initiatives that address **social causes.**

## Allocation of monetary donations by the RBI in 2022, by topic\*

€ 1,503,306  
(12.24 %)  
(Financial) education

€ 221,073  
(1.80 %)  
Art and culture

€ 1,162,959  
(9.47 %)  
Other

€ 8,972,106  
(73.03 %)  
Social

€ 245,206  
(2.00 %)  
Sports and health

€ 51,034  
(0.42 %)  
Environmental protection

€ 129,273  
(1.05 %)  
Science and research

\* Breakdown as recorded in the "ESG Cockpit" monitoring tool

## RBI's selected memberships and voluntary commitments



United Nations Global Compact



Partnership for Carbon Accounting Financials



Principles for Responsible Banking



Business Advisory Council UNICEF Bosnia & Herzegovina

Nomination of RBI AG as corporate donation of the year for the "Wirtschaft hilft Awards 2022" of the Fundraising Verband Austria

2<sup>nd</sup> place for Raiffeisen Bank and its partner Junior Achievement Romania at the CSR Award in the category "Intersectoral Cooperation" for their long-standing collaboration in implementing the financial education program in Romanian schools

## Stepic CEE Charity – Total number of beneficiaries 2022\*

3,544  
Total

1,093

Serbia

660

Bosnia & Herzegovina

610

Romania

393\*

Ukraine

328

Albania

298

Bulgaria

80

Moldova

53

Croatia

29

Hungary

\* Excluding the emergency aid activities in Ukraine



GRI 3-3 a-f

# Engaged citizen

The mission defined by RBI in 2019, which includes the promise to the public to “act in a socially responsible manner and contribute to the long-term wellbeing of people and companies in our markets”, also clearly shows that RBI puts people at the heart of all its activities.

GRI 2-23

## Managing corporate engagement

Within our value system, corporate engagement is a fixed element of our culture. Many products and services are also relevant to the economy as a whole. RBI considers itself to be an engaged corporate citizen that actively champions sustainable development in society. Our engagement ultimately reflects our customers' expectations and what our employees demand of us as a modern employer. RBI's commitment as a corporate citizen goes beyond its core business and is embodied within its markets by the responsible employees at the subsidiary banks, at the national foundation, the Tatra banka Foundation, as well as the Stepic CEE Charity. Voluntary work by employees is supported by giving them the necessary leave of absence as part of corporate volunteering schemes as well as through employee matched giving programs, where employers double the donations made by employees. The various initiatives are managed in different departments. Depending on the scope of investment, new project proposals are approved in the local teams and/or by individual Management Board members. Sponsorship projects also form part of RBI's marketing mix and serve our business and communication objectives. RBI aims to counteract social problems, promote cultural life, and protect the environment. In many cases, its voluntary contribution to the development of society is characterized by long-standing partnerships. While national rules are in place at the subsidiary banks in Central and Eastern Europe, the Code of Conduct (details can be found starting on page 19) forbids any Group employee from using charitable contributions as a condition or means of influencing decisions or public officials under any circumstances.

GRI 201-1  
PRB 4



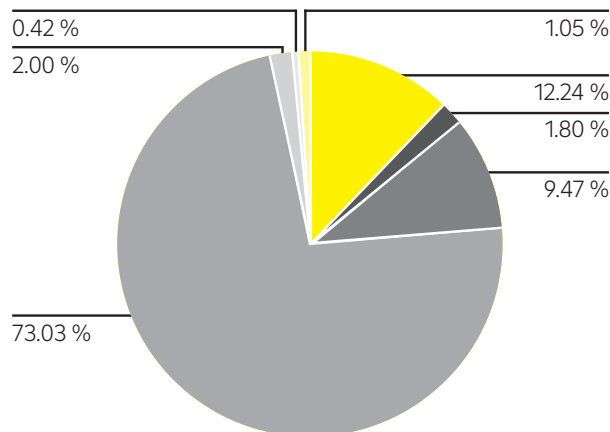
RBI's investments in the community in 2022 totaled around € 12.7 million\*, thereby supporting projects in the communities in which it is active as a bank. The projects supported are diverse and have different focal points depending on the respective countries.

Key indicator (in €)	2022*	2021	2020
Investments in the community	12,678,700	3,797,900	4,649,000

GRI G4-DMA  
(former FS16)

### Percentage of monetary donations by RBI in 2022, by topic\*\*

	in €	in %
■ (Financial) Education	1,503,306	12.24
■ Art and culture	221,073	1.80
■ Other	1,162,959	9.47
■ Social	8,972,106	73.03
■ Sports and health	245,206	2.00
■ Environmental protection	51,034	0.42
■ Science and research	129,273	1.05



\* As the sale of Raiffeisenbank (Bulgaria) EAD was successfully completed, this is no longer included.

\*\* Breakdown as recorded in the "ESG Cockpit" monitoring tool

Climate change and environmental degradation with their sometimes massive impacts on society currently dominate everyday issues in society, as do the energy crisis and the war in Ukraine. In its role as an engaged citizen, and especially in view of the fact that Europe is aiming to become the first climate-neutral continent by 2050, RBI champions issues that are essential to becoming a sustainable society. In this context, sustainability is not limited to environmental protection, but rather combines this with economic progress and social justice. As an internationally active banking group, we see ourselves as a driving force when it comes to the future-oriented topic of ESG (details can be found starting on page 50 ff.).

Cooperation with the relevant socio-political representatives and stakeholders is extremely important, because new systems that also mean a new quality of economic activity can only be created through cooperation (see pages 200–201). One of the current topics is the advance of digitalization. The digital shift is being accompanied by extensive changes in society. From RBI's perspective, digitalization as a societal process can be successful only if people are included at every stage. As an example, this has led to the partnership with the "fit4internet" platform, which is implementing various projects under the motto "Road to Digital Austria".

PRB 3

At RBI, the procedure for donations, sponsorship and advertising requests as well as memberships is governed by a policy that applies to all employees. Most recently revised at head office for RBI in 2022, this regulation again underlines the fact that RBI strives to promote the long-term wellbeing of people and companies in the markets in which it operates. RBI links its financial success to social responsibility and views its role as being based on the following three pillars:

- the understanding to act in harmony with the cooperative mission of its owners, and towards sustainable entrepreneurship, active civil society and an environmentally friendly society;
- the assertion of the Group's own set of principles and beliefs;
- consideration of the specific regional requirements of RBI's subsidiary banks in Central and Eastern Europe.

RBI defines its mission with respect to its Sponsorship and Donations Policy as follows:

- RBI works to strengthen democracy, the rule of law, and social cohesion and diversity.
- RBI is engaged in advancing international exchange and understanding with a strong focus on the European Union in general and CEE in particular ("bridging").
- RBI supports the pursuit of excellence as a means of promoting relevant progress in society – be it in civic, economic, academic or cultural life.
- RBI supports initiatives that address social causes.

PRB 4

## Impacts, risks and opportunities

The considerable importance of commitment to society and the environment and the high expectations of internal and external stakeholders in this respect are repeatedly confirmed in various surveys. Due to the direct impact which RBI as a bank has on millions of people's lives, the topic "Commitment to society and the environment" is classed as essential (see page 41). In addition to the impact resulting from its core business, RBI makes a positive contribution to society and to environmental protection with its corporate engagement in all of the countries in which it operates. It works to combat poverty and campaigns for integration and solidarity. Building on the cooperative principle and the motto of "helping others to help themselves", RBI views its role as contributing to the preservation of positive societal values. Among other things, its engagement takes the form of support for a wide range of cultural projects. RBI also engages in numerous activities to strengthen the regional economic and societal structures of the markets in which it operates. Through its numerous initiatives, it supports the achievement of the Sustainable Development Goals. As a player in the financial industry and a signatory to the UN Principles for Responsible Banking, RBI is committed to helping people to learn more about handling money (see pages 192–194). Accordingly, it actively supports initiatives in this area with a view to improving the economic autonomy of individuals, regardless of whether they are customers or not. Improving the financial situation of each and every individual has a positive impact not only on the person concerned, but also in the context of the resulting impacts on the overall economic situation. RBI also offers sustainable financial products and services in a way that supports its customers toward a sustainable future, thereby at the same time making a positive contribution to society.

In addition, RBI initiates corporate volunteering projects, supports a wide range of social projects, and enters into longstanding partnerships with NPOs and NGOs. As a result of all the above, RBI considers its activities as an engaged corporate citizen to involve opportunities, such as a positive impact on its reputation, but no significant risks.

## Social corporate commitment

In addition to the aforementioned donations, RBI supports numerous projects and activities through sponsorship as part of its social and cultural commitment. As the projects supported in this way are in a position to make a positive contribution to societal development, they are also included in this report.

In line with the principle of "helping others to help themselves", RBI works with various NGOs. In total around 610 partners received support through donations and sponsorship in 2022.

RBI sees it as particularly positive that many of its employees not only make the projects supported by RBI possible through their personal commitment, but also take on social activities in their free time. Due to coronavirus, however, the commitment to corporate volunteering projects does continue to show a slight downward trend.

An overview of the topics supported through donations and sponsorship within the Group in the individual countries can be found below.

### Overview of measures

GRI G4-DMA  
(former FS16)

Topic	Austria					CE			SEE					EE			
	RBIAG	RBSK	RKAG	RL	Valida Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBKO	RBHR	RBRO	RBRB	RBBY	RBRU	RBUA
Financial education/Financial literacy	✓				✓	✓	✓	✓	✓	✓	✓	✓					✓
Other education initiatives	✓			✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Cultural initiatives	✓		✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Social initiatives	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Corporate volunteering	✓		✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓
Sports and health initiatives	✓		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Environmental initiatives			✓	✓	✓				✓			✓	✓	✓			
Science and research initiatives	✓							✓				✓	✓				
Other initiatives	✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

As the sale of Raiffeisenbank (Bulgaria) EAD was successfully completed, this is no longer included. Please see the list of abbreviations for the complete company designations. The data of RBAL also includes Raiffeisen INVEST.

## Current support services

Although the WHO maintained that the COVID-19 pandemic was still not over in 2022, the infectious disease did become less of a threat. In this context, the focus was on workplace health management, and on safety and the protection of employees (see page 159 ff.). For many EU citizens, the pandemic led to a deterioration in their material circumstances. The situation was compounded by the war in Ukraine, which has been ongoing since 24 February 2022.

Millions of people, especially women and children, have fled the country. More than four million people have registered for temporary protection in the EU Member States. Numerous aid measures at RBI AG and the network banks endeavored to alleviate the massive hardship. Values such as philanthropy, respect, support and cohesion became clearly evident at RBI. Based on the motto "We stand together", help was given wherever possible. In Ukraine, Raiffeisen Bank JSC supported the Ukrainian Red Cross with an amount of around € 4,857,000 as well as the humanitarian project "Common Help UA" of the non-profit foundation "Believe in yourself" and the agro-industrial holding "Astarta-Kyiv" with the sum of some € 146,400. This project evacuates civilians from the most endangered regions and gives help to occupied municipalities and disabled citizens. Support within the rest of the Group ranged from direct help at the borders and education for young people through to the provision of accommodation, the waiving of bank charges, and relational support.

## Direct help at the borders

Tatra banka, a.s. and Raiffeisen banka together with their subsidiaries (Tatra banka Group) in Slovakia immediately started to provide assistance directly on the border between Ukraine and Slovakia. Even in the first days after the war broke out, those fleeing, including colleagues from the Ukrainian Raiffeisen Bank JSC, were supported by 310 volunteers. The Slovakian colleagues coordinated their efforts with those of the humanitarian organizations, enabling them to maximize their contribution as far as possible. As part of this humanitarian aid, Tatra banka Group offered the most essential things needed by people fleeing to safety, all free of charge: food, transport and accommodation. After three months, initial steps were taken towards integration. Volunteers at Tatra banka Group established a "buddy scheme" aimed at helping the refugees to adapt to the conditions in their new environment. The "buddies" supported people in coping with everyday life, for example in finding accommodation and in familiarizing themselves with public transport.

## Support with banking services

In addition, banking services at Tatra banka, a.s. were adapted so that they could help Ukrainian citizens in the best possible way, with a view to making the difficult situation faced by the refugees a little easier. Simplified access to banking services for Ukrainian citizens included

- the exchange of the Ukrainian currency hryvnia into euros (as the only bank in Slovakia)
- accelerated and simplified opening of accounts
- no management charges for existing and new check accounts
- no charges for withdrawals from the bank's ATM network
- no charges for transfers to Ukraine
- medical support for Ukrainian citizens via the ua.diagnose.me platform
- a partnership with the fundraising initiatives "Wer hilft der Ukraine" (Who helps Ukraine) and "Donio" in order to facilitate rapid transfers of financial aid from mentioned organizations for Ukrainian citizens with a check account.

Affected individuals can receive information on the support opportunities offered by Tatra banka, a.s. via a specially created multilingual website.

Raiffeisenbank a.s. in the Czech Republic also sent out a clear signal by waiving all fees for foreign payments to Ukraine in the first half of the year.

The team at Raiffeisen Bank S.A. in Romania set up a special website in the Romanian, English and Ukrainian languages to provide Ukrainian citizens with information on managing money in Romania. In addition, the bank adapted its procedures in order to provide refugees from Ukraine with simplified access to their savings and secure payments, as well as free basic banking services for cards issued in Ukraine. All Ukrainian citizens who seek refuge or who are in transit in Romania are able to open a check account in RON with an associated debit card at zero cost, which is issued immediately.

In addition, customers of Raiffeisen Bank have the opportunity to donate money to an emergency fund directly via Raiffeisen's smart mobile app; this is coordinated by the bank's partner, the NGO United Way.

Find more at:  
[www.tatra banka.sk/en/forblueplanetinpeace/](http://www.tatra banka.sk/en/forblueplanetinpeace/)

Find more at: [bank.raiffeisen.ro/ro/informatii-pentru-cetatenii-ucraineni/home.html#Ukrainian](http://bank.raiffeisen.ro/ro/informatii-pentru-cetatenii-ucraineni/home.html#Ukrainian)

## Projects for the promotion of education

Immediately after the war broke out in Ukraine, Shota Zhvania, who himself had to flee from Abkhazia in the 1990s, had the idea of establishing an education center for young Ukrainians in Vienna. From the outset, Shota and his wife Iryna Khamayko received active support from Harald Kröger and Christian Slavik, Raiffeisen Centrobank (RCB)'s CEO and CFO. In just a few weeks and with the support of numerous volunteer helpers from the Raiffeisen family, the empty, former RCB building in Tegetthoffstraße in Vienna was quickly transformed into a school. From April, this Ukrainian Education Center enabled the youngsters to continue their school education without interruption, while also offering them a place to meet each other, forge contacts and regain a modicum of normality.

14 teachers, the majority of whom had themselves fled from Ukraine, taught 30 tenth-grade pupils. 90 pupils were prepared for their school-leaving exam, which Ukrainian pupils take at the age of 17. Ten subjects were taught, with the focus on the school-leaving examination subjects Ukrainian, math and history, but also on German. Alongside the teachers, the youngsters were supported by eight trained psychologists headed by Sergiy Bogdanov, who had already established the "Safe Space" program in 2014 in order to support traumatized young people. Numerous extracurricular activities were also organized, which in addition to in-depth German lessons also included games, sports and fun.

However, the team at the education center did not only concern itself with its own students. In June, the Ukrainian Ministry for Education and Science entrusted the education center to implement the online school-leaving exam in Austria. As a result, the center registered more than 800 Ukrainian refugees for the "National Multi-subject Test" in Vienna. The exam was held in computer rooms of the University of Vienna – another partner that wanted to help the young people quickly and in an uncomplicated way. On July 13 90 youngsters celebrated their 2022 graduation with their parents and teachers.

A similar project to promote education is "Vzdělání bez bariér" ("Education without Barriers"), a project run by the Konto Bariéry Foundation, which launched a special Ukraine fund in 2022 aimed at integrating Ukrainian children into Czech schools. In April, Raiffeisenbank a.s. in the Czech Republic donated some € 40,700 to the project at an event in Žofín Palace.

## Additional support for refugees

In Austria, Raiffeisen-Leasing GmbH and Valida Vorsorge Management provided support in the form of accommodation: Raiffeisen-Leasing provides Ukrainian refugees with accommodation for one year and also assumes the associated running costs. Since the beginning of April, Ukrainian mothers and their children have been living in a house with a total of seven rooms. A two-room apartment was also provided to an elderly Ukrainian married couple. Valida Vorsorge Management is currently providing two Ukrainian families with two apartments free of charge in the neighborhood of Vienna Oberlaa. A few days before they moved in, committed Valida employees helped assemble furniture, so that the apartments were ready for the refugees to move into when they were handed over. The furniture and other items in the apartments were provided through donations of money and goods from Valida employees.

Raiffeisenbank a.s. in the Czech Republic donated around € 407,100 to the charitable organization CLOVEK V TISNI ("People in Need") to support the victims of the war. It also organized a special day – #dayforUkraine – to support Ukraine, by inviting its employees to also donate their salary for the day to CLOVEK V TISNI. An event involving 1,039 employees thus resulted in an additional sum of some € 187,300 being collected.

Raiffeisenbank a.s. also supported the organization SOS DĚTSKÉ VESNIČKY. This organization has been active in the Czech Republic for more than 50 years, offering high-quality alternative care to children who can no longer live with their parents. It belongs to the international SOS Children's Villages, whose partners also include the Stepic CEE Charity. In 2022, the organization supported its partner organizations in Ukraine by providing safe transport for and accommodating Ukrainian foster families from the Luhansk region and Kyiv. 250 people – 185 children and 65 adults – were accommodated in several towns throughout the Czech Republic.

Raiffeisen Bank Zrt. in Hungary organized a donation campaign for its employees in its branches. Together, they donated around € 12,800 to the charitable organization Hungarian Interchurch Aid. The money was used to support fleeing families and families in need in Ukraine.

Raiffeisen Bank Sh.a in Albania supported the Stepic CEE Charity with a donation of € 50,000 to help women and children in urgent need of aid.

Further information can be found at: [www.bank.rbinternational.com/en/westandtogether/initiatives](http://www.bank.rbinternational.com/en/westandtogether/initiatives)

Find more at: [www.bank.rbinternational.com/de/westandtogether/initiativen](http://www.bank.rbinternational.com/de/westandtogether/initiativen)

GRI G4-DMA (former FS16)

PRB 3, 4

## Education and financial education initiatives

Education remains one of the most important issues of the 21st century and an important tool in the fight against poverty. RBI is involved in numerous fundraising and sponsorship projects with the aim of improving education and hence ensuring equality of opportunity and inclusion.



