



**Raiffeisen Bank  
International**

Member of RBI Group



**SUSTAINABILITY**

**REPORT 2021**

**TRANSFORMATION INTO A SUSTAINABLE FUTURE**



# RBI Sustainability Report 2021

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



## Important highlights at a glance:

- ✓ Achievement of positive/improved **sustainability rating results** once again, including with ISS ESG, Sustainalytics, MSCI ESG, Vigeo Eiris and CDP
- ✓ First **tax compliance** report including **country-by-country reporting**
- ✓ Performance of a comprehensive **portfolio impact analysis** and publication of a **progress report** in line with the requirement arising from the signature of the UNEP Finance Initiative **"Principles for Responsible Banking"**
- ✓ Annual **saving** of around **77,100 tonnes of CO<sub>2</sub>** through outstanding green bonds with a volume of € 1.3 billion
- ✓ Developing RBI into the **biggest issuer of green bonds** among the financial institutions in **Central and Eastern Europe**
- ✓ **Green lending portfolio finances a wide range of projects** including environmentally friendly buildings, renewable energies, energy efficiency, clean transport, and water and waste water management
- ✓ Comprehensive analysis and publication of **CO<sub>2</sub> emissions** of **corporate loans** and **sustainable funds**
- ✓ 12 per cent **reduction** in Group-wide **CO<sub>2</sub> emissions** in **inhouse ecology** compared with 2020
- ✓ Measures to improve **diversity and inclusion** – aspects of gender diversity included directly in Management Board targets for the first time
- ✓ Establishment of the **"RBI ESG Academy"** as a Group-wide online learning platform
- ✓ Renewed publication of an index in line with the recommendations of the **Task Force on Climate-related Financial Disclosures** (TCFD)
- ✓ Regulatory disclosure in accordance with **Article 8** of the **EU Taxonomy Regulation** for the first time

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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 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,

We have always viewed sustainability as entailing responsible corporate activity aimed at a long-term, economically positive result in consideration of key societal and environmental aspects. This understanding is deeply rooted in Raiffeisen's fundamental values and also guides the expectations of RBI AG and its subsidiaries.

GRI 102-11 RBI sees itself as a reliable partner to its customers on their path to a more climate-friendly and sustainable future. As Chairman of the Supervisory Board of RBI AG, I am personally committed to ensuring that our bank remains focused on pursuing this approach so that we can make a valuable contribution to our customers' successful transformation, and hence optimally support the transformation of our society as a whole.

GRI 102-27, -35 In 2021, the Supervisory Board continuously addressed the achievement of the sustainability and climate-related ESG (environmental, social, governance) targets and the associated strategic and operational measures. In conjunction with RBI's ambition to position itself as a pioneer for sustainability in CEE, sustainability goals were again anchored in RBI's remuneration policy for 2022 at Management Board level with a view to promoting responsible banking. For the first time, specific ESG targets were also introduced for the management boards of our subsidiary banks in CEE.

GRI 102-27 In two workshops in the past financial year, the members of the Supervisory Board addressed the strategic dimensions of sustainability with respect to RBI's vision and mission and the resulting implications for its business strategy. In light of extensive regulatory ESG conditions and the resulting challenges for the banking industry and customers alike, the consequences of the latest ESG developments for RBI's business model were analyzed in detail. The six UNEP FI Principles for Responsible Banking, which RBI signed up to in early 2021, serve as a framework for internal controlling and evaluation.

GRI 102-11, -27 The regulatory requirements at EU level, particularly concerning the green components of the sustainability criteria, led to a careful analysis and evaluation of the portfolio and the ESG risks. RBI is currently improving its internal stress test mechanisms in order to ensure that it is ready for the European Central Bank's climate risk stress test in 2022. Accordingly, sustainability risks play a central role in RBI's risk management. We currently focus on climate and environmental risks, but are already also addressing social and governance risks. Furthermore, we continually analyze our handling of sensitive business areas and industries.

With the EU Corporate Sustainability Reporting Directive that was proposed in April 2021, efforts are also being made to increase the importance of sustainability (ESG) information at a legislative level. The creation of an adequate ESG data pool is one of the biggest challenges. RBI aims to act in a coaching capacity for its customers in this respect. When it comes to climate protection and climate change, the EU taxonomy now defines what can be defined as a green activity, but it has also introduced a corresponding reporting obligation for the first time.

GRI 102-27, -32, -43 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. The Supervisory Board is also committed to the continuous establishment of internal ESG expertise and an ongoing dialog with stakeholders as part of bilateral discussions on current and long-term economic, ecological, and social topics. One example of this is the participation of a Supervisory Board member in RBI's Sustainability Council.

This report transparently documents the measures taken and the enhancements made in the previous year, including the improved ESG rating results, the results of the portfolio impact analysis in connection with the implementation of the Principles for Responsible Banking, the detailed calculation of the CO<sub>2</sub> emissions of corporate loans, and the further reduction in Group-wide greenhouse gas emissions in inhouse ecology.

For the first time, the tax concept is published along with information on governance and risk management, including country-by-country reporting for the Group. The report also contains extensive information on activities in the area of diversity and inclusion – such as measures to increase the proportion of women in senior management – 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 the past financial year and to express our absolute support for their commitment to strengthening RBI in its role as a responsible banker.

For the Supervisory Board



Erwin Hameseder  
Chairman of the Supervisory Board  
Raiffeisen Bank International AG



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# Foreword by the Management Board

## Dear readers,

The ongoing COVID-19 pandemic meant that 2021 was another year full of exceptional challenges with global consequences for society and the economy. As previously, RBI demonstrated absolute commitment to protecting its employees' health and supporting its customers, including implementing and ensuring compliance with the required safety measures at our business premises in line with the respective epidemiological situation. In the second year of the pandemic, working from home became the new normal for many colleagues. We took this form of cooperation as an opportunity to further optimize digitalization at RBI. Thanks to the wide range of digital opportunities, our intensive customer contact remained very successful – all while observing the applicable rules on distancing and protective measures.

Despite these circumstances, RBI generated a consolidated profit of € 1,372 million in the 2021 financial year. This represents an increase of 71 per cent compared with the previous year. This was also due to the fact that risk provisioning was halved. Net interest income benefited from high credit growth and rising interest rates in several CEE countries, and net fee and commission income reached a new record level.

GRI 102-32 "Transformation toward a sustainable future" is 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.

Sustainability is 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". In addition to sustainable corporate governance, our aspiration as a responsible banker primarily includes financial security, protection of customer data, adequate risk processes, and responsible lending.

Our stated aim is to be a pioneer in the area of sustainability. As well as having a positive impact on the environment and society, we want our sustainable financial products and services to provide our customers in Austria and CEE with comprehensive support as they transition to sustainable business models. With our green lending portfolio, we finance a wide range of projects including environmentally friendly buildings, renewable energies, energy efficiency, clean transportation, and water and waste water management. We have developed an ESG rulebook to enable us to optimally evaluate our customers' transactions and projects on the basis of ESG criteria and support them in reducing their CO<sub>2</sub> emissions. This guideline defines which transactions can be classified as "green" or "social", thereby ensuring a uniform understanding of sustainable finance throughout the Group and preventing the risk of greenwashing.

Since 2018, RBI AG has issued green bonds with a volume of around € 1.8 billion. The climate-friendly investments funded by the outstanding green bonds, which have a total volume of € 1.3 billion, result in annual savings of around 77,100 tonnes of CO<sub>2</sub>. In 2021, RBI AG expanded the green bond program to its subsidiary banks in CEE. Our subsidiary banks in Slovakia, Romania and the Czech Republic have also issued green bonds with a total volume of almost € 1 billion, making RBI the biggest issuer of green bonds among the financial institutions in CEE. Our comprehensive green bond framework enables the refinancing of a wide range of environmentally sustainable projects in accordance with the Green Bond Principles published by the International Capital Market Association.

GRI 102-12 RBI has been committed to the world's largest initiative for corporate responsibility and sustainability, the UN Global Compact, since 2010. In January 2021, we signed up to the UNEP FI Principles for Responsible Banking – an important milestone in our sustainable orientation. An analysis of the sustainability impact of our portfolio was required to be conducted in the first year after becoming a signatory. This was performed using the UNEP FI Portfolio Impact Analysis Tool, which evaluates the positive and negative impacts with a view to the Sustainable Development Goals (SDG) and the Paris Climate Agreement. As a result of this extensive data analysis, RBI identified two impact areas of strategic importance that are relevant in all three business areas: climate protection (SDG 13) and resource efficiency (SDG 12).

Our task for 2022 is to develop smart ESG targets and measures in order to reduce negative impacts. The current findings have already been presented and discussed internally, including at our Group meeting, an event attended by the management of RBI AG as well as the board members and first level managers from the subsidiary banks in CEE and the subsidiaries in Austria. As a further commitment, this report now also includes information on the progress made in implementing the six UNEP FI principles in 2021.

As a fair partner, we are proud of our commitment to diversity, and we take active measures to ensure an inclusive working environment. In 2021, corresponding principles were set out in the diversity and inclusion strategy. Aspects of gender diversity were included directly in the Management Board targets for the first time. Our commitment was embodied in numerous actions, including a petition for discrimination-free blood donation, lighting up our head office in purple to mark the International Day of People with Disabilities, flying the rainbow flag, 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 was incorporated into our strategy in 2021 and formats like the "RBI ESG Academy" were established along with the necessary technologies.

As an engaged corporate citizen, RBI actively champions sustainable development in society. In 2021, we contributed to various SDGs with our investments in the community, which totaled around € 3.8 million. All in all, we supported the initiatives of 870 partner organizations.

We consider a constructive dialog with our stakeholders to be a strategically relevant aspect of our sustainability management. We also believe it is important to take a position on controversial socio-political issues. For example, last December we made a clear stand against the inclusion of nuclear power in the green EU taxonomy on the basis of current scientific evidence. This attitude is underlined by our Group-wide Code of Conduct and our international sustainability obligations.

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. We achieved a rating of "AA" in the MSCI ESG Ratings for the first time. We were also listed in the FTSE4Good Index Series, the STOXX® Global ESG Leaders group of indices, and the VÖNIX Sustainability Index on the Vienna Stock Exchange. And for the seventh 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.

On behalf of the Management Board, I would like to close by thanking all of our employees for their commitment to a sustainable future, 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



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WHAT IS THE OWNERSHIP STRUCTURE?

Which companies are included in the sustainability report?

**WHO IS RBI?**

**ACCORDING TO WHICH GUIDELINES**

IN WHAT FORM IS THIS REPORT AUDITED?

**AND LEGAL REQUIREMENTS IS**

**What is the corporate structure?**

HOW OFTEN IS THIS REPORT PUBLISHED?

**THE SUSTAINABILITY**

Is this report also the non-financial report?

**REPORT PREPARED?**

**IS THE REPORT EXTERNALLY AUDITED**

What are the contents of this report?

**Where can I go with questions about the sustainability report?**

**AND BY WHOM?**

**HOW IS THE DATA PUBLISHED IN THE REPORT COLLECTED?**

DOES THE SUPERVISORY BOARD REVIEW THIS REPORT?

**How is it determined which topics are included in this report?**

# Overview

## About the Report

In this Sustainability Report, we describe the economic, environmental, and social impact of our business activities in the 2021 fiscal 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 how it plans to implement and improve its sustainability performance in the future. Excerpts from our sustainability guiding principles are also included in this report. The motto is "Transformation toward a sustainable future", which is a continuous theme across all chapters.

GRI 102-50

Find more at:  
[www.rbi-international.com/sustainability](http://www.rbi-international.com/sustainability)

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 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 Raiffeisenbank International AG. For more information on the structure of RBI as a whole see page 13. 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 2020, and the Report is published annually.

GRI 102-51; 52

As shown in our stakeholder universe (see page 40), the Sustainability Report is addressed to all stakeholders of RBI. Many stakeholders were involved in selecting the most important topics for this Report. We particularly refer readers to the "Materiality Analysis" chapter (starting on page 32) and the "Stakeholder Inclusion" chapter (starting on page 40).

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 102-53

## GRI Standards

This report has been prepared in accordance with the GRI Standards: Core option. 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 102-54

PRB 6

## Principles for Responsible Banking



### PRINCIPLES FOR RESPONSIBLE BANKING

RBI is the first Austrian banking group to become an official signatory of the UN Principles for Responsible Banking (PRB) – 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 188, the Sustainability Report documents how RBI is implementing the Principles for Responsible Banking and the progress it has made.