One example is the support provided by head office for the initial launch of the Coding School 42 in Austria. Since October 2022, "42 Vienna" has for the first time also offered a location in Austria for 134 students, aged between 18 and 52 years, from 35 countries. School 42 has been offering free training since 2013. The organization now has 15,000 students from 44 countries. The school is open to all age groups without prior IT knowledge. The selection process emphasizes equal opportunities in order to give especially young people who have been left behind by the conventional school system a future in the digitization industry. As part of intensive interaction with specialists at head office, the skills required by computer scientists and programmers are consolidated at a high level. Those who pass through the program should be able to shape the digital transformation of the economy and society. With its peer-to-peer education model and disruptive pedagogy, the Coding School 42 has already achieved impressive results in over 20 countries.



© Landin Soroko 42 Vienna

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PRB 4



© Edin Đumišić

In order to encourage its social media followers to show responsible behavior toward a sustainable future, Raiffeisen BANK d.d. Bosna i Hercegovina launched an education quiz on its Facebook and Instagram pages. As part of the "#15 Day Challenge", users were invited to re-think their views and reflect on solutions for a better world. Raiffeisen BANK also provided support in the form of various presentations. As a member of the American Chamber of Commerce, it participated in the first masterclass of the "Amcham Leader Roots" project. At the start of the workshop, the Chairman of Raiffeisen BANK gave a presentation on the subject of "Leadership Across Cultures". The bank also organized lectures for students at the Faculty of Law and Business in Sarajevo on the subjects of risk management and corporate governance/comparisons between the USA and the EU.



© Leaders Foundation Romania

"Leaders Experience" from the LEADERS Foundation is an intensive training program for students and university graduates that aims to prepare young students for their future leadership careers and develop the required skills. This process helps the participants to set milestones for their personal map and to define personal leadership objectives, which they pursue during the program. The program can be undertaken by young people aged 19 to 25, students from Romania working in various areas (start-up entrepreneurs, freelancers, engineers, etc.). Raiffeisen Bank S.A. in Romania has been a partner for ten cycles of this valuable training experience. In addition to sponsorship, the bank facilitates access to know-how through the participation of its employees. For each training cycle, they act as mentors for the program teams and support the participants in realizing their full potential.



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© RBRO

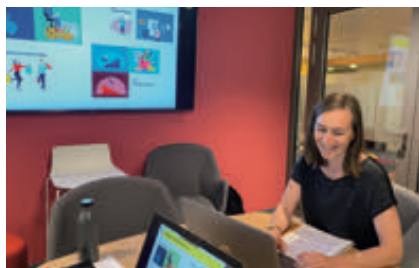
“Raiffeisen Communities” is the annual grant competition organized by Raiffeisen Bank S.A. in Romania for non-governmental organizations (NGOs) and state schools, which supplement traditional education with creative projects and so offer pupils the opportunity to learn new skills. The competition has four focus areas: in the field of financial education as well as in business, vocational and civic education. The ten winning projects received donations totaling € 100,000 to implement their proposed projects.

Under the 2020-2021 cycle, the program was extended to include a new component for the winning NGOs – a mentoring and organizational development program, in conjunction with mentors from the Association for Community Relations (ARC) and employees of Raiffeisen Bank. This new component was developed by experts from the non-profit sector and from the bank on the basis of discussions with partners from the local community. It aims to ensure that all partners see Raiffeisen Bank as a peer group, find support among their colleagues in the other organizations, in their communities and in their teams, and help each other to grow together. In the thirteen years of the competition's existence, more than 150 projects have already been implemented and a total of € 100,000 has been awarded in grants each year for 20,000 beneficiaries.

## Focus on financial education

RBI actively promotes an understanding of financial products and services and imparts banking expertise as part of its day-to-day advisory role. The nature of its core business means it has close links with the subject of financial education, i.e. the competent handling of money and financial matters, also known as “financial literacy”. Although a wide range of activities are available, it is difficult to stimulate an interest in financial literacy.

RBI therefore endeavors to appeal to various age groups and integrate employees into corporate volunteering programs in order to reach everyone from schoolchildren and students to the wider public via a variety of channels, including gamification or apps. Across various projects, considerable effort goes into improving individuals' everyday lives through financial education and to laying the foundations for the responsible handling of money in the future.



© RBI AG

At head office and as part of the corporate volunteering program, 22 scholarship holders of the association START-Stipendien Österreich (START Scholarships Austria) participated in a two-part online financial education workshop. In four modules, the RBI volunteers explained various aspects relating to the topic of money. The introductory module focused on personal handling of money and on imparting a basic understanding of this, on the role of banks and on payment transactions. More in-depth topics such as inflation and – in particular – the topic of crypto currencies were also discussed. Possible cost traps were also pointed out in order to prevent potential debt and over-indebtedness. At the end of the workshop lasting six hours in total, the participants were given a handout to read along with a certificate of participation.



© Petra Weissenböck

In June 2022, the “Fondsfrauen” initiative focused on the problem of poverty among older women during its summer event. Renowned speakers such as Dr. Helene Klaar, a specialist in matrimonial and family law, were recruited as key speakers. Kathrein Privatbank AG's successful collaboration with Raiffeisen Kapitalanlage-Gesellschaft m.b.H. and Fondsfrauen helped further promote the topic of financial literacy among women in Austria. Fondsfrauen is the largest German-speaking career network to promote women and secure their equality within the financial industry. Kathrein Privatbank AG has been actively supporting the network since 2021 through its business membership and provides professional experts and other resources free of charge.



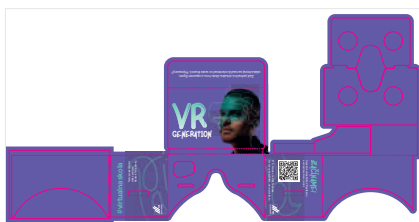


© Womeninadria.ba

Raiffeisen BANK d.d. Bosna i Hercegovina has also placed a focus on women. Through the program "Women in Business", it supports female entrepreneurs in a partnership with the organization "Women in Adria", which networks businesswomen via online platforms, offline networking and professional development events, mentoring and strategic partnerships.



To increase awareness of sustainability and ESG topics and strengthen financial literacy in the broadest sense of the word, Raiffeisen BANK d.d. Bosna i Hercegovina has this year again worked on numerous activities in this area. One of these is the production of a series of financial news videos, which are broadcast each evening on two national TV channels during prime time. They are also published on the bank's YouTube channel, on social networks and on the Intranet. As well as covering products and services, around 15 per cent of the video materials produced by Raiffeisen Financial News deal with financial literacy topics such as instructions and tutorials on the use of services, on carrying out secure online transactions, and on data protection.



© Dominika Koronovská

As early as 2020, Tatra banka, a.s. developed a virtual reality (VR) app for iOS and Android smartphones in order to promote financial topics among Slovakian secondary school students. This is unique, not only in Slovakia but throughout the world in general. The basis was provided by numerous studies which showed that the country has a very low level of financial literacy, with very little success to date in improving the situation. Tatra banka, therefore decided to follow the recommendations of the National Bank of Slovakia and focus on the topic of financial literacy for generation Z, as these individuals will have to make their first own financial decisions sooner or later.



The virtual reality app facilitates a focused look at the subject, as the VR role play is played out from a first-person perspective. Virtual reality offers a high level of immersion that is unmatched by any other technology. The app uses a smartphone's display to enable a VR experience. Thus, the only thing needed is a smartphone, the Tatra banka app, and a "cardboard", a holder made of cardboard that serves as the virtual reality glasses. Where necessary, students can also use a non-VR version without the "cardboards". Use of the app had already been included in the schools' syllabuses. 146 secondary schools across the country registered for the first cycle. 10,000 "cardboards" were distributed. In 2022, Tatra banka launched a new version of the VR app. Ego, a popular Slovakian rapper, guides the students through the virtual educational journey. He combines the financial literacy experience with attractive activities (e.g. with a helicopter flight, a boat trip, a drive in a Ferrari or a rap session in a recording studio). This enables students to learn new things about finance in a simple and memorable way. In order to explain complex financial issues to upper secondary school students in an entertaining and easily understandable way, Tatra banka has, for the first time and in collaboration with Virtual Everything, linked virtual reality education technology with the famous Slovakian artist and rapper Ego.



© RBCZ

The financial literacy online education platform "Zlatka.In", a project by Raiffeisenbank a.s. in the Czech Republic, is run in collaboration with the charitable organization Matika.In. It meets the standards for financial literacy and is included in the national register for financial education projects – and can thus be officially used in school lessons. Since 2017, Raiffeisenbank a.s. has financed the development of the website, which is also available free of charge to pupils and teachers in English and Slovakian. As well as teaching financial literacy in a fun way, the website also promotes a humanistic mindset. Among other things, children learn how to handle money using virtual "coins" that they earn for solving tasks and which they can choose to collect and donate, or spend on items. At the end of 2022, Raiffeisenbank converted the amount donated by the children into "real" money and supported the charitable organization "Spolu dětem" ("Together for Children") as part of its annual charity event. The money is thus benefiting children in care homes as well as young people when they leave care homes. The young adults received training in various areas (job applications, renting accommodation, dealing with documents for authorities).





© RBAL

The project “Know Your Money 1, 2” is financed by Raiffeisen INVEST in Albania and organized by the Institute for Sustainable Policies. As well as expanding their theoretical knowledge of finance, high school students in Tirana can also put this knowledge into daily practice. In 2021, young people aged 15 to 18 years from three different secondary schools in Tirana participated in the “Know Your Money 1” project. The lessons were taught by an expert in financial education. Under the “Know Your Money 2” scheme in 2022, five financial literacy events were held for 553 pupils at five secondary schools in Tirana.



© Junior Achievement Romania

Since habits are formed as early as childhood, it is the ideal time to learn about finance and business. For twelve years, Raiffeisen Bank S.A. in Romania and Junior Achievement Romania have been collaborating as part of “Financial education in Romanian schools”, a program which aims to support children on their path to financial independence. From September 2021 to June 2022, more than 40,000 elementary and middle school pupils completed their financial literacy courses and are now better prepared to take on financial responsibility. In addition, in the first months of 2022, 34 Raiffeisen Bank employees acted as volunteers, teaching financial matters to students. A teacher’s most important task is to find and create meaningful educational

experiences that enable pupils to solve real-life problems. Consequently, 60 teachers participated in a new “Train the Trainer” module of the training program and obtained certification for their teaching skills.

In April 2022, Raiffeisen Bank and its partner Junior Achievement Romania received second place at the Romanian CSR Awards gala in the category “Intersectoral Cooperation” for their long-standing collaboration in implementing the financial education program in Romanian schools.

## Social initiatives

The majority of the fundraising and sponsorship projects carried out during the reporting period were social initiatives. In conjunction with various national and international cooperation partners (such as Caritas), assistance was provided primarily to persons who had fled from Ukraine and people in Ukraine.

In addition to the philanthropic donations, 2022 saw the first use of a further opportunity to do good for others. RBI donates sustainability premiums for charitable causes. Sustainability-focused finance offers one of the strongest incentives for borrowers to improve their sustainability performance in terms of environment, social and governance. Generally, the margin is either linked to the borrower’s ESG rating or to the fulfillment of agreed sustainability indicators. If the borrower’s ESG performance improves, the margin improves (sustainability discount), and vice versa (sustainability premium). The primary aim of such a mechanism is for the borrower to (over)achieve the defined ratings or key performance indicators and thus secure a positive ESG impact. At the same time, however, RBI does not wish to profit financially if a borrower does not achieve its ESG target. RBI has itself therefore committed to donate all of its sustainability premiums resulting from its corporate customer loans in 2022 to the Stepic CEE Charity. RBI thus adopts a systematic approach to donations.

It also sponsors the Stepic CEE charity association.



## Stepic CEE Charity – Powered by RBI Group



© Andrej-Anton Golnaz

Founded in 2006 by former RBI CEO Herbert Stepic, the Stepic CEE Charity supports children, young people and women in Central and Eastern Europe through educational activities. Thanks to its deep local roots, its pragmatic approach and the active support of the subsidiary banks in Central and Eastern Europe, the charity gives people the prospect of an independent life away from poverty. All of the charity's projects are realized in cooperation with renowned local or international partner organizations and managed by voluntary employees of RBI in Vienna – as part of the corporate volunteering program since 2015 – and at its locations in Central and Eastern Europe. This serves to minimize administrative costs, with almost all of the financial contributions going directly to the projects.

Support is tailored to the needs of the beneficiaries, with care taken at all times to ensure that education is the key to a financially independent life. The CEE charity provides children with a sheltered home in a family-like environment, implements educational projects for street children or builds the basis for self-reliance of young people by providing access to educational and vocational training. It also supports numerous young people from low-income communities by giving them the opportunity to learn, earn money and continue to develop. The charity thus contributes to long-term change in Central and Eastern Europe. After all, the only way to make inequality a thing of the past is for society to enable education for all. This principle is reflected in the United Nations Sustainable Development Goals (SDGs). Together with RBI, the CEE Charity implements the SDG goals in practice – in particular the goals concerning No Poverty (SDG 1), Quality Education (SDG 4), and Reducing Inequalities (SDG 10).

As in previous years, expenses unrelated to projects were kept to a minimum, enabling over 90 per cent of donations to be spent directly on projects. The three countries where the most projects were supported in 2022 were Ukraine, Serbia, and Bosnia and Herzegovina. The Compliance Committee of the CEE Charity monitors both incoming and also outgoing transactions and ensures that potential conflicts of interest are identified and immediately resolved.

### 2022 – An extraordinary year for aid for Ukraine

Since the outbreak of the war in Ukraine, the CEE Charity has been in regular contact with its long-standing partners in the form of local and international organizations (such as Caritas Spes) in order to focus on supporting the Ukrainian population both within and outside the country. With help from these partners, the aid was organized where it was most urgently needed. In addition, the HELP UKRAINE campaign called for donations to help meet the basic living needs of local people.

The aid helped mainly – but not only – women and children in Berdyansk, Mariupol, Odessa, Uzhhorod, Yablunitsa, Ivano-Frankivsk, Moldavia and on the Hungarian and Polish borders. The aid consisted of essential goods such as food, toiletries, medicines, clothing, blankets and mattresses. The CEE Charity organized the evacuation of orphans within Ukraine and to Austria. Psychosocial support and safe playing areas for children were also made available.

In April, the former Raiffeisen Centrobank established a Ukrainian education center in conjunction with the CEE Charity and the City of Vienna. This enabled 90 Ukrainian teenagers to take their school-leaving exam this summer and allowed young people who were above the school-leaving age to continue their education.



PRB 4



© RBSK

In 2022 and as part of the "Bauspartage" (Building society saving days) scheme, Raiffeisen Bausparkasse Gesellschaft m.b.H. in Austria supported the Kindertraum Foundation with each building savings contract concluded. The organization was founded in 1998 and is a charitable, benevolent private foundation that gives children with serious illnesses or disabilities renewed courage and hope. All projects by this foundation are financed exclusively through donations. The proceeds of € 50,000 donated by the building society Raiffeisen Bausparkasse will help fulfill these children's dreams. These range from special therapies or a farm holiday through to training materials, sports equipment or an assistance dog.



© Roland Rudolph

The Lichtblickhof Association, which offers children and young people in Austria a safe and secure place for therapeutic (hospice) support, has been a partner of Raiffeisen Capital Management for many years. Around 30 employees of Raiffeisen Capital Management, including managing directors Rainer Schnabl (CEO) and Dieter Aigner, supported a corporate volunteering campaign by undertaking manual activities.

Raiffeisen Capital Management also sponsored one of three newly built hospice apartments. The fund company assumed the annual rental and operational costs for one of the apartments. The specially adapted support rooms for the children's hospice each enable a family to receive support for the time they need, from a few days to several weeks. For example, the horses can visit sick children directly at their bedside. A multiprofessional team and volunteers support and provide relief for the families during their stay. With their strong backs, the therapy horses literally carry the children through their difficult times and to places they can no longer access in their wheelchairs. For parents and siblings, the time spent with the animals offers the opportunity to take much-needed breaks and to relax and gather renewed strength.



Group headquarters also supported the Lichtblickhof Association with a Christmas donation. Money was donated by employees at the annual Works Council "punch bar" in the courtyard of the Wiener Stadtpark headquarters and was doubled by the company.



© Unicef.org.bih

In November and in order to highlight the social responsibility incumbent on companies, Raiffeisen BANK d.d. in Bosna i Hercegovina joined the Business Advisory Council launched by UNICEF Bosnia & Herzegovina, which focuses on children and their rights. Together with other members of the Council, volunteer representatives from the bank will help increase awareness for children's rights, exchange knowledge and contribute to responsible business practices in the best interests of each and every child. In the near future, the most important spheres of action for the UNICEF advisory council will be as follows: Safety and protection of children in online and offline environments, mental health and the development of skills to ensure a smooth transition

from education to the world of work.



# Cultural initiatives

Commitment in the field of art is diverse and focused on different art forms as well as on national and international projects in order to promote widespread interest in art. It also focuses on the local art and culture communities.



© H. Smejkalova

Raiffeisenbank a.s. in the Czech Republic has been a partner of the National Theater for many years. The cooperation is based on the common values shared by the National Theater and the Raiffeisen brand. Each year, up to 1,100 performances take place on the theater’s stage, watched by more than 650,000 people. These figures show that the topic of culture in society remains relevant and should be supported. Up to 2023, Raiffeisenbank a.s. is contributing around € 1.6 million to the theater’s cultural activities, thereby supporting all ensembles that appear under the National Theater’s brand.



© ARZOLA\_D-2022

As a promoter of diversity and inclusion, Raiffeisen Bank Sh.a in Albania supported Open Mind Spectrum Albania (OMSA) in the implementation of the third “Queer Film Festival” with the aim of using culture to change the mindset of individuals and of society. The five-day festival aims to help reduce verbal and physical violence against people from the LGBTI+ community. Famous Albanian personalities participated in the various workshops and open discussions. 16 short films were also shown – including the first-ever showing of an Albanian film. Thanks to the participation of actress and activist Vladimir Luxuria, the voices of some pop icons who have always inspired the artistic journey of this community reached an even broader audience. The event was also an essential meeting point for producers, directors, exhibitors and filmmakers from around the world.