## TCFD

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. The aim of TCFD-compliant reporting is to appropriately publish the risks and opportunities of climate change in order to strengthen financial market stability. RBI has published the TCFD information in its Sustainability Report since 2020. 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 183 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 102-48

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 KPIs for financial companies relate 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 graduated implementation period including reporting relief for the 2021 and 2022 fiscal years. 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 fiscal year onward.

The chapter covering the regulatory requirements for the 2021 fiscal year is starting on page 184 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 195). This Report has been examined by the Supervisory Board pursuant to section 96 (1) of the Austrian Stock Corporation Act.

GRI 102-32

TCFD

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

GRI 102-46

In the Report, we address the subjects that have been identified within RBI as material, that reflect the expectations of our stakeholders, and that represented the focus of our commitment in the past year.

This Report contains information – including non-financial performance indicators – describing the specific impact of RBI on the economy, society and the environment. The contents of the Report were selected using the principle of materiality. A materiality analysis provides the basis for selecting the relevant topics. The internal and external sustainability requirements and expectations of RBI and RBI's impact on the economy, the environment and society have been analyzed in detail and summarized in a materiality matrix.

The materiality analysis is based on an online survey carried out in 2020, as well as an expert workshop held in 2018 with regard to impacts and an online survey with regard to two material topics added in 2020 (starting on page 34). It is intended to ensure that the contents of the Report cover all topics and indicators that have the greatest impact on business activities, products and services. This includes both the impacts that RBI has, which occurs inside the organization, as well as impacts to which RBI contributes, i.e. 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.

In order to assess the materiality of the various topics and determine the contents of the Report, RBI considered the following matters:

- Relevance to strategy and management
- Results from stakeholder dialogs, focus groups and online surveys, which we have combined in the materiality matrix
- Disclosure requirements on financial analysts, sustainability rating agencies, institutional investors, etc.
- The principles of the UN Global Compact and the Sustainable Development Goals
- International standards and guidelines (see page 33)

## Report scope and data collection

GRI 102-45, -46

The report includes Raiffeisen Bank International AG (RBI AG) and 13 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., Raiffeisen-Leasing GmbH, the Valida Group, Kathrein Privatbank AG, and Raiffeisen Centrobank AG. 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 new 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 2021 Annual Report. This has been audited by external auditors.

GRI 102-48 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. For the first time, the data on sustainable financing was largely collected using RBI's internal application "GCPP-Web Portal" (see page 65), thereby ensuring consistent data collection throughout almost the entire Group. The CO<sub>2</sub> values for calculating financed emissions were taken from the EXIOBASE database – (see page 65).

## Inhouse ecology

Quantitative data relating to inhouse 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. Since the 2020 fiscal year, the environmental figures have included the data for the head offices as well as the branches of the subsidiary banks in Central and Eastern Europe, thus covering over 90 per cent of all employees. Extrapolation is performed when a subsidiary bank in Central and Eastern Europe enters key figures for the first time that it was not possible to collect 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 ([www.rbinternational.com/sustainabilitymanagement](http://www.rbinternational.com/sustainabilitymanagement)). Data acquisition of the inhouse ecology figures indicators is time delayed on account of early reporting requirements (as a result of the Austrian Sustainability and Diversity Improvement Act and with the exception of the base year 2011, which corresponds to the calendar year). Full-year values are published. The figures for the fourth quarter of the previous year are added to the figures for the first three quarters of the current year.

## 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.

## GRI 102-48 Comparability of the information

The 2021 Report is fully comparable with the 2020 Report in terms of content.

The tables cover a period of three years for RBI. The inhouse ecology figures include 2011 as reference year in addition. This is the reference year for the objectives set in the environmental area and is therefore more relevant. Further details regarding the areas of paper, water and waste from the "Inhouse ecology" chapter are available on our website ([www.rbinternational.com/sustainabilitymanagement](http://www.rbinternational.com/sustainabilitymanagement)).



# Interesting facts about Raiffeisen Bank International

## Ownership relationships and structure

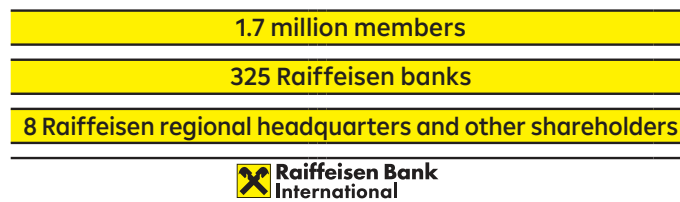
GRI 102-2, -4, -5

The Raiffeisen Banking Group Austria (RBG) is the country’s largest banking group and has the densest branch network in Austria. In financing, it primarily serves small and mid-sized retail, service, industrial and commercial enterprises, as well as the 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).

The 325 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
Kathrein Privatbank Aktiengesellschaft	Raiffeisen Bank Sh.A., Albania	Raiffeisen Property Holding International GmbH
Raiffeisen Bausparkasse Gesellschaft m.b.H.	RAIFFEISEN BANK d.d. Bosna i Hercegovina, Bosnia Herzegovina	RSC Raiffeisen Service Center GmbH
Raiffeisen Leasing Gruppe	Raiffeisenbank (Bulgaria) EAD, Bulgaria	Raiffeisen Informatik Group
Raiffeisen Kapitalanlage-Gesellschaft m.b.H.	Raiffeisen Bank Zrt., Hungary	card complete Service Bank AG
Raiffeisen Wohnbaubank Aktiengesellschaft	Raiffeisen Bank Kosovo J.S.C., Kosovo	hobex AG
Raiffeisen Centrobank AG	Raiffeisenbank Austria d.d., Croatia	Oesterreichische Kontrollbank Aktiengesellschaft
Valida Group	Raiffeisen Bank S.A., Romania	NOTARTREUHANDBANK AG
Raiffeisen Factor Bank AG	AO Raiffeisenbank, Russia	Österreichische Hotel- und Tourismusbank Gesellschaft m.b.H.
	Raiffeisen banka a.d., Serbia	LEIPNIK-LUNDENBURGER INVEST Beteiligungs AG
	Raiffeisenbank a.s., Czech Republic	Medicur-Holding GmbH
	Raiffeisen Bank JSC, Ukraine	Akcenta CZ a.s., Czech Republic
	Priorbank JSC, Belarus	
	Tatra banka a.s., Slovakia	

## About Raiffeisen Bank International

GRI 102-7

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 13 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, around 46,000 RBI employees serve 19 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.

Sustainability strategy, Impacts, Risks and opportunities  
Governance and compliance, Materiality, Sustainable development  
Goals, Stakeholder engagement, Ratings and awards

IS THE COMPANY COMMITTED TO  
GLOBAL ESG VALUES AND INITIATIVES?

Do you have any dedicated ESG  
and/or sustainability units?

**HOW DO YOU AVOID CORRUPTION?**

**WHAT ARE THE MATERIAL TOPICS**

WHICH INTERNAL GOVERNANCE BODIES ARE TAKING CARE OF SUSTAINABILITY?

**FOR THE SUSTAINABILITY OF**

What does governance include?

**THE COMPANY?**

**Which risks and  
opportunities  
are material  
for banks?**

**HOW IS ESG**

**EMBEDDED IN THE**

WHAT ROLE DO THE SUSTAINABLE DEVELOPMENT GOALS HAVE?

**COMPANY STRATEGY?**

Do you have a Code of Conduct?

HOW IS ESG RELEVANT FOR  
THE MANAGEMENT OF THE BANK?

WHAT ARE THE BIGGEST

IMPACTS OF A BANK'S BUSINESS

ACTIVITIES ON ENVIRONMENT

AND SOCIETY?

Is there an institutionalized  
ESG-related dialog with external  
stakeholders in place?

WHAT ARE THE RESULTS OF THE ESG RATINGS?

# Sustainability management and corporate responsibility

## Sustainability concept and strategy

### Our understanding of sustainability

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.
- 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 therefore commit 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 sustainability guiding principles entitled "We create sustainable value", we have formulated how we pursue sustainability strategically and how we wish to live up to this ambition within our business activities. Our sustainability guiding principles serve as a guide for all transactions, activities and services offered by RBI or on its behalf.

Our stated aim is to concentrate on those areas with a significant potential impact. This requires us to continuously improve the sustainability impact of our business activities and develop ways to measure and verify this impact. In doing so, we aim to increase the long-term value of our group while also actively contributing to the sustainable development of our society.

### 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, self-administration, sustainability, subsidiarity and business ethics based on solidarity.

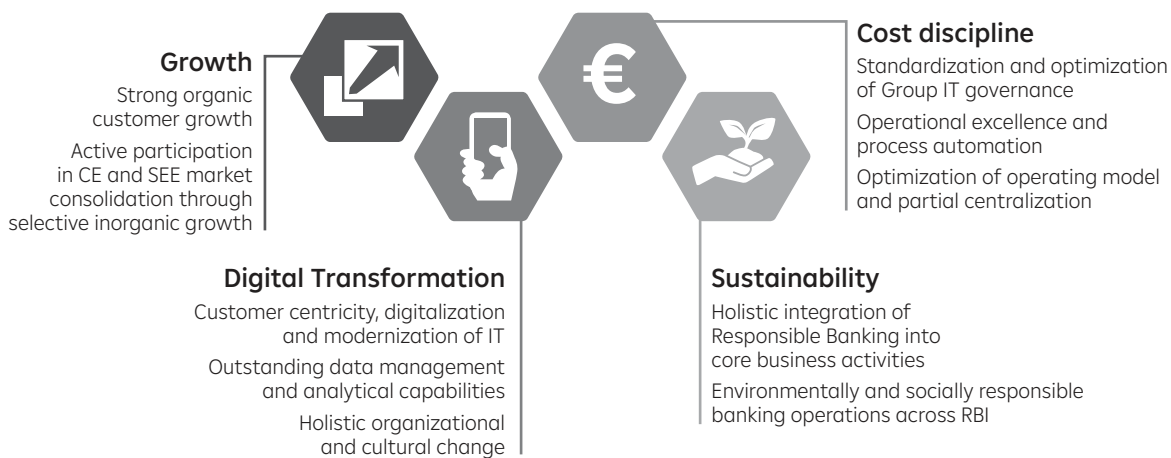
GRI 102-26

TCFD

PRB 1; 5

## Mission & Vision 2025

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. In addition to leveraging RBI’s already established competitive strengths (customer focus and long-term relationships, extensive local presence in the CEE region, strong brand, as well as a comprehensive product and service offering across all channels), efforts are being intensified along four strategic pillars:



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)

### 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 shareholder value.
- 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.

TCFD

PRB 2; 5

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

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 the compensation 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. This objective also applies to all board areas and serves to underline the importance of the social ESG component (can be found on page 106 and page 113).

## Our values and principles implemented in established rules

GRI 102-12; -16

PRB 1

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

RBI is one of the signatory companies of the UN Global Compact (UNGC), meaning it has 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.

### The ten principles of the UN Global Compact

Human rights	
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.
Labor	
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.
Environmental protection	
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.
Anti-corruption	
Principle 10:	We work against corruption in all its forms, including extortion and bribery.

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 "Governance and Compliance" starting on page 24.

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

Our diversity vision and mission and the guidelines for day-to-day implementation set out the principles for realizing diversity at RBI (see page 118). Our value "Collaboration" states that RBI encourages diversity and creates an environment that is characterized by mutual understanding, respect, and trust.



As a long-standing member of the UNEP Finance Initiative, RBI also signed up to the "Principles for Responsible Banking" in early 2021, thereby committing to implement the six principles within the Group. These principles anchor sustainability at a strategic, portfolio and transaction level and in all areas of business.

The implementation phase began in 2021. 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 their portfolio. They will then disclose the most important impacts of their products and services on society and the economies in which they operate. RBI has successfully completed this impact analysis. Details can be found on pages 55-57. Over the coming years, measurable targets will be defined in the areas of the bank that have the greatest sustainability impact. Annual reporting will ultimately help to transparently document the progress made in implementing the principles.

## The Principles for Responsible Banking of UNEP Finance Initiative

### Alignment

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.



### Impact & target setting

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.



### Clients & customers

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.



### Stakeholders

Principle 4: We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.



### Governance & culture

Principle 5: We will implement our commitment to these Principles through effective governance and a culture of responsible banking.



### Transparency & accountability

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.