© RBKO

Raiffeisen Bank Kosovo J.S.C. supported the Prishtina International Film Festival (“PriFest”) for the fourteenth time in succession. This festival serves as a gathering place for everyone involved in the film industry, allowing them to come together, develop ideas, explore new possibilities and advertise their services. At this year’s PriFest event, the motto “Odesa International Film Festival (OIFF) beyond borders: Odesa at PriFest” was used to incorporate Ukrainian films and projects from the OIFF program into the international film festival.



# Sports initiatives

For RBI, sports are not only part of a brand's self-image. For many decades it has also promoted sports people – from upcoming talent to sports stars – through donations and sponsoring. Regular movement plays a key role in maintaining good health and also supports mental balance among individuals. In competitive sort, ambition, professionalism and team spirit are essential prerequisites for achieving great things. The selected sponsorship partners embody precisely these attributes.



© TBC

Raiffeisenbank a.s. in the Czech Republic is the main sponsor of the Czech Golf Federation. This cooperation started in 2016, since when the Bank has been entitled to call itself the "Bank of Czech Golf". The scope of cooperation extends from a partnership with the Czech Republic's national team through to the "Have fun with golf" platform and competitions such as the "Czech International Amateur Championship", when Europe's 100 best male golfers and 50 best female golfers compete against each other in the largest four-round tournament. The cooperation also includes a partnership with the Hanuš Goldscheider Foundation, which since 2008 has helped children from disadvantaged families who want to play golf by providing equipment and financial support.



© RBHU

Together with its employees, Raiffeisen Bank Zrt. in Hungary continued to support the "Suhanj!" Foundation, which offers a specially designed gym to facilitate access to sporting opportunities for people with disabilities. A special feature of this support was that the amount donated to the "Suhanj!" Foundation was linked to sporting activities by employees. This aimed to encourage all employees of Raiffeisen Bank to participate in sports and take steps towards a healthier life. The final sum donated was some € 12,800. Raiffeisen Bank also sponsored the largest and best-known sailing competition, the "Blue Ribbon".

# Environmental initiatives

PRB 4

RBI has the goal of minimizing the negative environmental impact of its business activities and at its sites. It works continuously to improve the main environmental parameters in the most relevant areas. As an engaged citizen, it also seeks to contribute not only through its memberships, but also by actively supporting a wide range of environmental protection projects – including with the help of its employees – and by engaging in recovery efforts following natural disasters.



© RBSK

In addition to the well-known honey bee, Austria has around 700 other species of wild bees. In 2022, Raiffeisen Bausparkasse Gesellschaft m.b.H. implemented its fourth project to protect wild bees in partnership with the Austrian nature conservation association Naturschutzbund Österreich. A wild bee pollinates up to 5,000 flowers a day and thus makes an important contribution to a functioning ecosystem. This annual cooperation contributes to species conservation and increases many people's awareness of the huge importance of wild bees. As a key area of its funding activities in the spring, the building society financed 800 nesting places for wild bees in Austria for each new building society loan concluded and entered in the land register. The high number of loans enabled a total of 800,000 nesting places to be sponsored in 18 wooden nest boxes (bee hotels).



© RBAL

educational messages about keeping the environment clean were produced as part of this project, and six waste containers were placed in three parks in tourist areas.

Raiffeisen INVEST Sh.a. in Albania finances the project "Organization and Encouragement of Voluntary Work for the Benefit of the Environment and Promotion of Environmental Education", which is implemented by the Free Thinking Forum and the Albanian Volunteer Corps. For more than 12 years, the bank has thus made a continuous contribution to environmental issues, especially the cleanup of coastal areas. The collaboration with the Free Thinking Forum and the Albanian Volunteer Corps was continued this year and around ten kilometers of coastline and four hectares of parkland were cleaned up. In total, more than 400 volunteers took part in these campaigns, including colleagues from the bank. For the first time, six videos with



© Scout Association of Croatia

more than 100 volunteers who planted various saplings.

For the fourth year in succession, Raiffeisenbank Austria d.d. in Croatia provided around € 8,300 in sponsorship for the largest reforestation campaign following the devastating forest fires of 2018 in the affected areas in Dalmatia, known as Boranka. The "Boranka" initiative is organized by the Scout Association of Croatia in cooperation with "Croatian Forests" and the Croatian Mountain Rescue Service. Thousands of hectares of destroyed forests are being repopulated by volunteers with the assistance of sponsors. Around 10,000 people have taken part in the campaign in recent years, with more than 100,000 new trees being planted as seedlings, saplings and acorns. In 2022, employees of Raiffeisenbank Austria were part of a team of



The project "CO2MPENSATING BY PLANTING" is a non-profit program aimed at companies, organizations and everyone who wants to minimize or totally eliminate their carbon footprint by planting trees and set a positive example for environmental protection and the good of society. As the main organizer of the program, the Scout Association of Croatia is aiming to organize continuous reforestation, regenerate and expand the fund for the maintenance of the forest, and raise awareness of the importance of forests and the impact of climate change among the population in general and young people in particular. This program, which was launched in November 2021, is intended to provide additional support for the "Boranka" project. The amount of CO<sub>2</sub> emitted by Raiffeisenbank that it wishes to offset is converted into the number of tree saplings that will be planted throughout Croatia. As a result of its participation in the program, Raiffeisenbank was awarded the CO2MPENSATING BY PLANTING label. In 2022, Raiffeisenbank provided support in the form of around € 18,300 and compensated for around 100 tons of CO<sub>2</sub> with 4,000 saplings.



GRI 2-28  
GRI 4-DMA  
(former FS5)

# Sustainable entrepreneurship

## Commitment to sustainable framework conditions

We maintain a culture of open dialog with a focus on the future issues of a sustainable financial sector. In doing so, RBI takes a stance against corruption and economic crime. It also seeks out active dialog with politics and public administration.

RBI also shares specific types of knowledge and experiences with others outside the Group in order to implement innovative ideas for charting a path into the sustainable future of the financial sector and our companies alike.

PRB 4 RBI actively seizes opportunities to meet the challenges within the European Union. This includes its membership of "European Movement International" (EMI), the largest pan-European network of pro-European organizations. Founded almost 75 years ago in October 1948, EMI continuously advocates in favor of European cooperation and integration based on the principles of peace, democracy, liberty, solidarity, equality, justice, respect for human rights and the rule of law. EMI is present in 34 countries and encompasses 38 international associations.

EMI has created a platform to encourage and facilitate the active participation of citizens and stakeholders from a cross section of sectors in the development of European solutions to common challenges.

EMI considers itself to be the place where civil society, business, trade unions, NGOs, political parties, local authorities and academia come together to craft a way forward for the European Union. It develops new ideas to address economic and political challenges. EMI enables its members to discuss the bigger issues with organizations representing other parts of society and shape the debate on the future of Europe.

PRB 4 Since the pandemic, much of the information exchange in the public debate has taken place online. Companies are increasingly encouraged to speak out in their role as corporate citizens on issues of importance to society. With its "Banking made for CEE" platform, RBI aims to contribute to the public debate with ideas, beliefs, facts and figures and discuss the impact of its business on society. At the same time, it attempts to show how banking contributes to prosperity, sustainability and European integration in RBI's home market – Central and Eastern Europe. In this context, the topics of anti-money laundering, digitalization and the EU Neighborhood Policy are in the foreground. We call our overall approach corporate advocacy. And this is not just about what we expect others to do for us. Being open to dialog also means learning from people with different perceptions and beliefs.

A further component of our commitment is collaboration with governmental and non-governmental organizations.

We stand for the promotion of sustainable thinking and action. We are strengthening the drive for sustainable development in our own sphere of influence by lobbying (details can be found starting on page 38) and signing up to the Principles for Responsible Banking (starting on page 52 f.) where topics such as sustainability and safeguarding the future are concerned.

Via select memberships and activities, RBI becomes involved in organizations that promote sustainable business and the relevant framework conditions. Our voluntary commitments and memberships underscore our values and support our Mission 2025. Within these partnerships, we are at the same time in dialog with various stakeholders and can drive the transformation through joint efforts forward in the best possible way.

Find more at:  
[www.banking-madeforcee.com](http://www.banking-madeforcee.com)

Find more at:  
[www.rbiinternational.com/en/sustainability/our-community-investment/memberships](http://www.rbiinternational.com/en/sustainability/our-community-investment/memberships)

### Selected national and international memberships and voluntary commitments

Charta der Vielfalt (Diversity Charter)	CDP	Climate and Sustainable Leaders	Croatian Business Council for Sustainable Development	European Business Association
European Sustainability Investment Forum	Foreign Investors Council	International Capital Market Association	Partnership for Carbon Accounting Financials	Principles for Responsible Banking
Science Based Targets initiative	Transparency International	United Nations Global Compact	UNICEF	UN Principles for Responsible Investment

PRB 4

## Sustainable entrepreneurship and sustainable innovations

To us, sustainable entrepreneurship means the awareness of responsibilities on the one hand, and on the other support for sustainable innovations among our customers (details can be found as of page 53) and in society:

- We promote this awareness among our customers. We provide information and give advice on which opportunities companies can embrace in order to become economically successful and to make their contribution to protecting the environment and taking social responsibility.
- We promote companies and organizations that act in a sustainable manner. This takes the form of partnerships and events, among other things.
- We encourage long-term success, competitiveness, and innovative strength in companies, which in turn boosts the regional economy.



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Raiffeisenbank a.s. offers its customers and long-standing partners in the Czech Republic digital solutions with added value. It is also open to collaboration with startups which likewise offer promising solutions. Against this backdrop, Raiffeisenbank became a partner of the "Disruptors Summit", one of the most important events in the tech and start-up sector. The event was attended by over 1,000 participants, with just over 370,000 people from across Europe following online. In a podium discussion, Raiffeisenbank employees reflected on whether start-ups and banks are "friends or foes", while employees of Elevator Ventures discussed the future of fintechs. Employees also shared their know-how at the mentoring tables.



© NOVOFER Foundation

In Hungary, Raiffeisen Bank Zrt. supported the NOVOFER Foundation for the first time in 2022. It aims to promote the recognition of technical-intellectual creation and strengthen the recognition of experts (researchers, inventors, university lecturers, etc.) who are involved in innovative processes.



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As general sponsor of the ICT Awards, Raiffeisen Bank Sh.a in Albania has influenced the Albanian innovation ecosystem for ten years. Each year, the bank invests in the promotion of new technologies and in the country's further socioeconomic development, by supporting fintechs and start-ups. A novel feature of the nationwide competition in 2022 was the prize of € 5,000 awarded by the bank in the category "Innovation of the Year", which was won by the company Skaitech for its project entitled "First Albanian Drone".



PRB 3





























**Sustainability documented and audited**

for transparency and clarity





































# Sustainability program

## Excerpt from the Sustainability program

SDG	PRB	Objective	Measure	Status
<b>Sustainability management and corporate responsibility – primary objective: Promoting and enhancing our commitment to sustainability and achieving efficient ESG governance</b>				
	1; 5	Publication of a comprehensive Group policy on sustainability	Devising and implementing a Group policy on sustainability for the whole of RBI with links to all other relevant ESG-specific policies in the specialized units	
	4	Achieving societal goals with relevant stakeholders	Conducting and enhancing extensive stakeholder dialogs	
<b>Responsible banker – primary objective: Positioning as a responsible banker</b>				
	1–6	Implementing UNEP FI's six Principles for Responsible Banking (PRBs)	2021 to 2024: Continuous implementation of the six principles and the associated tasks	
	2	Implementing PRB/Principle 2 (Impact and Target Setting)	Conducting an annual portfolio impact analysis Setting smart targets for the impact areas of climate and circular economy (resource efficiency and waste management)	 
	1	Including ESG components in the business strategies/compensation systems for management board members	Devising and incorporating ESG KPIs of the Board of Management in performance management and the compensation report for RBI AG and the subsidiary banks in CEE	
	2	Approved emission reduction targets in the Science Based Targets initiative	Calculation of financed emissions according to the PCAF approach and corresponding adoption of emission reduction targets for several asset classes by the Science Based Targets initiative. The long-term target is "well below 2°C" by 2040.	
	2; 5	Reducing RBI's thermal coal portfolio	Monitoring and controlling Group thermal coal and oil & gas policies, including continuous review cycles	
	2; 5	Reducing the negative environmental impacts from the Group's own portfolio	Developing further sector guidelines for CO <sub>2</sub> -intensive business areas, regarding the "ESG Transformation" of the steel, real estate and construction sectors as well as utilities, for example	
	3	Expanding the range of digital products to improve the customer experience	<ul style="list-style-type: none"> <li>Increasing the percentage of digital customers in the retail segment, in particular users of mobile and Internet banking services</li> <li>Regular newsletters and webinars for institutional customers</li> </ul>	
	3	Expanding the range of sustainable products	<ul style="list-style-type: none"> <li>Innovations and development of further sustainable products e.g.: <ul style="list-style-type: none"> <li>Recycled debit cards for retail business</li> <li>Launch of a "Green web portal solution" for SME customers</li> <li>Introduction of green mortgages</li> <li>Development of "Sustainable Deposits" (short term deposits)</li> </ul> </li> </ul>	
	2	ESG management incentive program	RBI is planning to implement a group wide ESG management incentive program for sustainable assets. First prototype was successfully launched in Austria at the end of 2022	
	3	Publishing the CO <sub>2</sub> emissions for retail customers	Integrating a carbon footprint calculator into the mobile banking application in three subsidiary banks in CEE	
	3	ESG knowledge and awareness within the group	Training on green finance products to increase awareness among relationship managers; RBI Group's ESG Academy extension for further ESG training modules	



SDG	PRB	Objective	Measure	Status
<b>Responsible banker – primary objective: Positioning as a responsible banker</b>				
	3	Pioneer in ESG bond issue	Further portfolio expansion for future green bonds and social bonds	
	3	Retail Framework for green and social loans	Introduction of a separate framework for the definition of "Green and Social Loans" for the retail banking sector	
	1; 5	Comprehensive consideration of human rights concerns related to the core business	2022: Development of a human rights policy 2023: Publication of a human rights policy and further establishment of the necessary processes	
	4	Further focus on possible partnerships for sustainable development in the area of ESG with the start-up community in CEE	Focus on developing and organizing a program that links the CEE start-up ecosystem with the subsidiary banks of RBI and focuses on exchange and promotion of sustainability	
	2	Expansion of the proprietary research clusters (future topics) to include further groups as part of the extended investment process, addition of external research inputs	Expansion of the participation of colleagues from asset management within the framework of the future issues groups, intensification of operationalisation	
	2	Further adjustment or conversion of the product range in the direction of sustainability, further increase in sustainable AuM	Completing the transformation of the product range, launching new sustainable products and concepts	
	1; 2	Continuation of the path towards an overall sustainable, climate-neutral Raiffeisen KAG and implementation of the new climate strategy with the CO <sub>2</sub> reduction targets set therein	Measurement of the carbon footprint for selected asset classes, analyses at fund level	
<b>Fair Partner/Employees – primary objective: Inclusive employer, high employer attractiveness</b>				
	1; 5	Establishment of a corporate culture based on Vision 2025, the mission and the corporate values	Topic is integrated in the development of management staff and established as part of team development measures	
	5	Implementation of the Group-wide diversity and inclusion policy as part of establishment as an inclusive employer	Implementation of local diversity strategies	
	1	Increase in the proportion of women in executive management of the RBI Group to 35 per cent by 2024	2022: Development of individual strategies for all board areas to achieve the target quota; focus on organizational culture, talent management and process design establishment of an internal executive recruiting position 2023: Establishment of an international women's network for top female executives and female members of the Management Board in the RBI Group; continuous diversity-sensitive recruitment by executive recruiters	
	1	Inclusion of people with disabilities	RBI AG: Raising employee awareness during training; close cooperation in recruitment with companies that work with disabled employees	
	5	Employee enablement and engagement target rate per company	Elaboration and implementation of packages of measures from the employee surveys carried out in 2022	
	1	Transformation of RBI into a learning organization	2022: Establishment of a dedicated SharePoint page for employees (incl. tools, templates, etc.); creation of a communication plan with various activities 2023: Increase the learning capacity of individuals and teams; create and sustain an environment conducive to learning; use learning to advance the organization's strategic priorities; establish learning governance	
	5	Comprehensive consideration of human rights concerns in relation to employees	2022: Development of a human rights policy 2023: Publication of a human rights policy and implementation of the necessary processes	
	4; 5	Raising awareness of sustainability among employees	Continuous development and updating of an ESG & Sustainability online training course; Launch and continuation of the RBI ESG Academy	

SDG	PRB	Objective	Measure	Status
<b>Fair partner/Inhouse ecology – primary objective: Reduction in environmental impacts</b>				
	2	Energy reduction	Increase in energy efficiency and the proportion of renewable energy	
	2	Increase the proportion of energy-efficient office locations	Consideration of energy efficiency in new buildings or rent of a building	
	2	Increasing the share of renewable energy	Foster the purchase of green electricity as far as available and feasible	
	2	More environmentally friendly fleet cars	Conversion of fleet to more environmentally friendly vehicles with lower CO <sub>2</sub> emissions	
	2	100 % paper with an eco label	Increasing the share of paper with an eco-label	
	2	Waste management systems at all sites	Implementation of waste management systems at all sites	
	2	Increase in proportion of recycled materials in waste	Cooperation with partner companies offering corresponding waste recycling	
	2	Survey of the status of the top suppliers with regard to their environmental and social aspects	Implementation of a supplier survey, in which they receive a corresponding questionnaire once a year	
	4	Expansion of employee information	Integrate awareness raising information on the intranet and produce an infoscreen with the most relevant action fields for the employees	
	5	Audit of CO <sub>2</sub> emissions	Collection of the inhouse related key figures for calculating the CO <sub>2</sub> emissions of RBI	
	5	Supplier policy	Continuation of the supplier policy for the entire Group, taking into account environmental and human rights concerns	
	4	Increase ESG know-how among employees	Update of the established ESG online trainings incl. control questions	
	6	Contribution to the UN climate goals according to the Science Based Targets initiative commitment	Scope 1 and 2 reduction target: RBI commitment to reduce Scope 1 and 2 absolute GHG emissions by 25% by 2030 (base year: 2020)	
	6	Implementation of an Environmental Policy	The measures set out in our environmental policy underpin our sustainability agenda and provide the basis for our environmental management	
<b>Engaged citizen – primary objectives: Addressing social issues, strengthening democracy, and climate protection measures</b>				
	1; 5	Presenting our understanding of democratic and social rights including the human rights impacts of climate change	Development and publication of a Group human rights policy	
	3	Strengthening digital literacy in Austria	Prominent companies including RBI are supporting the "fit4internet" association, which is committed to further advancing the proficient use of digital technologies and the broad participation of the whole of society in the digitalization process in 2023. (see page 154)	
	3; 4	Financial literacy	Prioritization of financial literacy measures for children and young people	
	4	Fostering the relevant progress in society – in civic, economic, academic, and cultural life – and supporting initiatives relating to social causes	Focused use of donation and membership resources in order to satisfy the objective (see page 153 onwards)	