# Our sustainability strategy

PRB 1; 5



*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 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

GRI 102-18, -19,  
-21, -26, -29

TCFD

PRB 5

## Sustainable corporate management

Sustainability was anchored within the organizational structure as follows as of 31 January 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

EACB	PCAF	Raiffeisen Sustainability Initiative	respACT	UNEP FI	UNGC	Vienna Initiative	VfU
Working Group for Sustainable Finance	Partnership for Carbon Accounting Financials	Platform for sustainable business management and social responsibility	austrian business council for sustainable development	United Nations Environment Programme Finance Initiative	United Nations Global Compact	International framework for safeguarding the financial stability of emerging Europe	Association for Environmental Management and Sustainability

GRI 102-12, -13

PRB 4; 6

As at: 31 January 2022

The Group-wide management and continued strategic development of the sustainability agendas and coordination of operational implementation is the responsibility of Group ESG & Sustainability Management. This department is supported by representatives of specialized units and business areas as well as the Sustainability Officers at the subsidiary banks in Central and Eastern Europe and the Austrian subsidiaries. They act as an interface between Group ESG & Sustainability Management at the head office in Vienna and the relevant departments at the subsidiary banks in Central and Eastern Europe and the Austrian subsidiaries.

The Sustainability Council has been firmly established as a core organizational component of sustainability management. The task of this council is to advise on the development of sustainability agendas and to evaluate their performance. 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 102-27, -33

TCFD

As at 31 December 2021, the following internal and external persons were members of 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 Höpler, Head of the Group Executive Office of RBI AG
- Hannes Mösenbacher, CRO of RBI AG
- Andreas Pangl, General Secretary of the Austrian Raiffeisen Association
- Georg Schöppl, Member of the Management Board of Österreichische Bundesforste AG
- Andrea Sihl-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

In 2021, RBI further intensified its efforts to strengthen its strategic orientation as a responsible banker (organizational anchoring see graphic page 22). The Management Board is supported in its ESG decisions by the cross-functional, cross-divisional Responsible Banking steering group. The steering group is composed of the heads of all of the affected divisions and is supported by a cross-functional operating task force. The inclusion of all relevant divisions serves to ensure vigilance with regard to ESG risks in the bank's operations and value chains, as well as the comprehensive implementation of sustainability. Specific ESG topics are addressed by 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.

GRI 102-27, -33

GRI 102-20, -30

### Organizational anchoring of Responsible Banking in RBI

RBI Board Areas	CEO/CFO	CORP	MIB	RETAIL	CRO	COO/CIO	
Joint RBI coordinating groups ...	Responsible Banking B-1 Steering Group						
	Responsible Banking – Operational Task Force						
... dealing exclusively with ESG topics	Group ESG & Sustainability Management	Corporate Finance / Sustainable Finance					
... dealing mainly with ESG topics	Group Executive Office	Corporate Customers	Group Capital Markets Trading & Institutional Sales	International Retail Lending	Financial Institutions Country and Portfolio Management	Group Core IT	
	Group Marketing	Corporate Finance	Group Investment Banking	International Small Business Banking	Group Corporate Credit Management		
	Group People and Organisational Innovation		Group Investor Services	Premium and Private Banking	Group Regulatory Affairs & Data Governance		
	Group Strategy	Institutional Clients			Group Risk Controlling		
	Group Treasury	Raiffeisen Research			International Retail Risk Management		
	Legal Services						
"Agile speedboats" with members of affected board areas for an effective collaboration	<p>Brand recognition measures</p> <p>Structured know-how transfer, cross-divisional and cross-country trainings</p> <p>Social aspects and products development</p> <p>Sustainable and transition finance in NWBs</p> <p>PRBs – fulfillment target setting</p> <p>Risk management with positive impact</p> <p>ESG Competence Center &amp; "Prevent Greenwashing"</p> <p>Let's talk about green</p>						
	Group-wide coordination	Sustainability Officers	ESG Corporate Ambassadors	ESG MIB Ambassadors	ESG Retail Ambassadors	ESG Risk Ambassadors	

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: 14 February 2022



# Impacts, risks and opportunities

GRI 102-15;  
GRI 103-1,  
-2, -3

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 the risks and opportunities for RBI and the risks and opportunities of RBI in respect of the economy, environment and society.

There is a separate sub-chapter in each of the "Responsible banker", "Fair partner/Employees", "Fair partner/Inhouse ecology" and "Engaged citizen" chapters (can be found on pages 55-57, 107, 142-143, 155).

# Governance and compliance

GRI 102-16;  
Page 23-28  
GRI 103-1,  
-2, -3;  
Page 23-28

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 15) as does the Code of Conduct (CoC), which is applied across the Group. Generating added value for the long term is our primary strategic objective.

PRB 6

GRI 103-1, -2, -3

## Corporate governance

GRI 103-1, -2, -3

PRB 5

TCFD

Find more at:  
[www.raiffeisen.com/en/investoren/corporate-governance.html](http://www.raiffeisen.com/en/investoren/corporate-governance.html)

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 inspection within a company that is aware of responsibility, is qualified, transparent and focused on the long-term increase in value 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. The Group's internal policies and processes, which are based on the legal framework and the RBI Code of Conduct, serve to ensure compliant conduct.

In 2019, RBI also set itself an ambitious target with its Vision 2025: "We are the most recommended financial services group". It has formulated a mission "We transform continuous innovation into superior customer experience" as a means of making this vision a reality. The values of collaboration, proactivity, learning and responsibility have been defined as particularly important for achieving the vision. Building on the vision/mission, the strategic roadmap – a multi-year development plan for achieving the vision/mission – was developed in a comprehensive process involving numerous employees.

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.

GRI 102-12 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.

GRI 102-17, 26;  
G4-FS1

## Code of Conduct



Our Code of Conduct forms the basis for our practices. Among other things, it is aimed at the avoidance of fraud, corruption, bribery, market abuses, money laundering and financing of terrorism as well as the avoidance of any conflicts of interest, upholding financial sanctions and securities regulations as well as compliance with data protection standards and other sensitive issues to the best of our knowledge and ability (see "Compliance" starting on page 25). The CoC and its effectiveness are reviewed regularly and approved and published by the RBI Management Board following extensive consultation with various stakeholders taking into account the "ethical bank" concept. The CoC was revised minimally in January 2020. As a main component of our corporate responsibility, it 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.

PRB 3 The business model of RBI 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 the fundamental Raiffeisen values and is oriented towards the specific requirements of everyday business at home and abroad. This includes observing laws supporting the fight against money laundering and terrorism, implementing financial sanctions, prohibiting fraud, corruption and bribery and other forms of critical business practices, including respect for the fundamental rights of employees as well as environmental legislation to the best of our knowledge and ability. Position statements on customer relationships, lending and RBI's own investments in certain sectors (e.g. military equipment and technology, gambling, thermal coal and nuclear power) are also communicated proactively. These business inquiries are forwarded to Compliance for a further evaluation to ensure that risks of this nature are managed adequately, reduced or avoided. RBI AG regularly evaluates and analyzes the economic sectors to be addressed by policy-making. Our processes and controls are aimed at identifying potential environmental, social or reputational risks resulting from such companies and policies in good time and revising them regularly in the event of changes in our risk appetite in particular. RBI has further restricted its position with regard to both military equipment and technology and thermal coal and has begun gradually reducing its existing business in these areas.

To strengthen the necessary awareness, a mandatory e-learning campaign was initiated at RBI's head office in 2020 and rolled out to the entire Group in 2021. All employees are required to participate in mandatory elearning that covers the basics of the CoC. Additionally, all employees must sign a compliance declaration that includes a commitment to observing the CoC. In addition, all persons acting for or providing services on behalf of RBI as well as all other business partners are expected to apply rules 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. The final roll-out began in 2021 and will continue in 2022.

GRI 102-18, -19  
TCFD The Management Board of RBI AG has the ultimate responsibility for the CoC; the Chair is also the highest authority on issues of sustainability. Operational responsibility for implementing the CoC in all global group units lies with the

respective competent management bodies. The division 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.

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. 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 regulations. We constantly analyze our rules and regulations in order to minimize the risks for the future as far as possible.

In 2021, 88 reports were received, 69 of them via the whistleblower system, 19 of which were received and responded to by the Ombudsperson. The reports/requests for advice related to bribery and corruption (4), conflicts of interest (5), fraud and theft (6), harassment, discrimination and retaliation (25) and other internal misconduct (48). Investigations confirmed the allegations in 32 cases, which led to appropriate disciplinary action under Group regulations, up to and including termination. 39 cases were closed as inconclusive or unfounded, and mediation or counseling was offered in 17 cases. In addition, 33 cases of violations of the Code of Conduct (e.g. breach of professional duties, fraud and theft) were identified. All reports and cases were appropriately investigated and the necessary consequences drawn.

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.

RBI is one of the signatory companies of the UN Global Compact (UNGC) and is therefore committed to proactively and consistently complying with the ten UNGC principles of responsible business. These principles include the core areas of human rights, labor standards, environmental protection and combating corruption. The concomitant attitude of global responsibility is expected of all employees and managers as well as of partners and suppliers (see page 17).

## Compliance

RBI places great value on compliance with relevant regulations. We do not tolerate any form of corruption, tax evasion, money laundering, financing of terrorism, evasion of sanctions, fraud or market abuse and work actively against such activities. A prerequisite in our business and operational practices is the fair, ethical and legally compliant behavior of all members of our 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. Compliance is monitored by way of a questionnaire that employees are required to complete annually. In addition, there are regular internal reports (ad hoc, quarterly, annually) discussing 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 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).

Find more at:  
[www.rbinternational.com/en/homepage/compliance-information/whistleblowing.html](http://www.rbinternational.com/en/homepage/compliance-information/whistleblowing.html)

GRI 406-1



GRI 102-17



GRI 205-2;  
G4-FS4

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. Defined groups of employees must also attend refresher courses on a regular basis. 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 FS4

A multi-channel campaign to improve awareness of compliance matters at RBI began in 2021.

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		
	2021	2020	Change over previous year	2019	2021	2020
<b>Anti-corruption training courses according to employee categories</b>						
Board (first tier of management)	54	57	-5 %	43	4	1
B-1 (second tier of management)	419	387	8 %	304	47	35
B-2 (third tier of management)	1,175	1,211	-3 %	800	156	122
Other managers	1,531	1,971	-22 %	1,788	46	73
Other employees	28,138	29,358	-4 %	24,870	3,175	2,651
Board (first tier of management)	57 %	60 %	-3 PP	45 %	67 %	17 %
B-1 (second tier of management)	71 %	70 %	1 PP	54 %	87 %	73 %
B-2 (third tier of management)	72 %	74 %	-2 PP	49 %	99 %	74 %
Other managers	59 %	67 %	-8 PP	57 %	90 %	81 %
Other employees	72 %	77 %	-5 PP	62 %	100 %	91 %
<b>by region</b>						
Central Europe	6,449	8,564	-25 %	4,059		
Southeastern Europe	9,935	9,970	0 %	9,831		
Eastern Europe	10,535	11,003	-4 %	11,883		
Austria	4,398	3,447	28 %	2,032	3,428	2,882
Central Europe	76 %	100 %	-24 PP	45 %		
Southeastern Europe	75 %	72 %	3 PP	70 %		
Eastern Europe	60 %	65 %	-5 PP	66 %		
Austria	97 %	80 %	17 PP	47 %	100 %	89 %

\* The values include the figures from the companies listed in the Overview chapter (reporting limits and data collection, page 11, first paragraph).

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 Corrupt 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.

GRI 205-2

These procedures are monitored and reviewed on a regular basis. The Group's internal Bribery and Anti-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 205-3

One case of corruption was identified at RBI in 2021, which led to a dismissal and disciplinary proceedings against employees.

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.

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, Transaction Monitoring), as well as participating in several initiatives at a European level (such as the EU AML package 2021).

GRI 102-13

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 relationships with correspondence banks.

RBI has created a comprehensive AML framework in order to ensure that AML risks are properly identified, evaluated and reduced appropriately. 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. Among other things, it is based on the following components:

- 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 (incl. politically exposed persons and identification of economic owners)
- Role-based training and awareness programs (classroom-based, e-learning, micro-learning)
- Customer data, transaction and account monitoring incl. coherence screening (e.g. EU high risk)
- Reporting on suspicious activities

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, network analysis, 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.

G4-F59

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.

GRI 102-13

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. 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 operating onshore companies, and special verification mechanisms for payment transactions, assets and collateral. The ownership structure of high-risk customers is also examined extremely precisely and must be confirmed by credible external documents.

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.