SDG	PRB	Objective	Measure	Status
Engaged citizen – primary objectives: Addressing social issues, strengthening democracy, and climate protection measures				
	4	Strengthening cyber security	Support of the association "Kuratorium Sicheres Österreich"	
	4	Fostering international exchange and understanding with a particular focus on the European Union in general and CEE in particular	Focusing of support funding in EU and CEE in cooperation with the subsidiary banks, e.g. support and participation in the European Movement International (EMI), the Open Medical Institute (OMI) program and the European Forum Alpbach	
	4	Strengthening of democracy	Publicizing the new website, "Banking made for CEE", which provides stakeholders with wellfounded empirical data and facts on financial service activities in CEE as the basis for shaping political opinion	
	4	Steering and management of the corporate volunteering program of RBI AG (migration/integration in Austria, Stepic CEE Charity, education)	Year-round continuation of virtual and in-person engagement opportunities	
	4	Intensifying cooperation with NGOs and scientific organizations	Cross-industry cooperation, particularly with NGOs and universities	
	4	Innovative education	Focus on financial literacy for children and young people	
	4	Involvement in various projects for the protection of the environment	Examples include promoting the rental of bicycles (e.g. l'Velo Relax in Romania), reforestation campaigns and memberships	

○ New    ◐ In progress    ● Complete    🔄 Continuous

SDGs

No poverty	Zero hunger	Good health and well-being	High quality education	Gender equality	Clean water and sanitation	Affordable and clean energy
Decent work and economic growth	Industry, innovation and infrastructure	Reduced inequalities	Sustainable cities and communities	Responsible consumption and production	Climate action	Life below water
Life on land	Peace, justice and strong institutions	Partnerships for the goals				

# TCFD Disclosure Index

The Financial Stability Board of the G20 created the Task Force on Climate-related Financial Disclosures (TCFD) to improve and increase reporting of climate-related financial information. The TCFD has developed a framework to help public companies and other organizations more effectively disclose climate-related risks and opportunities through their existing reporting processes. RBI welcomes these recommendations. In the process of submitting climate-relevant data to CDP, RBI reports comprehensively on climate-related opportunities and risks. Climate-related risks are identified, assessed and managed as part of the general risk as part of the general risk management process.

Recommendations	Topic	Chapter/Further Information	Reference
<b>Governance</b>	Board's oversight of climate related risks and opportunities	Foreword of the Management Board and Supervisory Board	page 4–7
	Management's role in assessing and managing climate related risks and opportunities	Sustainability management (Mission & Vision, Sustainable corporate management; Material topics, Sustainability ratings)	page 18–19, 24–29, 40–41, 46–49
		Chapter Responsible banker (Sustainability in the core business, Business strategy, Raising awareness)	page 52–56, 93
		CDP	C1.1
		Annual report	page 25–45
		Compensation report	4.2.3
	Compensation policy	2.4.1.7ff, 2.9.15–16	
<b>Strategy</b>	Climate related risks and opportunities the organization has identified over the short, medium, and long term	Chapter Responsible banker (Impacts, risks and opportunities, Risk and lending)	page 56–59, 72–89
	Impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	CDP	C2.1a
		Chapter Responsible banker (Environmental aspects in the core business, Business strategy, Impacts, risks and opportunities, Financed GHG emissions, Sustainable Finance Initiative, Sustainable financing, Sustainable investment, Sustainable products and services)	page 54, 55–56, 56–59, 79–81, 89–93, 94–102, 103–125
		Chapter Inhouse ecology	page 175–176
	Resilience of the organization's strategy, taking into consideration different climate related scenarios, including a 2°C or lower scenario	CDP	C2.1b, C2.3a, C3.1e
		Chapter Responsible banker (Financed GHG emissions, Risk processes and governance, Sustainable financing, Sustainable investment)	page 79–81, 83–89, 94–102, 103–125
	CDP	C-FS14.3	
<b>Risik management</b>	Organization's processes for identifying and assessing climate related risks	CDP	C1.2a, C2.2, C3.1
	Organization's processes for managing climate related risks	Sustainability management (Stakeholder inclusion)	page 55–56
		Chapter Responsible banker (Environmental aspects in the core business, Business strategy, Impacts, risks and opportunities, Risk and lending, Economic sustainability, Risk and lending incl. Financed GHG emissions)	page 54, 56–59, 61–62, 72–89
	How processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management	Chapter Responsible banker (Environmental aspects in the core business, Risk and lending, Sustainable finance in business areas)	page 54, 72–89, 89–93
<b>Key figures and goals</b>	Metrics used by the organization to assess climate related risks and opportunities in line with its strategy and risk management process	Chapter Responsible banker (Business strategy)	page 55–56
	Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	Chapter Inhouse ecology	page 180–183
		Chapter Responsible banker (Financed GHG emissions)	page 79–81
		CDP	C6, C7.9, C8, C-FS14.1
	Targets used by the organization to manage climate related risks and opportunities	Chapter Inhouse ecology	page 178–179
		Chapter Responsible banker (Responsibility in the core business, Steering approaches, reflecting risks and opportunities)	page 53–54, 83–86
		Foreword by the Supervisory Board	page 4–5
		CDP	C4.1, C4.2
		Compensation report	4.2.3
		Compensation policy	2.4.1.7ff, 2.9.15–16
	Specific key figures for the banking sector: • Weighted average carbon intensity	Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)	page 55–56, 79–81, 103–125
		Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)	page 55–56, 79–81, 103–125
Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)		page 55–56, 79–81, 103–125	
Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)		page 55–56, 79–81, 103–125	
Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)		page 55–56, 79–81, 103–125	
• Total carbon emissions	Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)	page 55–56, 79–81, 103–125	
• Carbon footprint	Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)	page 55–56, 79–81, 103–125	
• Carbon intensity	Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)	page 55–56, 79–81, 103–125	
	CDP	C6.10	

# GRI content index

GRI Standard	Description	Reference	Explanation
<b>General Disclosures</b>			
<b>The organization and its reporting practices</b>			
2-1	Organizational details	Publication details 14–15, 62 AR RBI: 22–24, 66–68	
2-2	Entities included in the organization's sustainability reporting	11–12 AR RBI: 240–258	
2-3	Reporting period, frequency and contact point	9	
2-4	Restatements of information	10, 12–13, 61, 80, 116, 143, 183	
2-5	External assurance	226–229	
<b>Activities and workers</b>			
2-6	Activities, value chain, and other business relationships	14–15, 53–55, 103–119, 176–177 AR RBI: 3, 8–11, 13, 20–21, 53, 93–94	
2-7	Employees	131–132, 169–170 AR RBI: 3	The number of employees is shown in headcount unless otherwise stated.
2-8	Workers who are not employees	170	The number of employees is shown in headcount unless otherwise stated.
<b>Governance</b>			
2-9	Governance structure and composition	24–29, 32 AR RBI: 11–13, 25–39	
2-10	Nomination and selection of the highest governance body	AR RBI: 14, 26–31, 36–37, 41–42	This is regulated in Austria in: § 75 AktG (Austrian Stock Corporation Act): Appointment and dismissal of the management board; § 87 AktG (Austrian Stock Corporation Act): Election and dismissal of the supervisory board.
2-11	Chair of the highest governance body	AR RBI: 26–28	§ Section 90. (1) AktG (Austrian Stock Corporation Act): The members of the Supervisory Board may not at the same time be members of the Executive Board or permanent representatives of members of the Executive Board of the Company or its subsidiaries. Nor may they conduct the business of the Company as employees.
2-12	Role of the highest governance body in overseeing the management of impacts	18–19, 23–29, 34, 39, 46, 65–66, 73, 93, 110, 129, 137–138 AR RBI: 22–24, 31–38	
2-13	Delegation of responsibility for managing impacts	24–29, 33–34, 37–38	The CEO of RBI is the Chairman of the Sustainability Council. The CRO of RBI is a member of the Sustainability Council.
2-14	Role of the highest governance body in sustainability reporting	11 AR RBI: 15, 45	The Sustainability Report is approved by the members of the Management Board of RBI AG. Key points are discussed in the Sustainability Council. Pursuant to § 96 AktG (Austrian Stock Corporation Act), the Supervisory Board examines the Sustainability Report.
2-15	Conflicts of interest	35 AR RBI: 44	
2-16	Communication of critical concerns	25–26, 33, 142 AR RBI: 22–24, 34–38	
2-17	Collective knowledge of the highest governance body	25 AR RBI: 15	
2-18	Evaluation of the performance of the highest governance body	AR RBI: 15, 38 RR 4.2.3., RP 2.4.1.7 et seqq., 2.9 15–16	
2-19	Remuneration policies	129, 138–139 AR RBI: 36RR, RP	
2-20	Process to determine remuneration	AR RBI: 36–37 RR 4., RP 2.2. et seqq. 6 et seqq., 2.9., RR 9, RP 2.8. 14, 2.9. 15  www.rbiinternational.com/en/investors/events-overview/ annual-general-meetings	No external advisor was involved in determining the remuneration.
2-21	Annual total compensation ratio	139	
<b>Strategy, policies and practices</b>			
2-22	Statement on sustainable development strategy	4–7	
2-23	Policy commitments	17–24, 29–39, 52, 54, 65–67, 70, 74, 82–91, 109, 111–115, 117, 121, 132–133, 145–146, 155, 174–177, 186–187	
2-24	Embedding policy commitments	19–20, 30–36, 52, 54, 65–66, 70, 87–91, 109, 111–115, 121, 133, 137–139, 145–146	
2-25	Processes to remediate negative impacts	32–37, 70, 142	
2-26	Mechanisms for seeking advice and raising concerns	32–34, 64, 68–70, 142, 145	
2-27	Compliance with laws and regulations	38	
2-28	Membership associations	26, 38, 153, 199–200	
<b>Stakeholder engagement</b>			
2-29	Approach to stakeholder engagement	42–45, 53, 59, 68–69, 91, 111, 161–162, 177	
2-30	Collective bargaining agreements	143	

General Disclosures

	GRI Standard	Description	Reference	Explanation	
<b>Material Topics</b>					
Material Topics	3-1	Process to determine material topics	11–12, 39–41		
	3-2	List of material topics	40–41		
<b>Material Topics</b>					
<b>Material Topic: Compliance</b>					
All	GRI 3-3	Management of material topics	17–23		
	<b>GRI 205 -2016 Anti-corruption</b>				
	205-1	Operations assessed for risks related to corruption		In 2022, we assessed 80 % (16) of the group units included in this report. No significant corruption risks were identified during the risk assessment.	
	205-2	Communication and training about anti-corruption policies and procedures	34–35		
	205-3	Confirmed incidents of corruption and actions taken	35		
	<b>GRI 415 -2016 Public Policy</b>				
	415-1	Political contributions	39		
	<b>Combating money laundering and terrorism</b>				
	<b>Disclosures for the sector</b>				
	<b>Audit</b>				
G4-DMA (former FS9)	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	36–38			

	GRI Standard	Description	Reference	Explanation
Responsible banker	<b>Material Topic: Sustainable Financing</b>			
	GRI 3-3	Management of material topics	17–23, 52–60, 72–104	
	<b>GRI 305 – 2016 Emissions</b>			
	305-1	Direct (Scope 1) GHG emissions		Not relevant for RBI products.
	305-2	Energy indirect (Scope 2) GHG emissions		Not relevant for RBI products.
	305-3	Other indirect (Scope 3) GHG emissions	80–81	
	305-4	GHG emissions intensity	80–81	
	305-5	Reduction of GHG emissions	80	
	305-6	Emissions of ozone-depleting substances (ODS)		Information from customers not available; furthermore, no reliable estimation methods are currently available.
	305-7	Nitrogen oxides (NOx), sulfure oxides (SOx), and other significant air emissions		Information from customers not available; furthermore, no reliable estimation methods are currently available.
	<b>Disclosures for the sector</b>			
	<b>Product portfolio</b>			
	G4-DMA (former FS1)	Policies with specific environmental and social components applied to core business	19, 32, 54, 65–66, 83–86, 89–91	
	G4-DMA (former FS2)	Procedures for assessing and screening environmental and social risks in business lines	72–89	
	G4-DMA (former FS3)	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions	77, 80, 87–89	The agreed credit terms are assessed as standard as part of the annual analyses of all risk relevant transactions.
	G4-DMA (former FS4)	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	34, 45, 71, 74, 88, 90, 93, 136–137	
	G4-DMA (former FS5)	Interactions with clients, investees and business partners regarding environmental and social risks and opportunities	53, 59, 89–93	
	G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	99–103	
	G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	95–98	
	<b>Material Topic: Sustainable Investment</b>			
	GRI 3-3	Management of material topics	17–23, 52–56, 105–119	
	<b>GRI 305 – 2016 Emissions</b>			
	305-1	Direct (Scope 1) GHG emissions		Not relevant for RBI products.
	305-2	Energy indirect (Scope 2) GHG emissions		Not relevant for RBI products.
	305-3	Other indirect (Scope 3) GHG emissions	108, 116	
	305-4	GHG emissions intensity	108, 116	
	305-5	Reduction of GHG emissions	108, 116	
	305-6	Emissions of ozone-depleting substances (ODS)		Information from customers not available; furthermore, no reliable estimation methods are currently available.
305-7	Nitrogen oxides (NOx), sulfure oxides (SOx), and other significant air emissions		Information from customers not available; furthermore, no reliable estimation methods are currently available.	
<b>Disclosures for the sector</b>				
<b>Product portfolio</b>				
G4-DMA (former FS1)	Policies with specific environmental and social components applied to core business	19, 32, 54, 110–111		
G4-DMA (former FS2)	Procedures for assessing and screening environmental and social risks in business lines	110		
G4-DMA (former FS4)	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	34, 45, 107, 136–137		
G4-DMA (former FS5)	Interactions with clients, investees and business partners regarding environmental and social risks and opportunities	53, 111–112		
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	108, 119		
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	108, 119		

GRI Standard	Description	Reference	Explanation
<b>Disclosures for the sector</b>			
<b>Active Ownership</b>			
G4-FS11	Percentage of assets subject to positive and negative environmental or social screening	105, 107, 115, 117	
G4-DMA (former FS12)	Voting policies applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting	111	
<b>Audit</b>			
G4-DMA (former FS9)	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	110–111, 123–125	
<b>Material Topic: Societal Aspects within the Core Business</b>			
GRI 3-3	Management of material topics	17–23, 52–56, 65–72	
<b>GRI 206 – 2016 Anti-competitive Behavior</b>			
206-1	Legal actions for anti-competitive behavior, antitrust, and monopoly practices	67	
<b>GRI 417 – 2016 Marketing and Labeling</b>			
417-1	Requirements for product and service information and labeling	66–67, 107, 117	Not relevant for the financial sector.
417-2	Incidents of non-compliance concerning product and service information and labeling	67	
417-3	Incidents of non-compliance concerning marketing communications	67	
<b>GRI 418 – 2016 Customer Privacy</b>			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	66	
<b>Disclosures for the sector</b>			
<b>Local Communities</b>			
G4-FS14	Initiatives to improve access to financial services for disadvantaged people	70–72	
<b>Labeling of products</b>			
G4-DMA (former FS15)	Policies for fair design and sale of financial products and services	66–67, 107, 117	
<b>Material Topic: Economic value creation</b>			
GRI 3-3	Management of material topics	17–23, 53–56, 60–62	
<b>GRI 201 – 2016 Economic performance</b>			
201-1	Direct economic value generated and distributed	61–62, 186	
201-2	Financial implications and other risks and opportunities due to climate change	52, 54, 56–60, 72–76, 80, 89–93, 108, 174–175	
201-3	Defined benefit plan obligations and other retirement plans	AR RBI: 161	
201-4	Financial assistance received from government	62	
<b>GRI 203 – 2016 Indirect Economic Impacts</b>			
203-1	Infrastructure investments and services supported	95–101, 104	
203-2	Significant indirect economic impacts	52, 54, 56, 59, 90, 91, 94–104	
<b>GRI 207 – 2019 Tax</b>			
<b>Management approach disclosure</b>			
207-1	Approach to tax	62–64	
207-2	Tax governance, control, and risk management	63	
207-3	Stakeholder engagement and management of concerns related to tax	62–64	
<b>Topic-specific disclosures</b>			
207-4	Country-by-country reporting	64	
<b>Disclosures for the sector</b>			
<b>Product portfolio</b>			
G4-FS6	Percentage of the portfolio for business lines by specific region, size and by sector	62, 80, 94–101 AR RBI 200 et seqq.	