G4-FS9 RBI has a well-established internal control system (ICS). The Internal Control Systems unit at RBI is responsible for safeguarding the effectiveness of the ICS. Identification, development, documentation, prioritization and regular verification checks serve to ensure a suitable controlling environment. Internal Control Systems operates independently and employs various types of tests in measuring the effectiveness, appropriateness and efficiency of the controls used to reduce underlying risks. The ICS as a whole, monitored by Internal Control Systems, ensures that the organization achieves its operational and financial reporting and regulatory compliance objectives.

Directives for strategically important topics are a key element of this and form the basis for our effective internal control system. Taken together, these directives constitute our "company law". They include the assignment of approval authority for group and company directives as well as department-specific directives and directives on separation.

16  G4-FS9 The management of the respective group units is responsible for implementation of the directives. The "Confirmation of Implementation" process is carried out every two years. As part of this process, 67 Group units must confirm that they have followed the relevant policies. If this cannot be entirely confirmed for individual units, these units must create a roadmap of how the gaps will be closed. Monitoring compliance with these Group regulations takes place within the framework of audits by the Group and local audit departments.

16  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 419-1 With regard to non-compliance with laws and provisions in the social and economic sphere, no cases were identified for this indicator in 2021. This indicator does not include penalties for late payment of taxes.

GRI 103-1,-2,-3

## 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.

At EU level, RBI AG is registered 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).

GRI 102-13

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.raiffeisen.com/en/investors/corporate-governance.html](http://www.raiffeisen.com/en/investors/corporate-governance.html)

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:

- 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 2021, RBI again did not make any financial contributions in kind to any politicians or parties.

GRI 415-1

## Tax compliance

GRI 207-1, -3

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.

GRI 207-1

## Tax concept

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.

These principles and approaches are set out in the Code of Conduct, which applies to the entire Group. It is regularly reviewed and expanded and specified via various individual policies.

RBI AG's business model seeks to avoid a presence in tax havens. Any outstanding activities in such locations are to be terminated as soon as possible.

GRI 207-2

## Tax governance, control and risk management

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. The monitoring of the relevant matters is reinforced through internal control measures and the arrangement of external audits. External audits are obtained where clarification is required on certain complex matters.

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 25).

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

## Stakeholder engagement and management tax concerns

GRI 207-3

Important tax topics and projects are presented to the CEO or the full Management Board for acknowledgment or approval. External opinions are obtained 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. A regular exchange of information 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.

## Country-specific reporting

GRI 207-4

Country-by-country reporting							
2021	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	89	0	34	26	0	-5	1,225
Belarus	237	5	64	43	-21	-16	1,600
Bosnia and Herzegovina	142	0	39	71	0	-4	1,266
Bulgaria	219	6	78	40	-6	-8	2,404
Kosovo	78	3	29	34	-3	-3	850
Croatia	248	-3	61	141	-2	-11	1,745
Austria	2,321	1,028	1,301	554	-30	-35	5,141
Poland	-243	0	-311	3	0	0	247
Romania	620	11	214	97	-22	-41	4,799
Russia	1,915	140	591	194	-164	-117	9,327
Serbia	179	8	68	68	-8	-8	1,489
Slovakia	570	23	213	98	-30	-47	3,471
Czech Republic	771	-87	224	158	-1	-45	3,739
Ukraine	531	3	150	84	-32	-28	6,645
Hungary	464	-10	112	90	-11	-11	2,237
Other countries	5	0	4	0	0	0	0
<b>Subtotal</b>	<b>8,147</b>	<b>1,127</b>	<b>2,870</b>	<b>1,701</b>	<b>-330</b>	<b>-381</b>	<b>46,185</b>
<b>Reconciliation</b>	<b>-</b>	<b>-</b>	<b>-1,080</b>	<b>-61</b>	<b>0</b>	<b>13</b>	<b>0</b>
<b>Total</b>	<b>-</b>	<b>-</b>	<b>1,790</b>	<b>1,640</b>	<b>-330</b>	<b>-368</b>	<b>46,185</b>

### Notes:

The names of the resident companies can be found starting on page 216 of the Annual Report.

The primary activities of the organization can be found on pages 20 and 92-93 of the Annual Report.

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

Countries not listed individually are summarized in the "Other countries" item due to immateriality.

In the reporting period, RBI did not have any offshore jurisdictions as defined in the EU list:

[www.consilium.europa.eu/media/52208/st12519-en21.pdf](http://www.consilium.europa.eu/media/52208/st12519-en21.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).

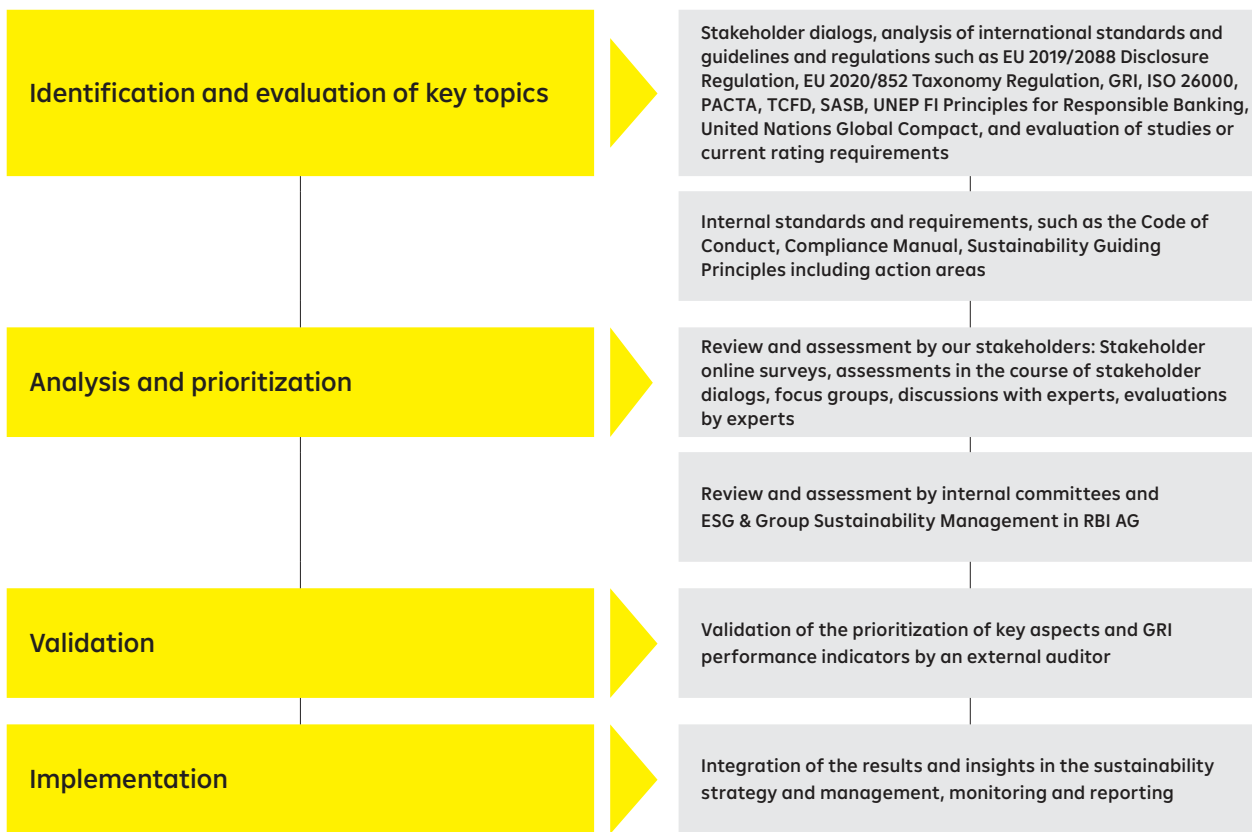
# Material topics

We pursue two approaches in the further development of our sustainability strategy and the definition of reporting content and focal points: On the one hand, we want to know what standards we must meet in order to enjoy long-term success. On the other hand, it is important to us as an internationally active banking group to know what our stakeholders expect of us. Accordingly, we make use of a multi-stage materiality analysis that includes our stakeholders in order to identify the areas of activity and key sustainability aspects.

Since the publication of the fourth generation of the Global Reporting Initiative (GRI G4) and the GRI Standards, the principle of materiality has been placed at the center of reporting. In this way, the GRI emphasizes even more strongly than before that sustainability reports should be focused on the material topics of sustainability. The process of identifying and prioritizing the relevant topics and aspects must also be systematic and well documented.

## Materiality analysis

### The materiality analysis process



### Identification of relevant topics

The selection of material topics takes into account internationally recognized criteria and sustainability standards, such as those created by the GRI, the United Nations Global Compact or ISO 26000 and current laws and regulations (for details see paragraph 1.b on page 33). 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.

The process for identifying topics is based on the question of whether the given topics influence company activities now or in the future and whether RBI is in a position to influence them directly or indirectly.

## Prioritization of the sustainability aspects and materiality analysis

RBI applies a multi-stage approach in the materiality analysis in order to allow it to better evaluate and subsequently prioritize the material topics and areas of activity.

A detailed analysis of the topics identified as material in the past was conducted in 2020 (details can be found in the Sustainability Reports for 2017, 2018, and 2019). The aim was to establish whether these topics are still material for RBI and whether there are additional topics requiring classification as material based on current circumstances.

1. The analysis was performed in a multi-stage process:

a. The topics identified as material for RBI in the past were recorded in a grid:

- Employee concerns
- Inhouse ecology and supply chain
- Commitment to society and the environment
- Sustainability in the core business
- Economic added value
- Organizational management
- Regulations and control
- Transparency and disclosure

GRI 102-47

b. They were then analyzed in detail with regard to their current relevance, taking into account a wide range of current standards, policies and regulations. In particular, these include EU 2019/2088 Disclosure Regulation, EU 2020/852 Taxonomy Regulation, the Paris Agreement Capital Transition Assessment (PACTA), GRI, ISO 26000, SASB, the Task Force on Climate-related Financial Disclosures (TCFD), and the UNEP FI Principles for Responsible Banking. The requirements of the rating agencies were also taken into account and a comparison was made with other financial institutions.

The contents of the documents analyzed were broken down into the most important topics and allocated to the material topics.

c. Next, the number of times a given topic occurred with given content was determined and a ranking was performed.

d. Finally, the results were examined in order to identify any topics that are sufficiently relevant to be classified as a material topic in their own right rather than as a subordinate topic. Two new topics were identified as material:

- Stakeholder engagement
- Risk management

GRI 102-47

2. The current materiality matrix was created on the basis of the results of the online stakeholder materiality survey conducted in fall 2020.

3. In the "Material topics" table (can be found on pages 38-39), we present how the topics we identified as material are related to the associated material GRI topics.

4. Validation of the material aspects, including GRI compliance, was carried out by an external expert who has international experience as an auditor of sustainability reports produced by financial service providers. This expert examined the identified prioritization of topics and performance indicators.

5. A workshop was held in December 2017 with around 20 external and RBI-internal participants with the appropriate professional expertise and chaired by external experts, in order to arrive at an expert-based weighting and determination of the impacts of RBI's business activities on the economy, environment and society. The impacts on the material topics were identified in two discussion groups. All workshop participants then anonymously assessed the material topics, and particularly the extent of the impacts thereof. The results were then ranked and subjected to critical review.

In early 2021, an online survey of experts was conducted on the impact of the material topics of stakeholder engagement and risk management that were newly identified for 2020.

GRI 102-43, -44

## Stakeholder online survey

In 2020, around 4,000 stakeholders were invited to participate in an online survey on sustainability at RBI. A total of 706 stakeholders took part in the survey, corresponding to a return rate of 17.6 per cent.

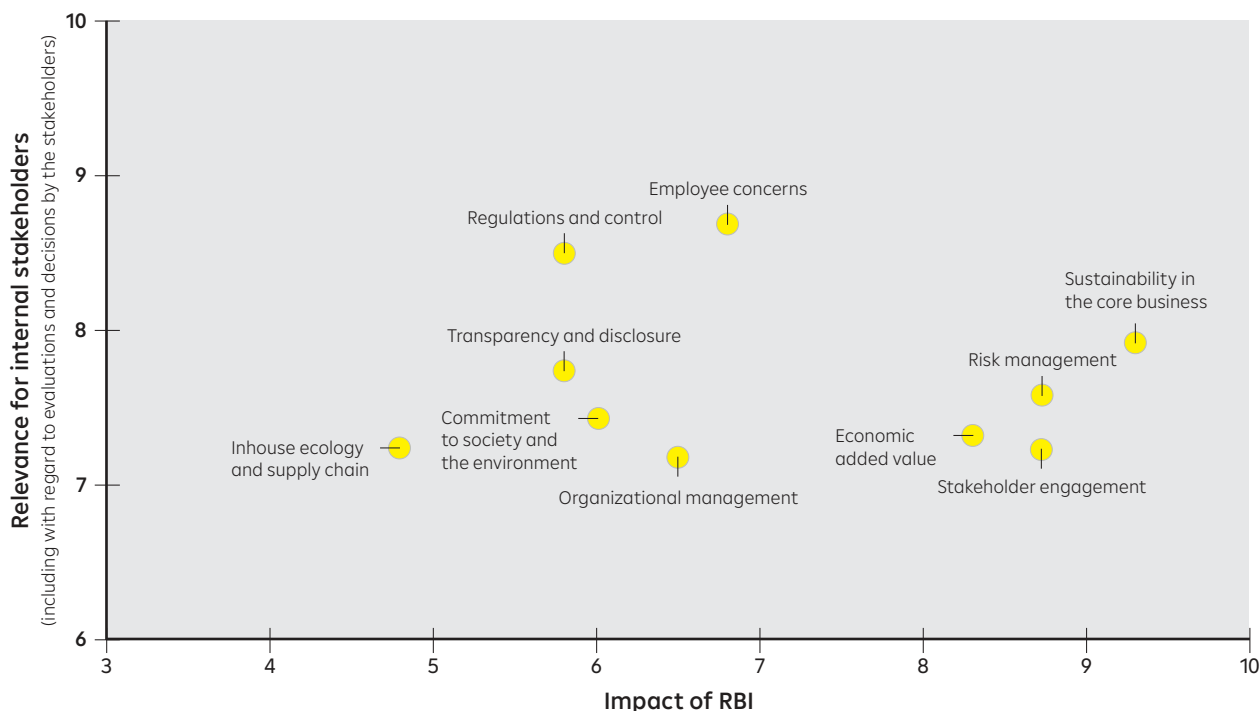
The internal and external stakeholders were asked to evaluate the topics identified by us (see point 1.a. and 1.d. on page 33).

We consider the survey to be representative in terms of evaluating and assessing materiality and deriving measures for the future.

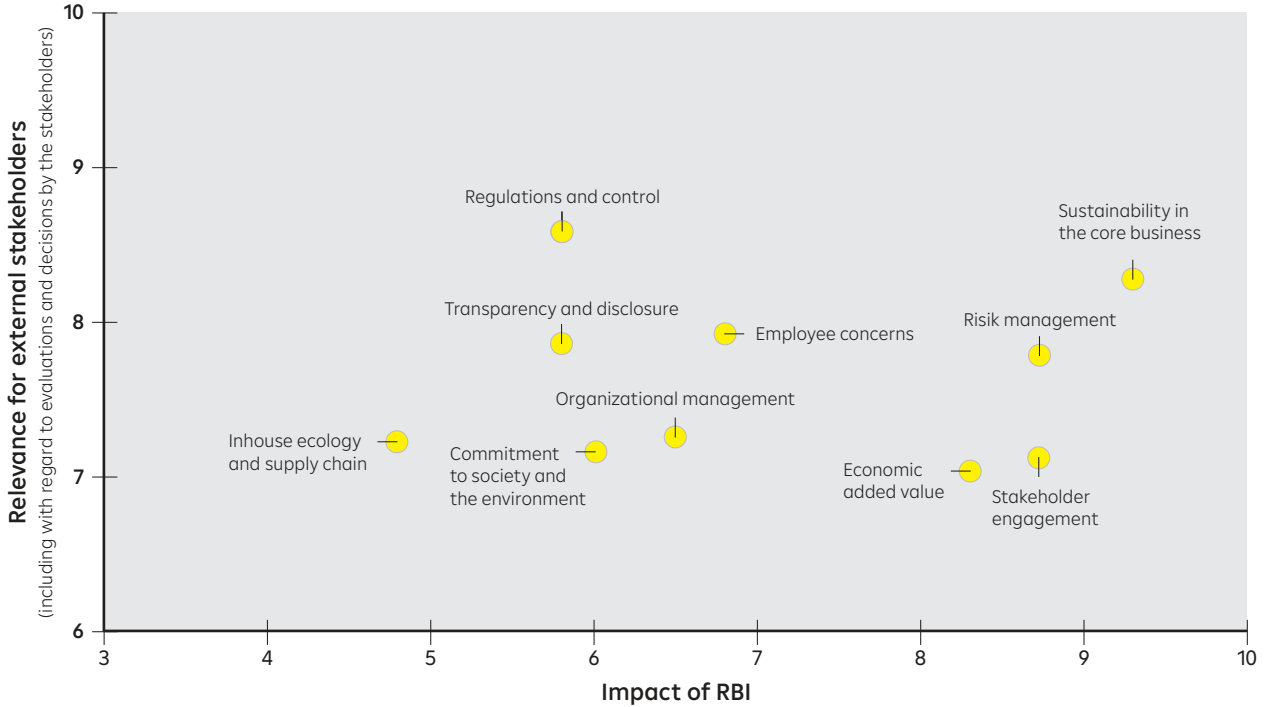
We deliberately prepared the adapted materiality matrix separately for internal and external stakeholders. We refrained from calculating an overall score, as each weighting involves the potential for distortion. The materiality matrices illustrate the significant economic, ecological and social impacts of RBI (x axis) and the evaluation of the topics by the internal and external stakeholders (y axis).

The results of the materiality survey show what our Sustainability Management needs to focus on in the future. Our sustainability program has been modified accordingly.

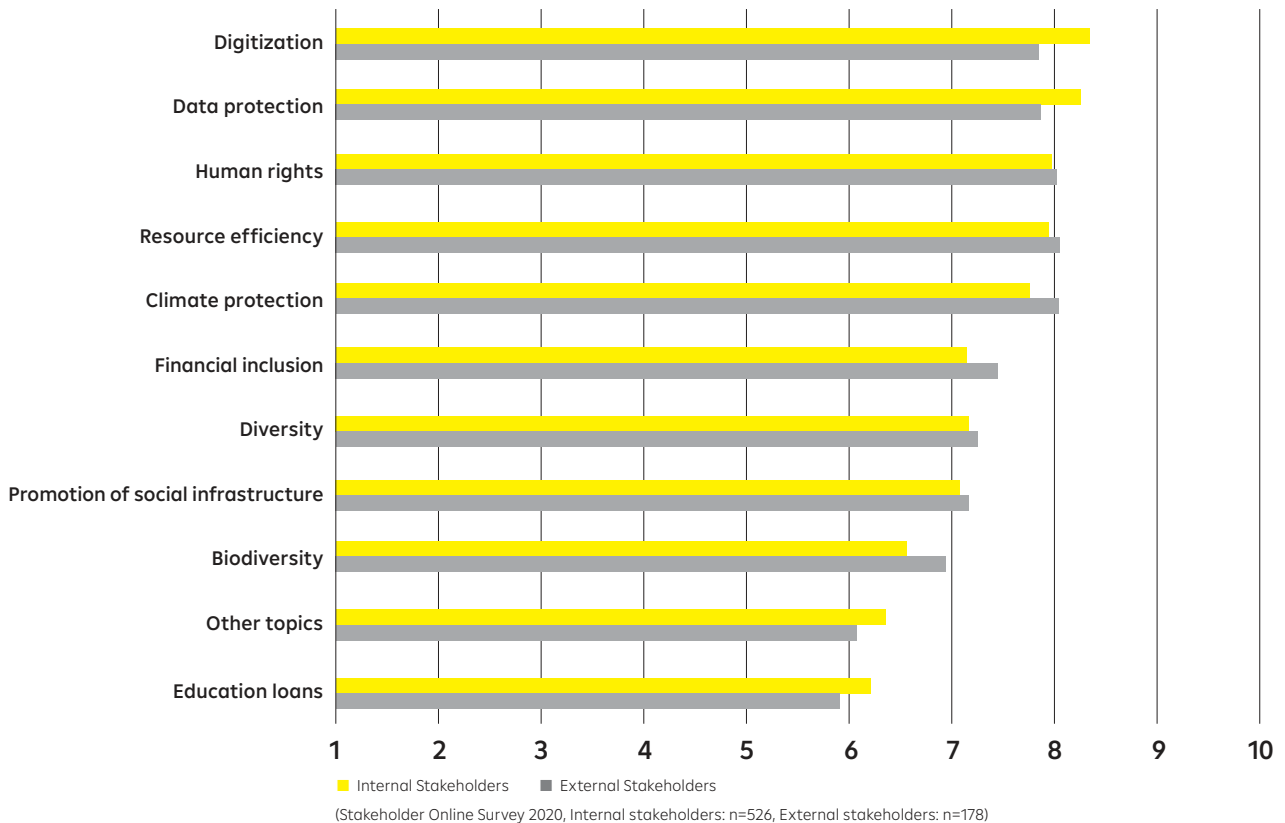
### Materiality matrix – main topics (from the point of view of internal stakeholders)



### Materiality matrix – main topics (from the point of view of external stakeholders)

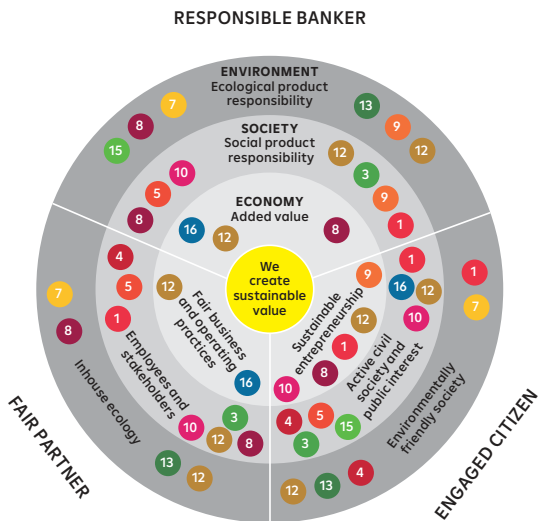


### Materiality chart of sustainability in the core business



GRI 102-12  
PRB 6

# Sustainable Development Goals



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 subgoals. 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 most material and relevant to our business activities and that best complement our sustainability strategy.

To make this possible, we worked with an external consulting company in 2017 to create a structured process to identify the SDGs that are most material to our business. In 2020, experts from Risk Management examined which other SDGs could be potentially relevant for RBI from a risk perspective or are already being taken into account. A further three SDGs (SDG 3, SDG 10 and SDG 15) were identified. A comprehensive impact analysis was conducted in 2021. 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 relevant in all three business areas – climate protection (SDG 13) and resource efficiency (SDG 12). Accordingly, SDG 12 was identified as an additional SDG of importance for RBI (can be found on pages 55-57).

## The most important SDGs for RBI

The twelve SDGs listed below are the ones that RBI has identified as being particularly relevant – both for the Group as a whole and for the core business. These SDGs are already given priority and this will continue over the coming years. They directly expand upon the aspects and topics that have already been identified as material.

The topics and aspects addressed in this Report that have SDG relevance are specially indicated.

The twelve most important SDGs for RBI are:



- SDG 1: End all poverty in all its forms everywhere.
- SDG 3: Ensure healthy lives and promote well-being for all at all ages.
- SDG 4: Ensure inclusive and equitable quality education and lifelong learning opportunities for all.



- SDG 5:  
Achieve gender equality and empower all women and girls.
- SDG 7:  
Ensure access to affordable, reliable, sustainable and modern energy for all.
- SDG 8:  
Promote sustained, inclusive and sustainable economic growth and productive full employment and decent work for all.
- SDG 9:  
Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.
- SDG 10:  
Reduce inequality within and among countries.
- SDG 12:  
Ensure sustainable consumption and production patterns.
- SDG 13:  
Take urgent action to combat climate change and its impacts.
- SDG 15:  
Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss.
- SDG 16:  
Promote peaceful and inclusive societies in order to foster sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

The following table shows the relationship between the topics we have identified as material, the areas of responsibility (responsible banker, fair partner, engaged citizen), the GRI standards, the SDGs, and the concerns in line with the Austrian Sustainability and Diversity Improvement Act (NaDiVeG).