Responsible banker



	GRI Standard	Description	Reference	Explanation
Fair partner / Employees	<b>Material Topic: Employee concerns</b>			
	GRI 3-3	Management of material topics	17-23, 128-169	
	<b>GRI 401 – 2016 Employment</b>			
	401-1	New employee hires and employee turnover	170	
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	132	
	401-3	Parental leave	170	
	<b>GRI 402 – 2016 Labor/Management Relations</b>			
	402-1	Minimum notice periods regarding operational changes	143-144	
	<b>GRI 403 – 2018 Occupational Health and Safety</b>			
	403-1	Occupational health and safety management system	129, 159-164	
	403-2	Hazard identification, risk assessment, and incident investigation	160-162	
	403-3	Occupational health services	160-163	
	403-4	Worker participation, consultation, and communication on occupational health and safety	160-162	
	403-5	Worker training on occupational health and safety	160, 163	
	403-6	Promotion of worker health	160, 163-164	
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Not applicable due to the business model of RBI.
	403-8	Workers covered by an occupational health and safety management system	159-160	
	403-9	Work-related injuries	161	For workers who are not employees, this figure is not yet available for the 2022 financial year, but it will be collected from 2023 onwards.
	403-10	Work-related ill health	161-164	No figures can be given for work-related illnesses, as this does not have to be disclosed by the employees.
	<b>GRI 404 – 2016 Training and Education</b>			
	404-1	Average hours of training per year per employee	171	
	404-2	Programs for upgrading employee skills and transition assistance programs	134-135	
	404-3	Percentage of employees receiving regular performance and career development reviews	171	
	<b>GRI 405 – 2016 Diversity and Equal Opportunity</b>			
	405-1	Diversity of governance bodies and employees	148, 171 AR RBI: 41-43	
	405-2	Ratio of basic salary and remuneration of women to men	156	
	<b>GRI 406 – 2016 Non-discrimination</b>			
	406-1	Incidents of discrimination and corrective actions taken	33, 145-158	
	<b>GRI 407 – 2016 Freedom of Association and Collective Bargaining</b>			
	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	142-143	In Austria and the countries where this is required by law, the staff councils represent the employees in all matters of labor and employment law. All legal conditions are strictly complied with in all countries.

	GRI Standard	Description	Reference	Explanation
Fair partner / Inhouse Ecology	<b>Material Topic: Inhouse Ecology</b>			
	GRI 3-3	Management of material topics	17–23, 174–183	
	<b>GRI 302 – 2016 Energy</b>			
	302-1	Energy consumption within the organization	181	The details on energy consumption are currently not available and will be reported from the 2023 financial year.
	302-2	Energy consumption outside of the organization		Not relevant, as energy consumption only takes place in own organization.
	302-3	Energy intensity	181, 183 www.rbinternational.com/en/sustainability/inhouse-ecology	
	302-4	Reduction of energy consumption	181-183 www.rbinternational.com/en/sustainability/inhouse-ecology	
	302-5	Reductions in energy requirements of products and services		Not relevant in inhouse ecology for the financial sector.
	<b>GRI 305 – 2016 Emissions</b>			
	305-1	Direct (Scope 1) GHG emissions	180–181, 183 www.rbinternational.com/en/sustainability/inhouse-ecology	
	305-2	Energy indirect (Scope 2) GHG emissions	180–181, 183 www.rbinternational.com/en/sustainability/inhouse-ecology	
	305-3	Other indirect (Scope 3) GHG emissions	180–181, 183 www.rbinternational.com/en/sustainability/inhouse-ecology	Also includes the emissions of the material sub-topic "business travel".
	305-4	GHG emissions intensity	183 www.rbinternational.com/en/sustainability/inhouse-ecology	
	305-5	Reduction of GHG emissions	178, 180–183 www.rbinternational.com/en/sustainability/inhouse-ecology	
	305-6	Emissions of ozone-depleting substances (ODS)		There are currently no reliable survey methods available.
	305-7	Nitrogen oxides (NOx), sulfure oxides (SOx), and other significant air emissions		There are currently no reliable survey methods available.
	<b>Disclosures for the sector</b>			
	<b>Product portfolio</b>			
	G4-DMA (former FS5)	Interactions with clients, investees and business partners regarding environmental and social risks and opportunities	177	
	Engaged Citizen	<b>Material Topic: Commitment to Society and Environment</b>		
GRI 3-3		Management of material topics	17–23, 186–201	
<b>Disclosures for the sector</b>				
<b>Product portfolio</b>				
G4-DMA (former FS5)		Interactions with clients, investees and business partners regarding environmental and social risks and opportunities	200–201	
<b>Marketing and Labeling</b>				
G4-DMA (former FS16)	Initiatives to enhance financial literacy by type of beneficiary	186, 188, 191–194		

Key							
<b>AktG</b>	Austrian Stock Corporation Act	<b>AR</b>	Annual report	<b>CEO</b>	Chief Executive Officer	<b>CRO</b>	Chief Risk Officer
<b>DMA</b>	Disclosure on management approach	<b>FS</b>	Financial Sector	<b>GHG</b>	Greenhouse gas	<b>GRI</b>	Global Reporting Initiative
<b>RBI</b>	RBI Group	<b>RP</b>	Remuneration Policy	<b>RR</b>	Remuneration Report		

PRB 6

# Regulatory disclosure obligation in accordance with Article 8 of the EU Taxonomy Regulation

The EU Taxonomy Regulation<sup>1</sup> sets out an EU-wide framework – a classification system – that allows investors and undertakings to determine whether certain economic activities are environmentally sustainable. Article 8 of the Regulation requires undertakings covered by the Non-Financial Reporting Directive (NFRD)<sup>2</sup> to publish information on how and to what extent their economic activities qualify as environmentally sustainable. RBI is required to disclose Taxonomy eligibility for the 2021 and 2022 financial years. The second step in the disclosure process, the specific Taxonomy alignment, will apply for the 2023 financial year. This graduated approach is necessary due to the reliance of the financial services industry on the ESG KPIs disclosed by its clients.

## I. Mandatory disclosure

RBI discloses six quantitative indicators in accordance with article 10 (3) of the Delegated Regulation<sup>3</sup> supplementing the EU Taxonomy Regulation. For additional information and improved clarity. The disclosure of these quantitative KPIs is accompanied by qualitative information pursuant to Annex XI<sup>4</sup> to the Delegated Regulation.

1. Exposures to Taxonomy eligible economic activities/total assets: 13.73 %
2. Exposures to Taxonomy non-eligible economic activities/total assets: 2.88 %
3. Exposures to central governments, central banks, supranational issuers and exposures from derivatives/total assets: 32.41 %
4. Exposures to non-NFRD undertakings<sup>5</sup> /total assets: 33.00 %
5. Exposures in the trading portfolio/total assets: 3.04 %
6. Exposures on demand interbank loans/total assets: 7.42 %

## II. Scope of exposures and activities covered by the six KPIs and information on data sources and current data limitations

In accordance with the legal requirements, the denominator of all quantitative indicators is represented by the RBI Group's total on-balance sheet assets, which amounted to € 210.3 billion as of December 2022.

Further details of the calculations as per the qualitative disclosures required by Annex XI of the Delegated Regulation can be found separately for each KPI below. The calculations have been performed to the best of the RBI Group's knowledge and understanding of the regulatory requirements.

<sup>1</sup> REGULATION (EU) 2020/852 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 18 June 2020 on the establishment of a framework to facilitate sustainable investment and amending Regulation (EU) 2019/2088.

<sup>2</sup> DIRECTIVE 2014/95/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 22 October 2014 amending Directive 2013/34/EU as regards disclosure of non-financial and diversity information by certain large undertakings and groups in conjunction with DIRECTIVE (EU) 2022/2464 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 14 December 2022 amending Directive 2013/34/EU, as regards corporate sustainability reporting.

<sup>3</sup> COMMISSION DELEGATED REGULATION (EU) 2021/2178 of 6 July 2021 supplementing Regulation (EU) 2020/852 of the European Parliament and of the Council by specifying the content and presentation of information to be disclosed by undertakings subject to Articles 19a or 29a of Directive 2013/34/EU concerning environmentally sustainable economic activities and specifying the methodology to comply with that disclosure obligation.

<sup>4</sup> Annex XI (EU) 2021/2178.

<sup>5</sup> In the wording of Article 10, these are "undertakings that are not obliged to publish non-financial information pursuant to Article 19a or 29a of Directive 2013/34/EU".

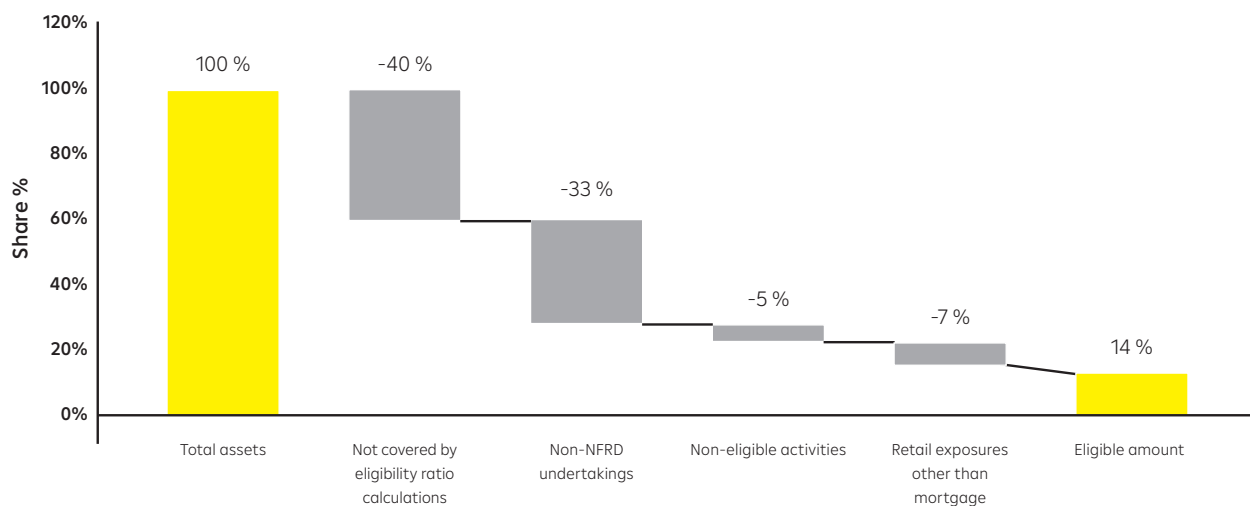
## RBI's Eligibility Approach

Eligible assets are identified as a subset of the total covered assets present in the banking book of RBI. Total covered assets are identified as per requirements of the full "Green Asset Ratio" disclosure that will come into force as of fiscal year 2023, when they will serve the purpose of the denominator. Covered assets exclude exposures towards Central Banks, Supranational institutions, Central Government, assets held for trading, and on-demand interbank loans. Total eligible assets are defined as those that are covered and additionally belong to one of the following:

- Eligible exposures towards NFRD undertakings
- Eligible retail exposures
- Eligible exposures towards Local and Regional Government Financing
- Real estate collaterals obtained by taking possession in exchange for the cancelation of the debt and held for sale

Following table and figure show the derivation logic from total assets to final eligible amount.

### Eligible assets derivation



## 1. KPI #1 – Exposures to Taxonomy-eligible economic activities/total assets

This is the most relevant KPI within this year's disclosure in accordance with article 8 of the Taxonomy Regulation. The RBI Group's assets with exposures to Taxonomy-eligible economic activities amount to € 28.9 billion. In accordance with the instructions set out in Annex V of Delegated Regulation, the exposures to be included in the numerator encompass banking book exposures in respect of NFRD-relevant clients, households (limited to loans collateralized by residential real estate and home renovation loans), and exposures in respect of local governments (limited to public housing financing). In our understanding of the regulatory requirements, retail car loans are not required to be included until a later date and are limited to newly generated exposures. We are not currently able to identify retail exposures for home renovation loans, meaning that RBI's Taxonomy-eligible exposures are underestimated. However, work is underway to make this possible in the future. A detailed explanation of the identification of NFRD-relevant clients can be found in the comments on KPI #4 below.

According to the interpretation in the (FAQ)<sup>1</sup> published by the European Commission in December 2021, the disclosure of Taxonomy-eligible exposures must be based on actual information provided by the financial or non-financial undertaking. During 2022, RBI initiated eligibility assessments on individual exposure for specific purpose lending and on client level for general purpose lending. In addition, third party data providers were used to obtain information for eligibility assessment. However, due to still limited structured data availability, RBI lending portfolio could not be fully covered with eligibility assessment. Significant improvement has been made since last year, and it is expected that the share of the Taxonomy-eligible exposures will change accordingly as more information on eligibility is disclosed through non-financial disclosures of RBI Group's clients.

## 2. KPI #2 - Exposures to Taxonomy non-eligible economic activities/total assets

This KPI reflects the proportion of exposures to Taxonomy non-eligible economic activities in the RBI Group's total assets. For the purposes of the mandatory disclosure, applying the approach proposed in the FAQ<sup>1</sup> published by the European Commission in December 2021, we have qualified the exposures included in the numerator<sup>2</sup> as Taxonomy non-eligible for our entire exposure in respect of NFRD clients, except for those identified as described in the definition of KPI #1.

It is important to note that, by definition, KPI #1 and KPI #2 do not add up to 100 per cent as the numerators of the two KPIs only represent a subset of RBI's total assets<sup>3</sup>. For example, exposures to central governments, exposures in respect of non-NFRD clients and trading book exposures are excluded by law (these exposures are covered by KPI #3, KPI #4 and KPI #5 respectively).

## 3. KPI #3 – Exposures to central government, central banks, supranational issuers and exposures from derivatives/total assets

Exposures to central governments, central banks, supranational issuers and exposures from derivatives account for a material proportion of the RBI Group's total assets. Exposures to central governments, central banks and supranational issuers are not included in the denominator when calculating the Green Asset Ratio. All else being equal, this has a positive impact on the Green Asset Ratio. The derivatives exposure is included in the denominator but is excluded from the scope of the exposures to be aggregated in the numerator in future Green Asset Ratio calculations.

## 4. KPI #4 – Exposures to non-NFRD undertakings/total assets

Calculating this KPI required us to overcome the lack of publicly available sources for the identification of NFRD undertakings. The Group's NFRD client base was determined by reference to internally available data, and in particular the following: a) the country of incorporation of the counterparty (which must be an EU country); b) whether the net revenue of the client exceeds € 40 million or its total assets exceed € 20 million; c) whether the customer is either a listed company, a credit institution, or an insurance company. Due to data gaps, we were unable to account for the number of employees (>= 500) and we were unable to identify counterparties that fulfill all of the criteria other than those under c) but that are still subject to the obligation to publish a non-financial statement pursuant to Article 19a or 29a of Directive 2013/34/EU.

By excluding these clients from the list of financial and non-financial undertakings, we were able to identify the non-NFRD clients required for KPI #4. For the future, we have a clear ambition to improve the accuracy with which NFRD clients are identified. Exposures to non-NFRD undertakings are nevertheless expected to remain material, especially considering the proportion of RBI Group activities in non-EU countries.

<sup>1</sup> [www.finance.ec.europa.eu/system/files/2022-01/sustainable-finance-taxonomy-article-8-report-eligible-activities-assets-faq\\_en.pdf](http://www.finance.ec.europa.eu/system/files/2022-01/sustainable-finance-taxonomy-article-8-report-eligible-activities-assets-faq_en.pdf).

<sup>2</sup> This means that the numerator includes only exposures to clients identified as "NFRD-relevant". By construction, as per our interpretation of the requirements, no retail sector exposures and no exposures in respect of local governments are included in the numerator for KPI #2 – unlike KPI #1, where we have included retail sector exposures collateralized by residential real estate and exposures to local governments for public housing financing.

<sup>3</sup> Other exposures are not included in the numerators of the KPIs: e.g. retail exposures not falling within the products defined by the Regulation (collateralized residential mortgages, tangible and intangible exposures).

## 5. KPI #5 Exposures in the trading portfolio/TA (%) and KPI #6 Exposures in on-demand interbank loans/total assets

Trading book and on-demand interbank loans are excluded from the numerator but included in the denominator of the Green Asset Ratio in the Taxonomy-eligible and Taxonomy-aligned Green Asset Ratio calculations alike. All else being equal, the higher the proportion of trading book and on-demand interbank loans, the more negative the impact on the green asset ratio.

Qualitative KPIs as of the business strategy, the product design processes and cooperation with RBI's clients and counterparties can be found in the "Responsible banker" chapter earlier in this report.

## III. Voluntary disclosure on KPI #1 and KPI #2

**Taxonomy-eligible exposures (KPI #1):** For voluntary disclosure purposes, in addition to already identified Taxonomy eligible exposures, we have attempted to estimate the Taxonomy eligibility of RBI's exposures to NFRD clients using the NACE mapping published and made available in the European Commission's Taxonomy Compass<sup>1</sup> Taxonomy Compass Economic activities not mapped to any NACE are not included. The criterion for NACE allocation is the primary NACE of RBI's clients. Using this proxy increases the Taxonomy-eligible exposures to € 29.7 billion, with KPI #1 increasing slightly to 14.13%

Due to the different scope of the numerator and the denominator, our opinion is that KPI #1 based on Taxonomy eligibility in accordance with Article 10 (a) of the Delegated Regulation should ultimately not be applied in inferring the Green Asset Ratio that will be published from 2024 onwards. There is an obvious difference in the **scope of the numerator**. Unlike when Taxonomy eligibility is examined in isolation, the Green Asset Ratio is calculated by also examining and applying the technical screening criteria and compliance with minimum social safeguards. This means the numerator of the Green Asset Ratio will be smaller than the numerator of KPI #1, which includes "only" Taxonomy-eligible exposures. Another material difference in the calculation relates to the **composition of the denominator**: the denominator for KPI #1 corresponds to total assets, while the denominator for the Green Asset Ratio will correspond to the covered exposures according to the calculations that are mandatory from 2024 onwards, i.e. excluding a significant portion of RBI's exposures. However, as a smaller numerator and a smaller denominator have an opposing effect on the ratio, the net effect of these two discrepancies in the calculation methodology is hard to predict.

As such, the fact that the RBI Group has a comparatively large proportion of activities in non-EU countries may imply that it will have a lower Green Asset Ratio than its peers operating solely in EU countries. This is because the bank's exposures to non-NFRD undertakings will be excluded from the Green Asset Ratio numerator but will still be included in the denominator. As a consequence, a high proportion of non-EU exposures will have a negative impact on the Green Asset Ratio. To ensure a level playing field in the financial sector, these structural differences between banks' business models must be taken into account when comparing the Green Asset Ratio published by the various institutions – not least since the RBI Group is actively supporting the sustainable transformation of its clients' activities and thus contributing to the sustainable development of the CEE region. We are committed to continuously improving our own processes and the topic of ESG data availability and quality as part of a constructive dialog with the relevant stakeholders.

**Taxonomy non-eligible exposures (KPI #2):** For voluntary disclosure purposes, applying the proxy described for KPI #1 would reduce the share of Taxonomy non-eligible exposures in total assets to 2.49 %<sup>2</sup>.

<sup>1</sup> <https://ec.europa.eu/sustainable-finance-taxonomy/index.html>

<sup>2</sup> Using this proxy, only exposures corresponding to NACE categories that are allocated to Taxonomy non-eligible economic activities according to the Taxonomy Tool are taken into account.




# UNEP FI Principles for Responsible Banking

## Reporting and Self-Assessment

The following table provides all relevant information on the reporting and self-assessment obligations of RBI as a signatory to the UNEP FI Principles for Responsible Banking (PRBs), which must be made in the second year after signing, have to be made. The presentation is based on the reporting template revised by UNEP FI as of September 2022.

The six principles reflect the key elements of our sustainability vision and mission and serve to underline our commitment to the Paris Agreement and the United Nations Sustainable Development Goals (SDGs).

 <b>Principle 1: Alignment</b> We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.		
Reporting and Evaluation Requirements	High-level summary of RBI's response	Reference to detailed information
<b>Business model</b>	Raiffeisen Bank International considers Austria and Central and Eastern Europe (CEE) as its home market. In Austria, it is a leading corporate and investment bank for the country's top 1,000 companies. 12 markets in the region are covered by subsidiary banks. The Group also includes numerous other financial services companies, for example in the areas of asset management and M&A. In total, around 44,000 RBI employees serve 17.6 million customers in around 1,700 business outlets, the majority of which are in CEE. RBI AG shares have been listed on the Vienna Stock Exchange since 2005.	Overview/About RBI Annual Report ( <a href="http://www.rbinternational.com/en/investors/reports/annualreports">www.rbinternational.com/en/investors/reports/annualreports</a> )
<b>Strategy alignment</b> <b>Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <b>Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks</b> <input checked="" type="checkbox"/> UN Guiding Principles on Business and Human Rights <input checked="" type="checkbox"/> International Labour Organization fundamental conventions <input checked="" type="checkbox"/> UN Global Compact <input checked="" type="checkbox"/> UN Declaration on the Rights of Indigenous Peoples <input checked="" type="checkbox"/> Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk - please specify which ones: applicable Austrian and EU law including requirements by the European Central Bank as the bank's supervisor <input checked="" type="checkbox"/> Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery - please specify which ones: applicable Austrian and EU law <input type="checkbox"/> None of the above		
	<b>Vision 2025</b> With the Vision 2025 presented in 2019 – "We are the most recommended financial services provider" - it is clear that RBI wants to be more than just a bank for its customers. RBI is committed to a distinctive service culture that regularly seeks to exceed customer expectations in terms of quality. To make the vision a reality, the mission is: "We make our customers' lives easier through constant innovation." It is linked to a promise to the community to "act in a socially responsible manner and contribute to the long-term well-being of the people and businesses in our markets." This is in line with RBI's sustainability strategy, which aims to create sustainable value. Growth, digital transformation, cost discipline and sustainability continue to be the four strategic pillars driving progress and the path to achieving Vision 2025.	Management/Sustainability concept/ Mission and vision 2025

**Sustainability strategy**

RBI pursues the clear strategic goal of being a responsible banker in the area of sustainability in its core markets and strives not only to offer sustainable financial services to its customers in Austria and CEE, but also to support them in the transition to sustainable business models. This internal motivation is reflected in RBI's commitment to the UNEP FI Principles for Responsible Banking, namely to proactively contribute to the implementation of the Paris goals and the redirection of capital flows to sustainable activities.

To implement its aspirations, RBI has adopted a holistic approach across all customer groups, with the aim of making a significant contribution to RBI's business growth through responsible banking.

In order to be able to offer advice and integrated financing solutions for corporate and institutional customers (e.g. ESG-linked products, sustainable bonds and promissory note loans), a Group-wide ESG competence center was created for these two customer segments, among others. For retail customers and small businesses, the integration of ESG aspects into banking products is to be stepped up in response to the increased importance of sustainability aspects in purchasing decisions. Due to the ESG megatrend and the associated strong increase in demand for sustainable investment products, such as funds or certificates, as well as for ESG bonds, a particular focus is on the further development of a broad and targeted product portfolio for private investors as well as for investors and issuers from the corporate and institutional sectors. Sustainable Finance has been an integral part of the corporate strategy since 2021.

Management/Sustainability concept/  
Our values and principles

Responsible banker/Business strategy

Responsible banker/  
Sustainable finance initiative

**Principle 2: Impact and Target Setting**

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Reporting and Evaluation Requirements	High-level summary of RBI's response	Reference to detailed information
<b>1. Impact Analysis (Key Step 1)</b>		
a) Scope	<p>Scope of analysis: The portfolio analysis took into account the business activities (consumer, business and corporate banking according to UNEP FI terminology) with their share of the total portfolio as well as the market position in the countries in CEE:</p> <ul style="list-style-type: none"> <li>▪ Consumer Banking: approximately 31 per cent share</li> <li>▪ Corporate &amp; Business Banking: around 56 per cent share</li> </ul> <p>The missing percentages result from the fact that Kosovo, on the one hand, and individual products (e.g. Treasury, Participation, etc.), which are not consolidated and would therefore distort the result, were not taken into account. The cut-off date for the first data collection was 30.6.2022.</p> <p>In the autumn of 2022, RBI's practical application of Principle 2 on impact assessment and target setting was recognised by UNEP Financial Initiative as a "good practice example" which was published as part of three case studies on their website.</p>	<p>Responsible banker/Impacts, risks and opportunities</p> <p>UNEP FI case study with RBI <a href="http://www.unepfi.org/industries/banking/case-studies-on-impact-analysis-and-target-setting/">www.unepfi.org/industries/banking/case-studies-on-impact-analysis-and-target-setting/</a></p>
b) Portfolio composition	<p>Scope of exposure: For business and corporate banking, the exposure at default (EAD) per sector and country as well as the NACE code of the respective customer were used for further analysis. For corporate and business banking, the impact analysis examined our main sectors by NACE code for twelve markets. For the retail business, the impact of five banking products was examined in more detail. These include credit cards, loan agreements, structured loans, housing loans and vehicle loans. Details on liabilities to banks and customers by asset class can be found in the Annual Report.</p>	<p>Responsible banker/Impacts, risks and opportunities</p> <p>Annual Report <a href="http://www.rbinternational.com/en/investors/reports/annual-reports">www.rbinternational.com/en/investors/reports/annual-reports</a></p>
c) Context	<p>Context and Relevance: In the data collection process, priority was given to those sectors identified in the UNEP FI tool's Key Sector Mapping as negative key sectors for the 38 impact topics in twelve impact areas. This mapping subsequently provides information on which sectors and industries are critical to achieving and/or undermining the twelve impact areas. In addition, country needs were identified in relation to the twelve impact areas and the Sustainable Development Goals. The most significant negative impact areas in terms of the largest share of exposure causing the impact are in the two areas of "<b>climate change</b>" and "<b>circularity</b>". The latter includes the impact topics of resource efficiency and waste.</p> <p>Climate change dedicates impact to the prevention, reduction or elimination of greenhouse gas emissions. The circularity is defined as a production and consumption model that reduces the amount of materials used, especially raw materials.</p>	<p>Responsible banker/Impacts, risks and opportunities</p> <p>Responsible banker/Impacts, risks and opportunities</p>

<p><b>d) Performance measurement</b></p>	<p>Based on the results of the internal stakeholder dialog at the Group Meeting 2021, the details of the analysis were discussed with the business units and the subsidiary banks in 2022. As a result, the business units defined targets and measures for these two key areas. This is reflected in the sector group guidelines (steel, oil &amp; gas, real estate) drawn up in 2022 and the planned guidelines in the areas of transport and agriculture. The objective is further supported by the Science Based Targets approved in 2022.</p> <p>In order to better address the negative impact in the area of circularity in the future, RBI has been an active member of the UNEP FI working group "PRB Resource Efficiency and Circular Economy Target Setting" since 2022.</p> <p>The performance of the annual impact analysis will become a fixed component of our portfolio analysis. Sustainability targets have been agreed at Management Board level in RBI AG, which are also shown transparently in the remuneration report. In the course of the results of the impact analysis, these targets are continuously developed (see also Compensation Report on the homepage).</p>	<p>Responsible banker/Impacts, risks and opportunities</p>
<p><b>Self-assessment summary:</b>  <b>Which of the following components of impact analysis has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?</b></p> <p>Scope: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No  Portfolio composition: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No  Context: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No  Performance measurement: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No</p> <p><b>Which most significant impact areas have you identified for your bank, as a result of the impact analysis?</b>  Climate change mitigation, climate change adaptation, resource efficiency &amp; circularity</p> <p><b>How recent is the data used for and disclosed in the impact analysis?</b></p> <p><input checked="" type="checkbox"/> Up to 6 months prior to publication  <input type="checkbox"/> Up to 12 months prior to publication  <input type="checkbox"/> Up to 18 months prior to publication  <input type="checkbox"/> Longer than 18 months prior to publication</p>		
<p><b>2. Target Setting (Key Step 2)</b>  <b>a) Alignment</b></p>	<p>In 2022, work continued on defining targets for the two identified impact areas of strategic importance - "<b>climate protection</b>" and "<b>circularity</b>" - which are of major importance in all three business areas. This is also reflected in the <b>Strategic Roadmaps</b> of the individual Board areas as well as in the defined ESG KPIs and ultimately in the compensation report for subsequent years.</p> <p>The <b>sustainability program</b> provides in numerous measures that these targets can be defined in concrete and fact-based terms.</p> <p>For the impact area "Climate Protection", the <b>Science Based Target (SBT) project</b> represents an important role. RBI's science-based targets were approved by the Science Based Target initiative in September 2022 and are an important tool to support the Group's portfolio steering towards financing activities that are aligned with the Paris Agreement goals. Several initiatives have already been launched for the impact area "circularity". RBI already distinguishes between risks related to climate change and the circularity (includes resource efficiency and biodiversity).</p>	<p>Responsible banker/Impacts, risks and opportunities Management/ Sustainability concept/Mission and vision 2025</p> <p>Sustainability program</p> <p>Responsible banker/Risk and lending</p>
<p><b>b) Baseline</b> (as per UNEP FI guidance: <a href="https://www.unepfi.org/prb-reporting-and-self-assessment-template/">https://www.unepfi.org/prb-reporting-and-self-assessment-template/</a>)</p>		
<p><b>Climate Change</b></p>		
<p><b>Code</b></p> <p><b>A. 1.1</b></p> <p><b>Climate strategy:</b> Does your bank have a climate strategy in place?</p> <p><b>A. 1.2</b></p> <p><b>Paris targetsetting:</b> Has your bank set a long-term, cross-portfolio Paris objective?</p> <p><b>A. 1.3</b></p> <p><b>Customer Relations Policies and Procedures:</b> Has your bank implemented customer relationship rules and procedures (for both new and existing customers) to work together towards the goal of transforming customers' activities and business model?</p> <p><b>A. 1.4</b></p> <p><b>Portfolio Analysis:</b> Has your bank analyzed (parts of) its loan and/or investment portfolio in terms of financed emissions, technology mix or carbon-intensive sectors in the portfolio?</p>	<p><b>Answer</b></p> <p><b>Yes</b></p> <p><b>Yes</b>, target degree 2040: well below-2-degrees-target. See also Responsible banker/risk and lending/science-based targets</p> <p><b>Yes</b>; we have introduced specific sector guidelines see also Responsible banker/Risk and lending/Management approaches</p> <p><b>Yes</b>, for corporate and business banking, the impact analysis examined our main sectors by NACE code for twelve markets. For retail business, the impact of five banking products was examined in more detail (credit cards, loan agreements, structured loans, home loans, and vehicle loans).</p>	<p><b>Code</b></p> <p><b>A. 2.1</b></p> <p><b>Customer loyalty process</b></p> <p><b>A. 2.2</b></p> <p><b>Absolute financed emissions:</b> What are your absolute emissions (financed emissions) in your loan and/or investment portfolio?</p> <p><b>A. 2.3</b></p> <p><b>Sector-specific emission intensity:</b> What is the emission intensity within the respective sector?</p> <p><b>A. 2.4</b></p> <p><b>Proportion of emissions financed that fall under a decarbonization target:</b> What percentage of your bank's financed emissions fall under a decarbonization target, i.e., are from customers that have a transition plan in place?</p> <p><b>Answer</b></p> <p><b>Yes</b>, see Responsible banker/ Sustainable finance</p> <p>Approximately 10 million tons CO<sub>2</sub>e (corporate loans and unlisted shares, Project finance power generation, Project financing real estate, shares and bonds) See also Responsible banker/Risk and lending/ Financed Greenhouse Gas Emissions 2022.</p> <p>See GICS table, Responsible banker/Risk and lending/Financed Greenhouse Gas Emissions 2022.</p> <p>See A. 4.2</p>

A. 3.1	<b>Does your bank lend/invest in green assets/credit and low-carbon activities and technologies?</b>	Yes, see Responsible banker/ Sustainable financing	A. 4.1	<b>Reduction of greenhouse gas emissions:</b> How much have the financed greenhouse gas emissions been reduced?	Compared to the status of the last Sustainability Report, there was a decrease in calculated financed emissions from 11.66 million tCO <sub>2</sub> e to 10.00 million tCO <sub>2</sub> e (-14%) see also Responsible banker/Risk and lending
A. 3.2	<b>Volume of finance lent to or invested in carbon-intensive sectors and activities, and transition finance:</b> How much does your bank lend to or invest in carbon-intensive sectors and activities? How much does your bank invest in transition financing?	See table on GICS industry groups referencing oil, gas, and consumable fuels. Responsible banker/Risk and lending/ Financed Greenhouse Gas Emissions 2022.	A. 4.2	<b>Portfolio Alignment:</b> How much of your bank's portfolio is Paris-focused?	23 per cent of the portfolio ( <a href="http://www.rbinternational.com/en/sustainability/responsible-banking/we-ve-had-our-science-based-target-approved">www.rbinternational.com/en/sustainability/responsible-banking/we-ve-had-our-science-based-target-approved</a> )
<b>Circularity</b>					
<b>Code</b>	<b>Indicator</b>	<b>Answer</b>	<b>Code</b>	<b>Indicator</b>	<b>Response options &amp; metrics</b>
-	<b>Strategy circularity</b>	Yes, current qualitative targets		<b>Has the topic of Circularity and biodiversity been identified and defined in terms of ESG risk management?</b>	Yes, RBI distinguishes between risks related to climate change (including transition risk due to new regulations, technological changes, etc. and physical risk) and the circularity (including resource efficiency and biodiversity). A qualitative and expert-based approach was initially adopted, which was further substantiated by a quantitative assessment (impact analysis, calculation of financed emissions, climate stress test).  See also Responsible banker/Impacts, Risks and Opportunities.
-	<b>Customer loyalty process</b>	Yes, by including it in the customer's e-score and e-questionnaire.			
c) SMART targets		Our Science Based Targets are divided into two types: <b>sector targets</b> and <b>portfolio targets</b> .  Sector targets are set for the portfolio corresponding to the Group's financing activities in commercial real estate and power generation. Portfolio targets were set using the "temperature rating" methodology from the Science Based Targets initiative, an "engagement-based" approach in which the progress of the RBI portfolio's temperature rating - starting from a default value of 3.2°C - depends on the ambition of our customers in setting their own decarbonization targets. To ensure progress and achievement of the funded emissions targets, RBI Group plans to rely on the sectoral strategies developed to manage the structure of its loan portfolio and the exposure of its customers. The efforts will be supported by a continuous focus on improving data quality and availability. Resource efficiency and biodiversity were considered and pursued as contributions to the circularity and defined as qualitative targets. The topic of <b>circularity</b> was included in the internal e-score as well as the e-questionnaire of the customers in order to be able to set quantitative targets based on the data situation.			Responsible banker/Risk and lending/ Science-based targets  Responsible banker/Impacts, risks and opportunities
d) Action plan		The further development of <b>specific sector guidelines</b> is an important concern. Internal frameworks have already been defined for thermal coal and nuclear power. The guidelines for the oil and gas industry have been published and those for the steel industry have been approved by our Executive Board. The next guidelines will focus on the construction, real estate and utilities sectors. From a social perspective, we have also defined our approach to tobacco, war materials and gambling in a special directive.  The cornerstone of the sectoral policies, which in turn support the implementation of the science-based CO <sub>2</sub> targets, is the identification of the main environmental risks at sector level and the translation of these risks into remedial actions and opportunities at customer level. We therefore distinguish between three main categories (both at the customer and transaction level): exclusionary (full or partial exclusion of sectors and customers), transformative (supporting sectors/customers on their journey to reduce carbon emissions, or supportive (sectors and companies already in the green and socially just economy of the future). Similarly, a human rights policy was developed in 2022.  This shifts our business focus to transformative and supportive sectors and customers, with further quantitative measures (e.g., restrictions, further CO <sub>2</sub> reduction targets, and resource efficiency targets) to be developed in 2023 in combination with the CO <sub>2</sub> reduction targets/science-based targets we have set.			Responsible banker/Risk and lending/ Steering approaches

**Self-assessment summary**

Which of the following components of target setting in line with the PRB requirements has your bank completed or is currently in a process of assessing for your

	Climate			Circularity			Human Rights		
Alignment	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No
Baseline	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input checked="" type="checkbox"/> No
SMART targets	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input checked="" type="checkbox"/> No
Action plan	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No

**2. Target implementation and monitoring (Key Step 2)**

RBI aligns its business model with the overarching strategic goal of creating long-term value. An effective measurement and monitoring process in risk management enables target implementation to be managed.	Responsible banker/Risk and lending
RBI is focusing on managing environmental and climate-related risks and is further expanding the treatment of social and governance risks.	
These internal measurement and monitoring mechanisms are also reviewed by the European Banking Authority and European Central Bank as part of climate stress tests and the Supervisory Review and Evaluation Process (SREP).	
As reported in 2.2, RBI has developed specific ESG targets and measures, particularly in the area of climate protection. RBI was the first Austrian banking group to set science-based climate targets, which were approved by the Science Based Targets initiative in September 2022. With these science-based climate targets, we want to contribute to minimizing the negative environmental impact of our own business activities - through corporate lending and operational ecology - in the long term.	Responsible banker/Risk and lending/ Climate stress test
In addition, we again succeeded in achieving a top position in the structuring of sustainable financial products: With a total volume of almost € 1,978 billion, RBI AG is currently the largest green bond issuer in Austria and has now established itself as a regular issuer of green bonds on the international capital markets and in the retail segment both in Austria and in Central and Eastern Europe.	Responsible banker/Risk and lending/ Science-based targets
Since becoming a signatory to the PRBs in January 2021, we have conducted a combined materiality and impact analysis. We have launched a long-term plan to integrate sustainability even more strongly into our business strategies, which is reflected in the Strategic Roadmaps and ESG KPIs of the individual board areas.	Responsible banker/Impacts, risks and opportunities