GRI 102-47

### Material topics

Areas of responsibility	Material topics	GRI standards Material topics	"Top" Sustainable Development Goals	NaDiVeG matters
Management	Transparency and disclosure	Taxes		
Responsible banker	Engagement to society and the environment	Human rights assessment		
		Organizational management	Active ownership Marketing and labeling Product portfolio	
	Economic added value	Economic performance		
		Indirect economic impacts		
		Product portfolio		
	Sustainability in the core business	GHG emissions		
		Product portfolio		
	Regulations and control	Fighting corruption		
		Protection of customer data		
		Labeling of products		
Socio-economical compliance				
Anti-competitive behavior				
Risk management	Product portfolio			
	Audit			
Stakeholder engagement	Active ownership			
	Product portfolio			
Transparency and disclosure	Public policy			

Areas of responsibility	Material topics	GRI standards Material topics	"Top" Sustainable Development Goals	NaDiVeG matters
Fair partner employees	Employee concerns	Training and development		
		Employment		
		Freedom of association and right to collective agreement negotiations		
Diversity and equal opportunity				
Risk management	Occupational health and safety			
	Freedom from discrimination			
Stakeholder engagement	Product portfolio			
Fair partner Inhouse ecology	Inhouse ecology and supply chain	Water and waste water		
		Emissions, energy		
Materials, water and waste water				
Stakehold engagement	Product portfolio			
Engaged citizen	Engagement to society and the environment	Marketing and labeling		
		Economic performance		
	Stakeholder engagement	Product portfolio		

SDGs

- No poverty
- Good health and well-being
- High quality education
- Gender equality
- Affordable and clean energy
- Decent work and economic growth
- Industry, innovation and infrastructure
- Reduced inequalities
- Responsible consumption and production
- Climate action
- Life on land
- Peace, justice and strong institutions

NaDiVeG matters

- Respect for human rights
- Employee matters
- Combat corruption and bribery
- Environmental matters
- Social matters

# Stakeholder inclusion

GRI 102-29;  
GRI 103-1, -2, -3  
Page 40-44

TCFD

PRB 4

GRI 102-43

Our business activities affect the interests of many stakeholder groups and people in different countries. We also recognize that we are only able to run our company sustainably if we engage in frank and constructive dialog with our stakeholder groups and seek out and find common solutions, even on controversial topics. Involving our stakeholders is therefore one of the core action areas of the sustainability strategy and a central element of our sustainability management.

GRI 102-43

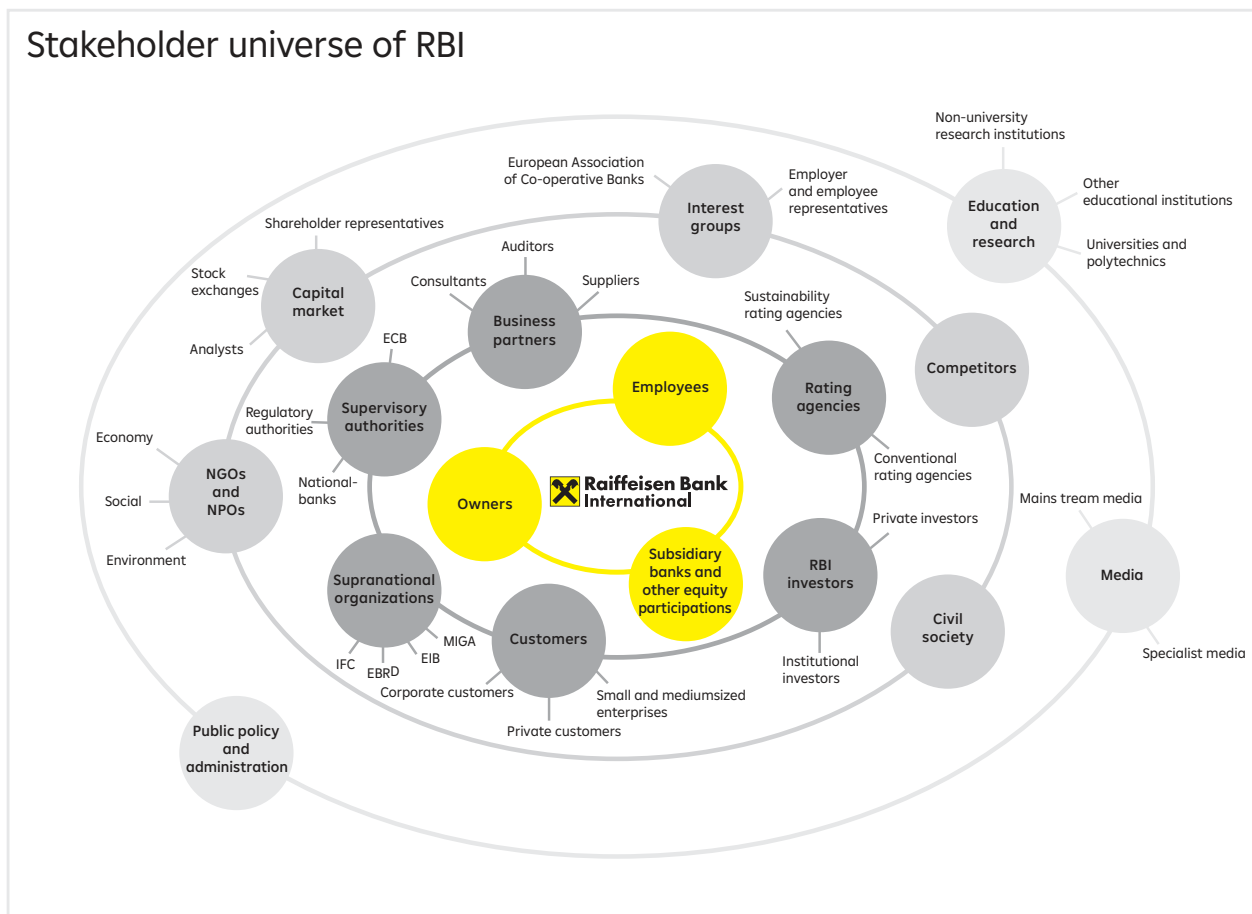
We identify and assess relevant and sensitive issues through regular dialog with stakeholders. In various forms of communication with our stakeholder groups, we evaluate the relevance of sustainability topics. In our sustainability committees, initiatives and business areas, we consider the results of the stakeholder dialogs, including controversial themes, and based on what we have learned, we develop concrete objectives and measures for further development of our sustainability management.

## Our stakeholders

GRI 102-42

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.

GRI 102-40



## Our stakeholder approach as a fair partner

GRI 102-43

RBI is a fair business and dialog partner to all stakeholders. In this role, we interact in an open and respectful manner with employees, customers, business partners, shareholders and other stakeholder groups. 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.

We foster and promote constructive exchange with our stakeholders. We also endeavor to recognize the needs of our most important stakeholders, and to act within the scope of our powers.

RBI places great value on fair business and operational practices. This 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.

G4-FS15

The rules of fair competition clearly apply to RBI. 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.

G4-FS15

GRI 103-1, -2, -3

RBI stands for transparent disclosure and responsible marketing. Our 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). As such, our communication with stakeholders goes beyond the statutory requirements.

GRI 103-1, -2, -3

At a time when banking is more than ever a matter of trust, the reception that our customers have given us shows that our fair approach is the correct one. This trust is based on our deep roots in the countries and our relationships with their people, and also on the efforts made by our employees every day to deepen this trust. We share a common goal with our customers: success. We have internalized this company principle and put it into practice every day, such as in the way we actively offer our customers tailored, personalized solutions based upon their requirements.

Our employees are our most important asset and the key to the success of RBI. Our employees represent the largest stakeholder group in terms of numbers, right after our customers. We encourage them, but we also demand excellence from them. We are committed to living by the performance principle and promoting team spirit. This means that we want the very best people, who will become even better with us. In return, we provide systematic further training, attractive development opportunities and a working atmosphere characterized by team spirit.

We work closely with our shareholders and see them as both dialog partners and consultants. Additionally, we share an open dialog on many levels with representatives of our stakeholders, and we are active participants in various forums such as the United Nations Global Compact (UNGC), the United Nations Environmental Program Finance Initiative (UNEP FI), Transparency International, the Global Reporting Initiative (GRI), respACT – austrian business council for sustainable development, and the Vienna Initiative (an international network for safeguarding financial stability in Central and Eastern Europe).

We view environmental and climate protection as part of our responsibility toward 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 to the greatest possible extent, and – where possible – going beyond basic compliance with statutory requirements and demands.

A prerequisite in our business and operational practices is the fair, ethical and legally compliant behavior of all members of our staff. More information can be found starting on page 24.

A key part of our corporate culture is in-depth communication with our shareholders. This is why we ensure that their feedback and input is used in our strategies and operations. The result of this is a shared system for the creation of added value. The shareholders of RBI AG exercise their rights according to the principle of “one share, one vote” by voting at the Annual General Meeting. All shareholders have entirely equal rights, and can exercise their right to vote in person or by proxy.

It goes without saying that we have a great responsibility toward our shareholders. One of the four mission statements is therefore: We aim to generate solid and sustainable enterprise value for our shareholders. We are not interested in short-term value growth. Good profitability, which we can use to build up equity from within, and the long-term profitable development of RBI are good not only for owners and shareholders but also for all other stakeholders. They safeguard our common existence.

## Information, dialog and participation

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 (can be found on pages 77, 86, 91). The following table (starting on page 43) on the stakeholder dialog provides an overview of the widely extensive dialog formats that are utilized in various areas of the company.

We regularly carry out comprehensive stakeholder surveys in order to reach as many stakeholder groups as possible. The most recent stakeholder survey was conducted in 2020. Over 700 stakeholders took the opportunity to work with us to reprioritize the material topics for RBI (see page 34).

The results of the stakeholder surveys are reflected in our materiality analysis and are integrated into our sustainability management alongside the results from focus groups and discussions with experts.



The strategic focus on ESG and sustainability was at the heart of the annual RBI Group meeting on 24 November 2021, which was attended by the board members and heads of division from head office, the subsidiaries in Austria and the subsidiary banks in Central and Eastern Europe. In his keynote speech, René Schmidpeter, Professor for Sustainable Management at IU International University of Applied Sciences in Munich and Editor-in-Chief of the International Journal of Corporate Social Responsibility, provided insights into why sustainable management should be viewed as a new business paradigm – making it an add-in, not an add-on. His presentation outlined the important role to be played by banks as an interface between the financial markets and the industry.

### Forms of stakeholder engagement through information and participation

#### Information

**Goals: Creating transparency, sharing information**

Sustainability Report according to GRI standards  
 UNGC report “Communication on Progress”  
 Comprehensive sustainability information in the “Sustainability & ESG” section of the company’s website  
 Sustainability competence training and ESG Academy (see page 112)

Target group-specific ESG marketing campaigns  
 External and internal ESG communication (e.g. LinkedIn posts, regular articles on the intranet, in the employee magazine and in the customer newsletter) as well as public relations work  
 Articles in specialized publications  
 Research newsletter

#### Participation

**Goals: Active participation, cooperation, setting out initiatives, implementing projects**

Active initiation of sustainability measures (e.g. via Raiffeisen Sustainability Initiative)  
 Participation in national initiatives (e.g. respACT)  
 Participation in international initiatives (e.g. UNEP FI, UNGC, VfU)  
 “Banking made for CEE” online platform (see page 169)

Support of projects (e.g. cooperation with polytechnics and universities)  
 Incorporation of external stakeholders in inhouse committees  
 Invitation to public dialog to all stakeholders

## Forms of stakeholder engagement through dialog and consultation

Goals: Open exchange and dialog on perspectives, expectations and possible solutions, listening and learning

Stakeholder group	Format	Contents	Frequency
Owners/shareholders	Dialogs with shareholders	Shareholders with an interest in ESG are engaged on an ad hoc basis in order to jointly advance the topic of ESG in the interests of RBI and its sustainability agenda.	ad hoc
	Dialogs with ESG rating agencies	ESG rating agencies (e.g. FTSE Russell, Dow Jones Sustainable Index, VÖNIX, Sustainalytics, ISS ESG) contact RBI once a year to update their rating results and obtain feedback.	ad hoc and regular
	Dialogs with the Raiffeisen regional banks	Dialog on current topics at Supervisory Board meetings (e.g. "fit&proper" units) and other bilateral meetings, including as part of a federal ESG working group and the working groups of the Raiffeisen Sustainability Initiative, which are arranged several times a year with the aim of best practice sharing, among other things.	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.	annually
	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
Internal and external stakeholders	Membership: European Banking Federation & UNEP FI working group on a report on the EU Taxonomy application to banks' lending products.	UNEP-FI and EBF led a project to test the application of the EU Taxonomy to core banking products in 2020 ( <a href="http://www.unepfi.org/banking/initiatives/eu-taxonomy">www.unepfi.org/banking/initiatives/eu-taxonomy</a> ). In 2021, a phase II project was started in which RBI actively works as a member of the working group. Scope of the project: • Developing industry guidelines, standard templates and product-centric approaches to operationalize the EU Taxonomy; • Cooperation with legislators and regulators on the rapid evolution of the EU Taxonomy regulation. • Test the application of the EU Taxonomy further in specific areas (e.g. adaptation, other environmental objectives, social aspects).	Phase II timeline: February–December 2021, publication of the report in Q1/2022
	RBI Sustainability Council	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 21)	twice yearly
	Raiffeisen Research ESG services	Research services covering news and analysis with an ESG focus on: • Daily reporting on regular ESG news/topics as part of the Vienna Calling Fixed Income Daily with a focus on individual securities and general market-wide topics • ESG Manual (overview of our regular ESG research coverage) • Regular publications on country, regulation, general market, sector-specific and other relevant ESG topics • An ESG scoring model was successfully implemented in 2021 and forms one of the fundamental pillars of our analysis of individual securities in our fixed income and equities coverage • ESG scoring model for internal use by RBI in its risk department and for introduction at external customers • Webinars with a focus on relevant internal and external ESG topics	regular
Customers	Advisory for institutional and corporate clients	RBI offers tailored sustainable financing solutions for institutional clients and companies. To date, more than 100 clients have been advised on ESG topics. We aim to offer 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). This takes place in close cooperation and coordination with ESG experts and the respective customer relationship managers. (see page 77)	regular
	Markets & Investment Banking and Corporates customer survey	Survey on the ESG targets, processes and financial flows of organizations with the aim of determining the status of sustainable finance in the CEE/SEE/CIS region and its future focus. The survey was aimed at asset managers who are domiciled or who invest in CEE/SEE, banks, companies, governments, and corporate clients.	one-off



Stakeholder group	Format	Contents	Frequency
Customers	Customer events	RBI regularly organizes ESG-themed customer events and webinars. <ul style="list-style-type: none"> <li>• March 2021: Raiffeisen Research webinar "Green Challenges for Russia and Energy Markets, Green Potential in ESG Finance in CEE/CIS"</li> <li>• September 2021: "Transition to a Green(er) Economy and the Impact of the Financial Industry" – a hybrid event organized by Corporates and Investment Banking</li> <li>• October 2021: Webinar for Investment Banking clients with over 150 participants on "Boarding the CEE Sustainability Train", featuring speakers from the fields of research, capital markets, and sustainable finance.</li> </ul>	regular
	Retail customer survey	An online survey with 37 questions was conducted in six CEE countries (n = 1,000 per country) in order to better understand the retail market data in the CEE markets and find out how important sustainability topics are in the day-to-day lives of retail customers and how this affects their consumer behavior. The key questions investigated were: <ul style="list-style-type: none"> <li>• What is the general attitude of customers toward sustainability?</li> <li>• Are people aware of sustainability in the banking sector?</li> <li>• What kinds of sustainability products are consumers willing to consider?</li> <li>• Is there general demand for sustainable products?</li> <li>• How are providers perceived when it comes to sustainability?</li> </ul> The results will be used in the further development of retail products.	one-off in Q3/2021
	Raiffeisen KAG stakeholder engagement	As part of its investment approach, Raiffeisen KAG actively exercises its voting rights and engages in active communication on ESG topics. This takes the form of active business dialogs, votes at annual general meetings and via specific platforms (can be found on pages 86, 88, 91).	quarterly
Employees	Other events/special training in Corporates	In addition to the RBI Marketing Day, dedicated training sessions were held for the Raiffeisen regional banks, Raiffeisen-Leasing, and the marketing and investment units. More than 200 employees were informed about ESG initiatives within the business area.	regular
	Corporate ESG-Ambassador calls	More than 40 colleagues take part in monthly teleconferences that keep the subsidiary banks in Central and Eastern Europe informed about all of the latest topics in the areas of ESG, the ESG knowledge platform and the ESG teams channel, etc.	monthly
	ESG speedboats (agile working groups)	There are eight "speedboats" tasked with developing specific ESG solutions, ESG products, services and digital applications (see page 22). The aim is to implement RBI's strategic roadmap with a focus on responsible customers and banking business.	one-off
	Financial literacy programs – workshop	Local Sustainability Officers and managers participated in a workshop on financial literacy. More than 50 colleagues discussed the local financial literacy programs and shared their experiences.	one-off
	Green Finance Days	More than 1,000 RBI colleagues across six subsidiary banks in Central and Eastern Europe received training on ESG issues in order to increase internal awareness and reinforce the importance of ESG for RBI. The Green Finance Days are organized locally, with the head office team providing specialist input as required.	One-off per country
	MIB Ambassador Calls – "markets turn green"	Regular get-together and dialog for ESG ambassadors from Markets & Investment Banking with the involvement of Head Office, the subsidiary banks in Central and Eastern Europe and other subsidiaries. The format includes specialist presentations and the exchange of experience among the participants.	monthly
	Retail Ambassador Calls	More than 30 colleagues regularly take part in retail-themed calls, including local product officers so that our subsidiaries in Central and Eastern Europe are kept informed about ESG relevant topics in retail banking.	every two months
	Sustainability Officer Calls	Coordination and information of the Sustainability Officers in the subsidiaries by the Group ESG & Sustainability Management department in the Head Office. This format also serves to coordinate important processes. There are expert presentations, input from the participants on current topics, and dialog.	every two months
Yammer	RBI's latest ESG news is posted and discussed on the Yammer platform several times a month.	regular	

# 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 transparent, ISS ESG publishes not only criteria and processes, but also important rating results.



RBI's sustainability rating was confirmed at level "C+" in September 2021, which corresponds to "Prime Status".

### MSCI

In the MSCI ESG Ratings\* in November 2021, RBI was awarded a rating of AA\* (on a scale from AAA to CCC).



\* The use by RBI of any MSCI ESG research LLC or its affiliates ("MSCI") data, 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 October 2021, RBI was rated as "low risk" with regard to the material financial impact of ESG factors. RBI placed 15th among the 414 banks included in the "diversified groups" 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 2021). The series was developed to measure the performance of companies that have effective environmental, social and management (ESG) practices.



The FTSE4Good indices are used by a wide variety of market participants to create and assess responsible investment funds and other products.

## STOXX ESG Leaders

RBI AG is a member of the STOXX® Global ESG Leaders. This group of indices contains a group of sustainability indices which are determined by means of a transparent and structured procedure.



The STOXX Global ESG Leaders Index offers a representation of the leading global companies in terms of environmental, social and governance criteria, based on ESG indicators provided by Sustainalytics.

## 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 national sustainability indices. It aims to demonstrate the long-term benefits of sustainable management and sustainable 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.

## Vigeo Eiris

V.E., which is part of Moody's ESG Solutions, rates RBI's relative performance as "Robust" and ranks it 19th out of 96 banks in the Retail & Specialised Banks in Europe sector (as of May 2021).



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. Only 730 companies worldwide were able to gain a place on the CDP leadership list in 2021 (encompassing the A and A- scores).



With a score of A-, RBI is one those seven companies in Austria that are included in this Leadership List. It was also the best rated company in the Austrian financial sector for the management of climate risks for the seventh time. Thanks to its extensive climate protection measures, RBI is a leader when it comes to environmental ambition, the measures taken, and transparency.

Once more the RBI was identified as leading in the cooperation with its suppliers in the climate protection area and was included to the CDP Supplier Engagement Leaderboard.

## Awards

### CIRA Award



© CIRA/APA-Fotoservice/Tesarek,  
presentation of the CIRA Award 2021

A study by the Hamburg-based finance 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 published in 2021 and combined with the CIRA Award.

The award recognizes the quality of the sustainability reporting of listed companies in the time of the coronavirus pandemic as far as their disclosures on the relevance of environmental topics, employee protection measures, and social commitment are concerned.

The breadth of communication across different communication formats is also evaluated. RBI took third place in the "Effective Sustainability Communicator Austria" category.

Field of action Responsible banker:  
For sustainability in the core business

IS THERE AN IMPACT CALCULATION? How big is the sustainable portfolio? WHAT RISKS ARISE FROM OUR BUSINESS ACTIVITY?  
**WHAT ARE THE IMPACTS OF THE CORE BUSINESS ON SOCIETY AND ENVIRONMENT?**

Which sustainable investment products do we offer?

**WHAT ARE THE GOALS OF THE SUSTAINABLE FINANCE INITIATIVE?** WHAT ARE OUR ESG KPI'S?

Are there any voluntary commitments?

IS SUSTAINABILITY PART OF THE BUSINESS STRATEGY?

**WHAT DOES**

WHAT INTERNAL GUIDELINES ARE THERE?

What are the lending criteria?

DOES SUSTAINABILITY PAY OFF?

HAVE WE CALCULATED OUR FINANCED CO<sub>2</sub> EMISSIONS?

How satisfied are our customers?

WHAT ARE THE BENEFITS FOR CUSTOMERS?

**What role do the SDGs play?**

**RESPONSIBLE**

What does social product responsibility mean?

WHAT DOES RESPONSIBLE MARKETING MEAN?

**HOW DOES ESG RISK MANAGEMENT WORK?**

ARE THERE MEASURES IN PLACE TO RAISE AWARENESS?

**BANKING MEAN?**

What role do data protection and data security play?

How is sustainability anchored in the processes?

DO DISADVANTAGED GROUPS OF PEOPLE HAVE ACCESS TO FINANCIAL PRODUCTS?

**ARE CLIMATE RISKS**

**What role do human rights play?**

**CONSIDERED?**

WHAT ARE THE ENVIRONMENTAL EFFECTS OF THE SUSTAINABILITY FUNDS?

**IS THERE A**

HOW BIG ARE THE ENVIRONMENTAL EFFECTS OF THE GREEN BOND PORTFOLIO?

Are there initiatives to support sustainable investments?

**COAL POLICY?**

**Does the bank support its customers in their sustainable transformation?**

# Interesting facts at a glance

## Environmental effects of RBI AG green bond issue portfolio

CO <sub>2</sub> SAVINGS BY ASSET CATEGORY			
Asset category		CO <sub>2</sub> savings per year in metric tons	CO <sub>2</sub> savings in per cent
Green buildings	Green buildings	24,800	32
Clean transportation	Electric vehicles	2,500	3
	Components for electric vehicles	34,500	45
Energy efficiency	Energy efficiency	2,900	4
Renewable energy	Renewable energy	12,400	16
Total green bond issue portfolio of RBI AG		<b>77,100</b>	

## EQUIVALENT TO ANNUAL GREENHOUSE GAS EMISSIONS\*



**16,800**  
Passenger vehicle, average annual mileage

or



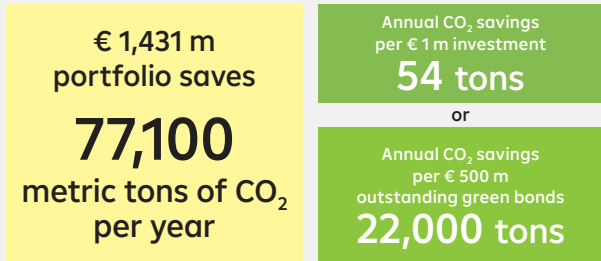
**9,300**  
Private homes, annual energy consumption

or



**178,600**  
barrels of oil consumed

\* Source: [www.epa.gov/energy/greenhouse-gas-equivalencies-calculator](http://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator)



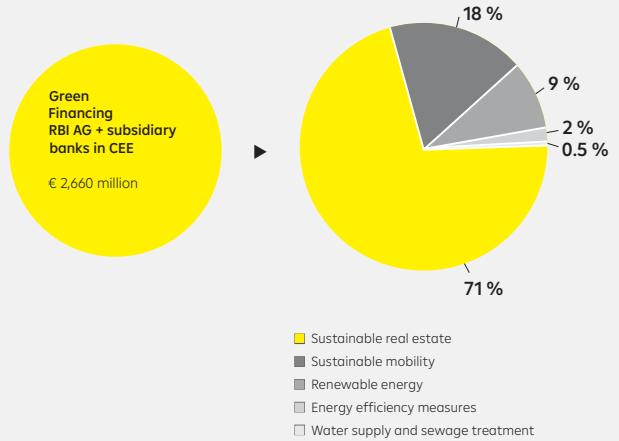
RCB has an outstanding volume of certificates with a sustainability claim of almost € 1,022 million, which is around 24 per cent of the total volume of all RCB certificates.