**Principle 3: Clients and Customers**

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Reporting and Evaluation Requirements	High-level summary of RBI's response	Reference to detailed information
<b>3.1 Client engagement</b> Does your bank have a policy or engagement process with clients and customers in place to encourage sustainable practices? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	The <b>Code of Conduct</b> for dealings with customers, business partners and employees, which applies throughout the Group, is a binding set of rules for all employees and can be accessed on the homepages of the individual RBI companies in the respective national language. It is based on Raiffeisen's fundamental values and is geared to the specific requirements of everyday business in Austria and abroad.	Management/Governance and compliance/Code of Conduct
Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	RBI has set itself the goal of providing best-in-class <b>ESG Advisory for customers</b> while ensuring a high standard of quality. The dedicated ESG Advisory team from the Head Office provides competent analysis and assessments of corporate and institutional clients from an ESG perspective and supports our clients in identifying green and social aspects of their business profile. In addition, the team acts as an expert advisor in structuring new products and services as well as adapting existing products to meet clients' specific ESG needs.	Responsible banker/ Sustainable finance
	In order to increasingly integrate the topic of <b>ESG risks and negative impact avoidance</b> into the entire financing process, RBI AG has implemented corresponding processes and plans to gradually implement these within the Group in the future. For example, a list of entrepreneurial activities (" <b>exclusion list</b> ") has been developed in which RBI AG does not wish to be involved. RBI has also established a process for <b>avoiding greenwashing</b> and rolled out a rulebook in this regard throughout the Group.	Responsible banker/ Sustainable finance
	Another focus is on <b>building ESG branding and competence</b> in order to increase awareness of change. Internally, RBI offers ongoing training on sustainable finance as well as general ESG aspects to raise awareness of ESG issues.	Responsible banker/ Sustainable finance
	RBI actively promotes <b>understanding of financial products and services</b> and shares banking expertise as part of its daily advisory function. It is closely associated with the topic of financial education, i.e. the competent handling of money and financial matters, also known as "financial literacy", due to its core business.	Engaged citizen/Education and financial literacy initiatives

<b>3. Business opportunities</b>	By providing sustainable financing, we create added value for our customers and for society in a broad range of activities that are suitable for sustainable financing. We define financing as sustainable if it has a positive long-term impact on the environment and climate and/or on societal and social aspects and supports sustainable development goals in accordance with the Sustainable Development Goals (SDGs). To be more specific, the definition of sustainable transaction is based on the EU taxonomy regulation ("EU Taxonomy Green"), on RBI's internal definition of green and social (basis: RBI Green Bond Framework, RBI Social Bond Framework) and on the LMA Sustainability Linked Principles (ESG-linked financing). In this context, the eligibility criteria differ from the listed frameworks in terms of complexity and accuracy.	Responsible banker/ Sustainable financing
	In total, the volume of sustainable financing (excluding COVID-19 financing and retail financing) in RBI AG and the subsidiary banks in CEE amounted to approximately € 7.4 billion in 2022 as of June 30. Of this amount, € 5.3 billion was utilized by customers. This is around nine per cent of the total portfolio (corporate business line, banks). At RBI AG, the volume amounted to around € 3.3 billion, or thirteen per cent of the total portfolio of RBI AG (corporate business line).	
	In addition, there is an unused framework of sustainable financing of € 2.2 billion.	
	On the investment side, we offer sustainable products such as sustainability funds (of Raiffeisen Kapitalanlagegesellschaft and Kathrein Privatbank) and sustainability-related certificates.	Responsible banker/ Sustainable investments
	In addition, we offer further sustainable products and services, such as green bond issues, ESG-linked derivatives or sustainable debt instruments for corporate and institutional clients.	Responsible banker/Other sustainable products and services



## Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

Reporting and Evaluation Requirements	High-level summary of RBI's response	Reference to detailed information
<b>4.1 Stakeholder identification and consultation</b> Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups) you have identified as relevant in relation to the impact analysis and target setting process? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	RBI defines its stakeholders as those who have legitimate concerns towards the company in connection with its direct or indirect business activities. These primarily include employees, customers, owners, subsidiaries and associates, and business partners. In addition, there are a number of other stakeholder groups with whom mutual and regular relationships exist.	Management/Stakeholder inclusion
	Our business activities affect the interests of many stakeholder groups and people in different countries. We maintain and promote constructive exchange with our stakeholders. In various forms of communication, we assess the relevance of sustainability issues and use the results to further develop our sustainability management. In addition, the RBI Group is an active participant in various national and international forums.	Management/Stakeholder inclusion Stakeholder dialog table
	Furthermore, partnerships with non-governmental organizations, the promotion of volunteer programs and the support of educational and social initiatives contribute to a sustainable society.	Engaged citizen
	In addition, the Sustainability Council contributes to discourse and opinion-forming with its internal decision-makers from the banking group as well as with its external members, who are ESG knowledge holders and experts from various sectors of society.	Management/Governance



## Principle 5: Governance & Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

Reporting and Evaluation Requirements	High-level summary of RBI's response	Reference to detailed information
<b>5.1 Governance Structure for Implementation of the Principles</b> Does your bank have a governance system in place that incorporates the PRB? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<p>The Board of Management is the highest decision-making body for ESG-related strategies, policies and commitments. Each board department must implement the respective sustainability strategies and integrate them into performance management.</p> <p>In this respect, the Sustainable Finance department in particular, as the ESG Group Competence Center for the customer segments, as well as Risk Management and ESG &amp; Sustainability Management have implemented coordinated strategies and guidelines in their areas.</p> <p>The Human Resources Committee as the supervisory body approves the ESG KPIs of the members of the Management Board of RBI AG, which are published in the annual remuneration report. RBI AG offers members of the supervisory and management bodies specific training on ESG topics as well as on climate and environmental risks on an ongoing basis (e.g. Fit &amp; Proper training).</p> <p>As an important body, the Sustainability Council is an organizationally anchored component of sustainability management, which has the task of supporting the further development of the sustainability agendas in an advisory capacity.</p> <p>The cross-functional and cross-divisional Responsible Banking B-1 Steering Group supports the Board of Management in its ESG decisions. This Steering Group is composed of the divisional heads of all Board divisions that focus on ESG issues and acts as an advisory and recommendation body to the Board (recommending ESG KPIs; overseeing the holistic approach to responsible banking; reviewing ESG strategies and commitments from the Principles for Responsible Banking). This ESG governance of the B-1 Steering Group and its operational task force enables top-down and bottom-up discussions involving all relevant functions. Furthermore, specific ESG topics are addressed in agile settings in so-called speedboats. At Group level, ESG Ambassadors have been established in the subsidiaries in the various business areas to ensure a uniform and coordinated approach within RBI.</p>	<p>Management/Sustainable corporate governance</p> <p>Responsible banker/Risk and lending/Steering approaches</p> <p>Management/Sustainable corporate governance</p>
<b>5.2 Promoting a culture of responsible banking</b>	<p>ESG Academy: In order to meet the increasing knowledge requirements in the area of sustainability - particularly in the area of sustainable finance - a Sustainability Competence online training course was rolled out throughout the Group in 2020 and is updated annually. In addition, in 2022 there were a wide variety of target group-specific training formats on ESG product and sector-specific developments, as well as regularly organized Green Tuesday Broadcasts by Risk Management. The Board of Management departments in the subsidiaries organized topic-specific one- to two-day Sustainability Summits. In 2022, the Legal department provided information on the latest legally relevant developments for the first time at Legal Breakfasts. The topic of human rights was also a focus in 2022. In-depth workshops on human rights due diligence were held as part of the Raiffeisen Sustainability Initiative and in cooperation with the Ludwig Boltzmann Institute for Human Rights.</p> <p>In addition, the remuneration report and the Group guideline on performance management reflect the sustainable goals as part of the remuneration policy at Management Board level.</p>	<p>Employees/Further development</p> <p>Management/Sustainable corporate governance</p>
<b>5.3 Policies and due diligence processes</b>	<p>Numerous <b>internal policies and due diligence procedures</b> describe effective implementation and support to manage significant positive and negative impacts. By way of example, the most important are listed here (further details can be found in the specific report chapters):</p> <ul style="list-style-type: none"> <li>▪ <b>Strategic Road Map/Vision/Mission</b> Focus initiatives that are evaluated on a quarterly basis.</li> <li>▪ <b>Group-wide Code of Conduct</b> <a href="http://www.rbinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct">www.rbinternational.com/en/who-we-are/governance-and-compliance/code-of-conduct</a></li> <li>▪ <b>ESG &amp; Sustainability Policy</b></li> <li>▪ <b>Human Rights Policy</b></li> <li>▪ <b>Operational Environmental Goals</b> of RBI (Paris-aligned)</li> <li>▪ <b>Thermal Coal and Nuclear Group Policy</b> and other sector-specific policies</li> <li>▪ <b>ESG Rulebook</b>, which defines uniform Group-wide definitions of green and social transactions in the RBI Group (Corporate). The basis for the definition is primarily the EU taxonomy regulation</li> <li>▪ <b>ESG Risk Framework</b>, which serves as an overview and guidance on the most important measures that have been initiated or are planned on the risk management side in order to meet market and regulatory expectations</li> </ul>	<p>Management Vision and mission 2025</p> <p>Management/Governance</p> <p>Management/Governance</p> <p>Fair partner/Inhouse ecology/Environmental targets</p> <p>Responsible banker/Risk and lending/Steering approaches</p> <p>Management/Governance</p> <p>Management/Governance</p>
<b>Self-assessment summary:</b>		
Does the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank's governance system?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the governance system entail structures to oversee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event targets/milestones are not achieved or unexpected neg. impacts are detected)?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No





## Principle 6: Transparency & Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

Reporting and Evaluation Requirements	High-level summary of RBI's response	Reference to detailed information
<p><b>6.1 Assurance</b> Has this publicly disclosed information on your PRB commitments been assured by an independent assurer? <input type="checkbox"/> Yes <input type="checkbox"/> Partially <input checked="" type="checkbox"/> No</p> <p><b>6.2 Reporting on other frameworks</b> Does your bank disclose sustainability information in any of the listed below standards and frameworks? <input checked="" type="checkbox"/> GRI <input type="checkbox"/> SASB <input checked="" type="checkbox"/> CDP <input type="checkbox"/> IFRS Sustainability Disclosure Standards (to be published) <input checked="" type="checkbox"/> TCFD <input type="checkbox"/> Other: ...</p>	<p>The following is a list of the most important <b>international and national practices</b> that RBI applies and to which it has committed itself, primarily in order to fulfill the desired objectives from the impact analysis that was carried out:</p> <ul style="list-style-type: none"> <li>▪ <b>UN Global Compact:</b> RBI is one of the companies that have signed the UN Global Compact (UNGC).</li> <li>▪ <b>Sustainable Development Goals:</b> The SDGs that are most material to the business and therefore relevant, and which best complement our sustainability strategy, are taken into account.</li> <li>▪ <b>IFC/MIGA standards</b> are applied to the environmental and social risk process at seven subsidiary banks in Central and Eastern Europe.</li> <li>▪ <b>Science Based Targets initiative:</b> As a signatory to the Science Based Targets initiative - an internationally recognized framework for setting carbon targets for companies based on the Greenhouse Gas Protocol (GHG Protocol)</li> <li>▪ <b>PCAF:</b> The Partnership Carbon Accounting of Financials Initiative (PCAF) is a standard for measuring greenhouse gas emissions from portfolios, of which RBI is a member.</li> <li>▪ In addition, RBI applies all relevant <b>EU and national legal texts</b> that are applicable in connection with responsible banking. It should be particularly emphasized here that this report constitutes the consolidated non-financial report of RBI (pursuant to sections 267a and 243b UGB). As a listed company, RBI AG acknowledges and complies with the Austrian <b>Code of Corporate Governance</b> (January 2021). Likewise, the relevant <b>compliance laws</b> are adequately implemented (e.g. in the area of anti-money laundering and combating corruption and bribery).</li> <li>▪ <b>Regulatory disclosure in accordance with the EU Taxonomy Regulation</b> is also published in this report.</li> <li>▪ The new Pillar 3 disclosure requirements of the European Banking Authority on environmental, social and governance risks also require RBI to publish a range of qualitative and quantitative information on transitional and physical risks, exposures to risk sectors and loans for environmentally friendly activities on a semi-annual basis. Pillar 3 is part of the global Basel framework for banking supervision, which promotes market discipline through disclosure requirements.</li> </ul>	<p>Management/Sustainability concept/ Our values</p> <p>Management/Material topics/ Sustainable Development Goals</p> <p>Responsible banker/Risk and lending</p> <p>Responsible banker/Risk and lending</p> <p>Management/Sustainability concept/ Sustainable corporate governance</p> <p>Overview/About the Report</p> <p>Management/Governance and compliance</p> <p>Regulatory disclosure in accordance with Article 8 of the EU Taxonomy Regulation</p>
<p><b>6.3 Outlook</b></p>	<p>RBI will continue its efforts in the coming months and years and continuously improve the implementation of the Principles for Responsible Banking. This applies in particular to further efforts to meet the Principles for Responsible Banking.</p>	<p>Sustainability program; Forewords</p>
<p><b>6.4 Challenges</b></p> <p><input type="checkbox"/> Embedding PRB oversight into governance <input type="checkbox"/> Gaining or maintaining momentum in the bank <input type="checkbox"/> Getting started: where to start and what to focus on in the beginning <input type="checkbox"/> Conducting an impact analysis <input type="checkbox"/> Assessing negative environmental and social impacts <input type="checkbox"/> Choosing the right performance measurement methodology/ies <input checked="" type="checkbox"/> Setting targets</p>	<p><input type="checkbox"/> Customer engagement <input type="checkbox"/> Stakeholder engagement <input checked="" type="checkbox"/> Data availability <input checked="" type="checkbox"/> Data quality <input type="checkbox"/> Access to resources <input type="checkbox"/> Reporting <input type="checkbox"/> Assurance <input type="checkbox"/> Prioritizing actions internally</p>	

# Statement of all legal representatives

We confirm to our best knowledge that the summarized, consolidated, non-financial report provided in accordance with the international framework "GRI Standards" (option "in accordance with") contains that information pursuant to sections 267a(2), 243b(2) of the Austrian Commercial Code that is necessary for an understanding of the course of business, business results and position of RBI as well as the impacts of its activities and at least refers to environmental matters, social matters, employee matters, the respect of human rights and the fight against corruption. The information comprises a description of the business model of RBI as well as the concepts followed with regard to the concerns of inclusively applied due diligence processes essential risks that will probably have negative impacts on the matters as well as the results from the concepts and the most important performance indicators. Furthermore, we confirm that the information according to Article 8 Taxonomy Regulation (EU) 2020/852, in conjunction with Delegated Regulation (EU) 2021/2178, has been determined to the best of our knowledge.

Vienna, 13 February 2023

The Management Board



**Johann Strobl**

Chief Executive Officer responsible for Active Credit Management, Chairman's Office, Group Accounting, Group Communications, Group ESG & Sustainability Management, Group Executive Office, Group Finance Data, Analytics & Operations, Group Finance Task Force, Group Financial Reporting & Steering, Group Internal Audit, Group Investor Relations, Group Marketing, Group People & Organisational Innovation, Group Strategy, Group Subsidiaries & Equity Investments, Group Tax Management, Group Treasury, Legal Services and Sector Marketing



**Andreas Gschwenter**

Member of the Management Board responsible for Group Core IT, Group Data, Group Efficiency Management, Group IT Delivery, Group Procurement, Outsourcing & Real Estate Management, Group Security, Resilience & Portfolio Governance, Customer Data Services and Head Office Operations




**Łukasz Januszewski**

Member of the Management Board responsible for Certificates & Equity Trading, Group Asset Management (via RCM), Group Capital Markets Corporates & Retail Sales, Group Capital Markets Trading & Institutional Sales, Group Investment Banking, Group Investor Services, Group MIB Business Management & IC Experience, Institutional Clients and Raiffeisen Research



**Peter Lenkh**

Member of the Management Board responsible for Corporate Customers, Corporate Finance, Group Corporate Business Strategy & Steering, International Leasing Steering & Product Management and Trade Finance & Transaction Banking



**Hannes Mösenbacher**

Member of the Management Board responsible for Financial Institutions, Country & Portfolio Risk Management, Group Ad-vanced Analytics, Group Compliance, Group Corporate Credit Management, Group Regulatory Affairs & Data Governance, Group Risk Controlling, Group Special Exposures Management, International Retail Risk Management and Sector Risk Controlling Services



**Andrii Stepanenko**

Member of the Management Board responsible for Payments & Daily Banking, Retail Customer Growth, Retail Products and Retail Strategy & Digital Transformation

# Assurance report



**Raiffeisen Bank International Aktiengesellschaft, Vienna**  
Independent Assurance Report on the Non-financial Report according to §§ 243b and  
267a UGB as of 31 December 2022  
13th February 2023

To  
the board of directors of  
Raiffeisen Bank International Aktiengesellschaft,  
Vienna

*This English language independent assurance report is a translation provided for information purposes only. The original German text shall prevail in the event of any discrepancies between the English translation and the German original. We do not accept any liability for the use of, or reliance on, the English translation nor for any errors or misunderstandings that may derive from the translation.*

## Independent Assurance Report on the Non-financial Reporting according to §§ 243b and 267a UGB

We have performed an independent limited assurance engagement on the combined consolidated non-financial report according to §§ 243b and 267a UGB ("NFI report") for the financial year 2022, which has been published as Sustainability Report 2022 of

**Raiffeisen Bank International Aktiengesellschaft,  
Vienna**

(referred to as "RBI" or "the Company").

### Conclusion

Based on the procedures performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the NFI report of the Company is not in accordance with the legal requirements of the Austrian Sustainability and Diversity Improvement Act (§§ 243b and 267a UGB), the provisions of Article 8 of the Regulation (EU) 2020/852 as amended and the supplementing delegated Regulation (EU) 2021/2178 (hereafter "EU Taxonomy Regulation") and the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards) Option "in accordance with" in all material respects.

### Management's Responsibility

The Company's management is responsible for the proper preparation of the NFI report in accordance with the reporting criteria. The Company applies the legal requirements of the Austrian Sustainability and Diversity Improvement Act (§§ 243b and 267a UGB) and the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards) Option "in accordance with" as reporting criteria. In addition, the company prepares disclosures in accordance with the EU Taxonomy Regulation, which are published as part of sustainability reporting.

The Company's management is responsible for the selection and application of appropriate methods for non-financial reporting (especially the selection of significant matters) as well as the use of appropriate assumptions and estimates for individual non-financial disclosures, given the circumstances. Furthermore, their responsibilities include the design, implementation and maintenance of systems, processes and internal controls that are relevant for the preparation of



*Raiffeisen Bank International Aktiengesellschaft, Vienna*  
*Independent Assurance Report on the Non-financial Report according to §§ 243b and*  
*267a UGB as of 31 December 2022*  
*13th February 2023*

the sustainability report in a way that is free of material misstatements – whether due to fraud or error.

### **Auditors' Responsibility**

Our responsibility is to state whether, based on our procedures performed and the evidence we have obtained, anything has come to our attention that causes us to believe that the Company's NFI report is not in accordance with the legal requirements of the Austrian Sustainability and Diversity Improvement Act (§§ 243b and 267a UGB), the legal requirements of the EU Taxonomy Regulation and the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards) Option "in accordance with" in all material respects.

Our engagement was conducted in conformity with the International Standard on Assurance Engagements (ISAE 3000) applicable to such engagements. These standards require us to comply with our professional requirements including independence requirements, and to plan and perform the engagement to enable us to express a conclusion with limited assurance, taking into account materiality.

An independent assurance engagement with the purpose of expressing a conclusion with limited assurance ("limited assurance engagement") is substantially less in scope than an independent assurance engagement with the purpose of expressing a conclusion with reasonable assurance ("reasonable assurance engagement"), thus providing reduced assurance. Despite diligent engagement planning and execution, it cannot be ruled out that material misstatements, illegal acts or irregularities within the non-financial report will remain undetected.

The procedures selected depend on the auditor's judgment and included the following procedures in particular:

- Inquiries of personnel at the group level, who are responsible for the materiality analysis, in order to gain an understanding of the processes for determining material sustainability topics and respective reporting thresholds of the Company;
- A risk assessment, including a media analysis, on relevant information on the Company's sustainability performance in the reporting period;
- Evaluation of the design and implementation of the systems and processes for the collection, processing and monitoring of disclosures on environmental, social and employees matters, respect for human rights, anti-corruption as well as bribery and also includes the consolidation of data;
- Inquiries of personnel at the group level, who are responsible for providing, consolidating and implementing internal control procedures relating to the disclosure of concepts, risks, due diligence processes, results and performance indicators;
- Inspection of selected internal and external documents, in order to determine whether qualitative and quantitative information is supported by sufficient evidence and presented in an accurate and balanced manner;
- Assessment of the processes for local data collection, validation and reporting, as well as the reliability of the reported data through a (remotely conducted) survey performed on a sample basis at a site or a subsidiary.
- Analytical evaluation of the data and trend of quantitative disclosures regarding the GRI Standards listed in the GRI-Index, submitted by all locations for consolidation at the group level;



**Raiffeisen Bank International Aktiengesellschaft, Vienna**  
*Independent Assurance Report on the Non-financial Report according to §§ 243b and  
 267a UGB as of 31 December 2022*  
 13th February 2023

- Evaluation of the consistency of the of the Austrian Sustainability and Diversity Improvement Act (§§ 243b and 267a UGB), the EU Taxonomy Regulation and the GRI Standards, Option "in accordance with" to disclosures and indicators of the NFI report, which apply to the Company;
- Evaluation of the overall presentation of the disclosures by critically reading the NFI report.

The procedures that we performed do not constitute an audit or a review. Our engagement did not focus on revealing and clarifying of illegal acts (such as fraud), nor did it focus on assessing the efficiency of management. In addition, it is not part of our engagement to audit the disclosures according to TCFD and according to the Principles of Responsible Banking (UNEP FI). Furthermore, it is also not part of our engagement to audit future-related disclosures, prior year figures, statements from external sources of information, expert opinions or references to more extensive external reporting formats and the webpage of the Company.

#### **Restriction on use**

Because our report will be prepared solely on behalf of and for the benefit of the principal, its contents may not be relied upon by any third party, and consequently, we shall not be liable for any third party claims. We agree to the publication of our assurance certificate and NFI report. However, publication may only be performed in its entirety and as a version has been certified by us.

#### **General Conditions of Contract**

Our responsibility and liability towards the Company and any third party is subject to paragraph 7 of the General Conditions of Contract for the Public Accounting Professions.

Vienna, 13th February 2023

KPMG Austria GmbH  
 Wirtschaftsprüfungs- und Steuerberatungsgesellschaft

qualified electronic signature:  
 Peter Ertl  
 Wirtschaftsprüfer  
 (Austrian Chartered Accountant)

This document was signed with a qualified electronic signature and only this electronic version is valid.

# Abbreviations

<b>ABC</b>	Anti-Bribery and Corruption
<b>ABF</b>	Asset Based Finance
<b>AICO</b>	Association for Internal Communication
<b>AIFMD</b>	Alternative Investment Fund Managers and Amending Directives
<b>AktG</b>	Aktiengesetz (Stock Corporation Act)
<b>AML</b>	Anti Money Laundering
<b>ALR</b>	Annual Leadership Review
<b>AT</b>	Austria
<b>ATM</b>	Automatic Teller Machine
<b>AuM</b>	Assets under Management
<b>AUVA</b>	Allgemeine Unfallversicherungsanstalt (Austrian Workers' Compensation Board)
<b>BAST-FIN II</b>	Branchenstiftung Finance
<b>BCM</b>	Business Continuity Management
<b>BEV</b>	Battery Electric Vehicle
<b>B-1</b>	Board-1 – direct management level (or first management level) under the Management Board
<b>B-2</b>	Board-2 – second management level under the Management Board
<b>BMGSPK</b>	Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz (Federal Ministry for Social Affairs, Health, Care and Consumer Protection)
<b>BMSGVG</b>	Betriebliches Mitarbeiter- und Selbstständigenvorsorgegesetz (Austrian Corporate Employee and Self-Employed Pension Act)
<b>BVK</b>	Betriebliche Vorsorgekasse (staff provision fund)
<b>BWG</b>	Bankwesengesetz (Austrian Banking Act)
<b>CASRS</b>	Crédit Agricole Srbija AD, Novi Sad
<b>CDP</b>	Carbon Disclosure Project
<b>CE</b>	Central Europe
<b>CEE</b>	Central and Eastern Europe
<b>CEO</b>	Chief Executive Officer
<b>CEF</b>	Customer Experience Framework
<b>CFO</b>	Chief Financial Officer
<b>CG</b>	Corporate Governance
<b>CIO</b>	Chief Information Officer
<b>CIR</b>	Cost Income Ratio
<b>CIRA</b>	Cercle Investor Relations Austria
<b>CIS</b>	Commonwealth of Independent States
<b>CO<sub>2</sub>e</b>	CO <sub>2</sub> -equivalent
<b>CoC</b>	Code of Conduct
<b>COO</b>	Chief Operating Officer
<b>COP 21</b>	21 <sup>st</sup> Conference of the Parties (21. Climate Conference 2015 in Paris)
<b>CORP</b>	Corporate Banking
<b>CRD</b>	Capital Requirements Directive
<b>CRO</b>	Chief Risk Officer
<b>CSDD</b>	Corporate Sustainability Due Diligence Directive
<b>CSR</b>	Corporate Social Responsibility
<b>CSRD</b>	Corporate Sustainability Reporting Directive
<b>CST</b>	Corporate Sustainability & Transparency
<b>CV</b>	Curriculum Vitae
<b>DAC</b>	Directive on Administrative Cooperation
<b>DCA</b>	Digital Customer Aquisition
<b>DGNB</b>	Deutsche Gesellschaft für Nachhaltiges Bauen (German Sustainable Building Council)
<b>D&amp;I</b>	Diversity & Inclusion
<b>DMA</b>	Disclosure Management Approach
<b>EACB</b>	European Association of Co-Operative Banks
<b>EAD</b>	Exposure At Default
<b>EBA</b>	European Banking Authority
<b>EBRD</b>	European Bank for Reconstruction and Development

<b>ECB</b>	European Central Bank
<b>ECM</b>	Equity Capital Markets
<b>EE</b>	Eastern Europe
<b>EEA</b>	European Economic Area
<b>EFRAG</b>	European Financial Reporting Advisory Group
<b>EIB</b>	European Investment Bank
<b>EMAS</b>	Eco Management and Audit Scheme
<b>EMD</b>	Electronic Money Directive
<b>EMEA</b>	Europe, Middle East, Africa
<b>EPC</b>	Energy Performance Certificate
<b>ETFS</b>	Exchange-Traded Funds
<b>ESG</b>	Environment Social Governance
<b>ESMA</b>	European Securities and Markets Authority
<b>ESMS</b>	Environmental and Social Management System
<b>ESC</b>	European Staff Council
<b>EUROSIF</b>	European Sustainable Investment Forum
<b>EVP</b>	Employee Value Proposition
<b>FAQ</b>	Frequently Asked Questions
<b>FATCA</b>	Foreign Account Tax Compliance
<b>FATF</b>	Financial Action Task Force
<b>FCPM</b>	Financial Institutions, Country and Portfolio Management
<b>FNG</b>	Forum Nachhaltige Geldanlagen (Sustainable Investment Forum)
<b>FS</b>	Financial Sector
<b>FTE</b>	Full Time Employee
<b>FTSE</b>	Financial Times Stock Exchange
<b>GAR</b>	Green Asset Ratio
<b>GDPR</b>	General Data Protection Regulation
<b>GfK</b>	Growth from Knowledge
<b>GHG</b>	Greenhouse gas
<b>GICS</b>	Global Industry Classification Standard
<b>GMSG</b>	Gemeinsamer Meldestandard-Gesetz (Common Reporting Standard Act)
<b>GRI</b>	Global Reporting Initiative
<b>GWh</b>	Gigawatt hour
<b>HHL</b>	Handelshochschule Leipzig Graduate School of Management
<b>ICC</b>	International Chamber of Commerce
<b>ICMA</b>	International Capital Market Association
<b>ICS</b>	International Control System
<b>IFC</b>	International Finance Corporation
<b>IMAS</b>	Institut für Markt-Sozialanalysen Ges.m.b.H. (Institute for Market and Social Analysis Ges.m.b.H.)
<b>INCDPM</b>	method for assessing risks of workplace injuries and illnesses
<b>ISO</b>	International Organization for Standardization
<b>ISS</b>	Institutional Shareholder Services
<b>JC</b>	Joint Committee
<b>Kathrein</b>	Kathrein Privatbank AG
<b>KBC</b>	KredietBank and CERA
<b>KPI</b>	Key Performance Indicator
<b>KPMG</b>	KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft
<b>KYC</b>	Know Your Customer
<b>KWh</b>	Kilowatt hour
<b>LAWs</b>	Laws
<b>LED</b>	Light-emitting diode
<b>LGBTQI+</b>	Lesbian, gay, bisexual, transsexual, queer and intersexual
<b>LMA</b>	Loan Market Association



<b>M&amp;A</b>	Mergers and Acquisitions
<b>MCD</b>	Mortgage Credit Directive
<b>MIB</b>	Management Information Base
<b>MiFID</b>	Markets in Financial Instruments Directive
<b>MIGA</b>	Multilateral Investment Guarantee Agency
<b>MOUs</b>	Memorandums of Understanding
<b>MSC</b>	Manager Selection
<b>MSCI</b>	Morgan Stanley Capital International
<b>MW</b>	Megawatt
<b>MWh</b>	Megawatt hour
<b>NACE</b>	Statistical classification of economic activities in the European Community
<b>NaDiVeG</b>	Nachhaltigkeits- und Diversitätsverbesserungsgesetz (Austrian Sustainability and Diversity Improvement Act)
<b>NFRD</b>	Non-Financial Reporting Directive
<b>NGO</b>	Non Governmental Organization
<b>NÖ-Wien</b>	Niederösterreich-Wien (Lower Austria – Vienna)
<b>NPO</b>	Non-Profit Organization
<b>NPS</b>	Net Promoter Score
<b>NZAM</b>	Net Zero Asset Manager
<b>OECD</b>	Organization for Economic Co-operation and Development
<b>OeKB</b>	Österreichische Kontrollbank AG
<b>ÖGNI</b>	Österreichische Gesellschaft für nachhaltige Immobilien (Austrian Society for Sustainable Real Estate)
<b>ÖGUT</b>	Österreichische Gesellschaft für Umwelt und Technik (Austrian Society for Environment and Technology)
<b>OMI</b>	Open Medical Institute
<b>PAI</b>	Principle Adverse Impact
<b>PAP</b>	Product Approval Process
<b>PCAF</b>	Partnership for Carbon Accounting Financials
<b>PED</b>	Primary Energy Demand
<b>PEP</b>	Produkteinführungsprozess
<b>PHEV/HEV</b>	Plug-in Hybrid Electric Vehicles
<b>PKG</b>	Pensionskassengesetz (Pension Fund Act)
<b>Pkm</b>	passengerkilometers
<b>P&amp;OI</b>	Group People & Organisational Innovation
<b>PPP</b>	Public-Private-Partnership
<b>PRB</b>	Principles for Responsible Banking
<b>PRI</b>	Principles of Responsible Investment
<b>PSD</b>	Payment Service Directive
<b>PwC</b>	PricewaterhouseCoopers
<b>QI</b>	Qualified Intermediary
<b>RBAL</b>	Raiffeisen Bank Sh.a, Albania
<b>RBBH</b>	Raiffeisen BANK d.d. Bosna i Hercegovina
<b>RBBY</b>	Priorbank JSC, Belarus
<b>RBCZ</b>	Raiffeisenbank a.s., Czech Republic
<b>RBG</b>	Raiffeisen Banking Group Austria
<b>RBHR</b>	Raiffeisenbank Austria d.d., Croatia
<b>RBHU</b>	Raiffeisen Bank Zrt., Hungary
<b>RBI</b>	Raiffeisen Bank International Group
<b>RBI AG</b>	Raiffeisen Bank International AG
<b>RBKO</b>	Raiffeisen Bank Kosovo J.S.C.
<b>RBRO</b>	Raiffeisen Bank S.A., Romania
<b>RBRS</b>	Raiffeisen banka a.d., Serbia
<b>RBRU</b>	AO Raiffeisenbank, Russia
<b>RBSK</b>	Raiffeisen Bausparkasse Gesellschaft m.b.H.
<b>RBUA</b>	Raiffeisen Bank, JSC, Ukraine

<b>RCB</b>	Raiffeisen Centrobank AG
<b>RCM</b>	Raiffeisen Capital Management
<b>REGs</b>	Regulations
<b>respACT</b>	austrian business council for sustainable development
<b>RETAIL</b>	Retail Banking
<b>RISE</b>	Raiffeisen Internship and Scholarship for Engineers
<b>RKAG</b>	Raiffeisen Kapitalanlage-Gesellschaft m.b.H.
<b>RL</b>	Raiffeisen-Leasing GmbH
<b>RLFPM</b>	Raiffeisen-Leasing Fuhrparkmanagement GmbH
<b>ROE</b>	Return on Equity
<b>RON</b>	Rumanian Leu
<b>RSC</b>	Raiffeisen Service Center
<b>SB</b>	Supervisory Board
<b>SBT</b>	Science Based Targets
<b>SDGs</b>	Sustainable Development Goals
<b>SEE</b>	South Eastern Europe
<b>SFDR</b>	Sustainable Finance Disclosure Regulation
<b>SLFP</b>	Sustainability Linked Financial Process
<b>SME</b>	Small and medium Enterprises
<b>SPINs</b>	Specific instructions
<b>SREP</b>	Supervisory Review and Evaluation Process
<b>SRI</b>	Socially Responsible Investment
<b>SUPs</b>	Supporting Documents
<b>SWIFT</b>	Society for Worldwide Interbank Financial Telecommunication
<b>t</b>	Ton
<b>TBSK</b>	Tatra banka, a.s., Slovakia
<b>TCFD</b>	Task Force on Climate-Related Financial Disclosures
<b>TCO</b>	Total Cost of Ownership
<b>tkm</b>	Ton kilometers
<b>UCITS</b>	Undertakings for Collective Investments in Transferable Securities
<b>UGB</b>	Unternehmensgesetzbuch (Austrian Commercial Code)
<b>UK</b>	United Kingdom
<b>UN</b>	United Nations
<b>UNEP</b>	UN Environment Programme
<b>UNEP FI</b>	UN Environment Programme Finance Initiative
<b>UNFPA</b>	United Nations Population Fund
<b>UNICEF</b>	United Nations Children's Fund
<b>UNGC</b>	United Nations Global Compact
<b>Valida</b>	Valida Holding AG
<b>VBV</b>	VBV-Vorsorgekasse (Provident Fund)
<b>VfU</b>	Verein für Umweltmanagement und Nachhaltigkeit in Finanzinstituten e.V. (Association for Environmental Management and Sustainability)
<b>VÖNIX</b>	VBV Österreichischer Nachhaltigkeitsindex (sustainability index of the Vienna Stock Exchange)
<b>WCAG</b>	Web Content Accessibility Guidelines
<b>WEMP</b>	Woman Empowerment Journey
<b>WHO</b>	World Health Organization
<b>WKO</b>	Wirtschaftskammer Österreich (Austrian Economic Chamber)
<b>WRI</b>	World Resources Institute
<b>WU</b>	Wirtschaftsuniversität Wien (Vienna University of Economics and Business)
<b>WWF</b>	World Wide Fund For Nature
<b>ZFA</b>	Zertifikate Forum Austria
<b>ZHS</b>	ZHS Office- & Facilitymanagement GmbH

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Sustainability Report 2022  
(Consolidated Non-Financial Report)