At Kathrein, with € 588 million, already around 48 per cent of the total fund volume is managed according to a sustainability approach.



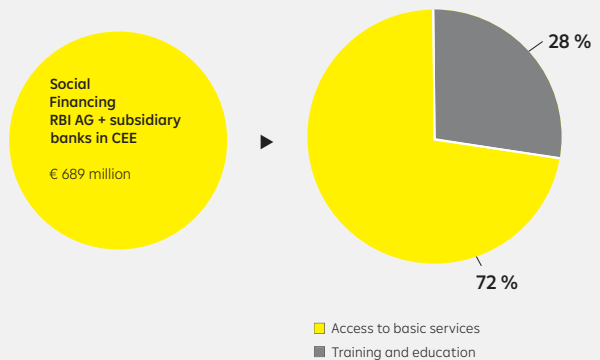
Nearly 100 per cent of the Valida staff provision fund's assets are invested in accordance with sustainable criteria.

## Breakdown of RBI\*green financing by sustainability criteria



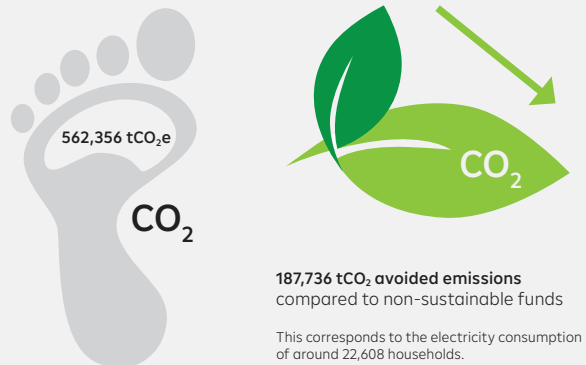
\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein

## Breakdown of RBI\* financing with positive impact on society and social issues by sustainability criteria



\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein

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



Source: [www.epa.gov/energy/greenhouse-gas-equivalencies-calculator](http://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator)

The volume of sustainable investments at Raiffeisen KAG is € 19.5 billion, accounting for 41 per cent of the total volume.

# Responsible banker

GRI 103-1 As a “responsible banker”, long-term added value is our primary objective. Accordingly, our business strategy as well as our products, services and processes are aligned with this goal. To achieve this, we take a holistic approach. Rather than limiting ourselves purely to generating economic value, we always consider the environmental and social impacts of our business activities as well. Effective and sustainable performance can be achieved only if these aspects are also taken into account.

GRI 102-11, -12, -16;  
GRI 103-2;  
GRI 203-2 As a logical consequence, RBI therefore became the first Austrian banking group to sign up to the Principles for Responsible Banking of the UNEP Finance Initiative at the start of 2021. 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 Environment Programme Finance Initiative (UNEP FI). This means 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. 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.



GRI 103-1, -2, -3;  
GRI G4-DMA  
(former FS3)  
TCFD RBI has voluntarily 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 21–22) and by an operational steering group. We use gap and impact analyses and progress reports 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:

## 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 102-11, -15; 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 environment resulting from our activities, products and services. To this end, we will focus our efforts on the areas where we have the most significant impacts and set ourselves 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.



**PRINCIPLE 4: STAKEHOLDERS**

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals (see also "Stakeholder inclusion", starting on page 40).

**PRINCIPLE 5: GOVERNANCE & CULTURE**

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

**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. For the first time, 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 188).

## Sustainability in the core business

The most effective leverage for a bank is in its core business, 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 been among RBI's fundamental principles.

GRI 102-11;  
GRI 103-1, -2;  
GRI 201-2;  
GRI G4-DMA  
(former FS3;  
FS15)

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 are the most recommended financial service group 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.

GRI 103-3

Our goal is to serve our customers as comprehensively as possible with financial services that meet their needs and offer them best-in-class advice (see also "Sustainable Finance Initiative", page 75). 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 want to take into account the impact of our business activities on society and the environment to the greatest possible extent and optimize it as much as possible. This contributes to a positive customer experience. We also focus on sustainable segments when it comes to the customers and businesses we choose to engage with.

GRI 102-11, -15;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI G4-DMA  
(former FS2;  
FS15)

TCFD



To this end, the Management Board has set ESG targets including the implementation of ESG customer scores and transaction labeling to support the identification of sustainable transactions.

Investors are increasingly requesting corresponding information. Accordingly, we place a particularly strong focus on continuously enhancing our products to include ESG components and on rolling out new ESG products (see "Sustainable products and services", starting on page 97). 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 102-11, -15;  
GRI 103-1, -3

PRB 6

## Environmental aspects in the core business – Ecological product responsibility

GRI 102-11, -15;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI G4-DMA  
(former FS2)

TCFD

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. We give precedence to transactions involving environmentally friendly technologies and take the environmental footprint and related measures into account when selecting our suppliers. 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.

GRI 102-11, -15;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI 203-2;  
GRI G4-DMA  
(former FS1; FS2;  
FS15)

TCFD

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", page 60).

GRI 103-1;  
GRI G4-DMA  
(former FS15)

We are aware of the sensitivity of certain business sectors and treat them with due care. There are internal policies for the thermal coal and nuclear power sectors that all employees are required to follow. Similar policies are currently being developed for other industries that involve high CO<sub>2</sub> emissions.

PRB 5

GRI 102-2, -6,  
-11, -15;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI G4-DMA  
(former FS1; FS2)



### Group policy on thermal coal

RBI is committed to promoting environmentally friendly technologies. We see this as a chance to develop new business fields, such as in the areas of renewable energy, electric mobility, energy efficiency and resource management. At the same time, we have set ourselves strict restrictions in connection with the "withdrawal from coal". In early 2021, RBI's Management Board adopted a Group policy requiring RBI to significantly reduce its carbon finance portfolio, i.e. its total assets relating to thermal coal and thermal coal trading. Put simply, the policy prohibits transactions 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 undertakes 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.



### Group policy on nuclear power

As a responsible banker, RBI opposes the inclusion of nuclear power to the Green EU Taxonomy. We aim to avoid mobilizing and catalyzing the nuclear energy business (with regard to financing, advisory or other banking services, participation, and investment funds focusing on nuclear energy). We neither maintain customer relationships, nor support any transactions pertaining to nuclear power plants (NPPs), companies involved in mining, processing and trading in nuclear fuel, or companies managing nuclear waste (storage of spent fuel deriving from NPPs) and their relevant suppliers (key technologies and components). Consequently, cooperation with electricity companies or holding companies that operate nuclear power plants falls under the above restrictions in relation to their nuclear energy generation and connected activities.

GRI 102-2, -6,  
-11, -15;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI G4-DMA  
(former FS1; FS2)

## Societal aspects in the core business – Social product responsibility

RBI is aware of the impacts of its business activities on society. 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.

GRI 103-1;  
GRI G4-DMA  
(former FS15)

Observing human rights is a basic requirement in connection with all of the products and services we offer. 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. RBI endeavors to avoid engaging in business with products that can serve to suppress demonstrations or political unrest or infringe on human rights in some other way. This is especially true for businesses involved in countries in which political unrest, military conflicts or other violations of human rights are taking place or expected. We are currently developing a human rights policy. As part of this process, numerous workshops were held in 2021 with the involvement of all relevant units.

GRI 102-2;  
GRI 103-1, -2;  
GRI 203-2;  
GRI G4-DMA  
(former FS1;  
FS2; FS15)



8

9



Considering the requirements and concerns of our customers also plays an important role for our company in the design, sale and use of our products and services. The security of our products and the security of our customers are both of central concern to us. Along with access to relevant information regarding products and services, this includes the verifiability of claims, explanations of the possible risks associated with products or services and appropriate information, e.g. on 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 60). Where possible, we inform customers about the sustainability aspects of our products. We carefully investigate any complaints 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 also forms part of our social responsibility (see "Protection of customer data and data security", page 59).

GRI 102-34;  
GRI 103-1, -3;  
GRI G4-DMA  
(former FS2;  
FS15)



10

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 way of the Group-wide product competence centers and the Group Strategy team.

GRI 102-2;  
GRI 103-1, -2

All new products, product combinations and variations across the 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. During product development, trends and developments in the market are taken into account.

GRI 103-2, -3;  
GRI G4-DMA  
(former FS1; FS2;  
FS15)

From the product concept to the final approval, the PAP runs through multiple reviews by the relevant units in the bank to ensure adequate risk assessment of the product/service. The PAP is approved by the management body and must be well documented. The process is performed using a digital solution, the so-called PAP tool, to manage the workflow, governance and documentation of each new product/service.

GRI 103-2, -3;  
GRI G4-DMA  
(former FS2)

PRB 1; PRB 2

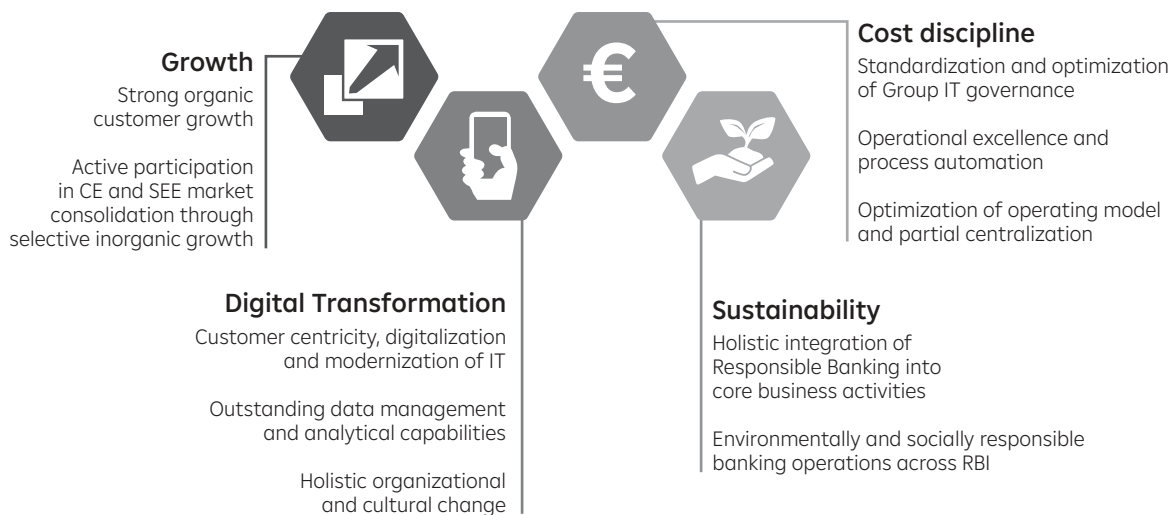
# Business strategy

GRI 102-2, -4, -6; GRI 103-1

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, and 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 102-2, -16; GRI 103-1

In response to the profound and rapid developments within the industry and changing customer expectations, RBI defined a new strategic direction in 2019, which was set out in its Vision & Mission 2025. RBI's Vision is based on growth through customer centricity and digital transformation with an aim to be the most recommended financial services group 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 leveraging RBI's already established competitive strengths (customer focus and long-term relationships, extensive local presence in the CEE region, strong brand, as well as a comprehensive product and service offering across all channels), efforts are being intensified along four strategic pillars.



Sustainability is one of RBI's four strategic pillars alongside growth, digital transformation, and cost discipline (further information can be found on pages 22–23 of the Annual Report).

## Sustainability

GRI 102-2, -6; GRI 103-1, -2; GRI 203-2

TCFD

RBI has a clear aim to be a pioneer in its core markets in terms of sustainability and is committed not only to providing sustainable financial services for its customers in Austria and CEE but also to supporting their transition to sustainable business models. Alongside to the internal motivation to fully align 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.

GRI 103-2

In order to fulfil its ambitions, RBI has chosen a holistic implementation approach for all customer groups with an aim to contribute 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.

GRI 102-2, -6, -15;  
GRI 103-1, -2;  
GRI 201-2;  
GRI G4-DMA  
(former FS 15)

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 Initiative", pages 75-78).

GRI 102-15;  
GRI 103-1, -2;  
GRI 201-2;  
GRI G4-DMA  
(former FS1;  
FS15)

TCFD

## Customer segments:

### Retail customers

RBI provides services to around 18.9 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 Initiative" chapter, starting on page 75.

GRI 102-2, -6;  
GRI 103-1

### Corporate & institutional clients

RBI serves around 122,000 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 Initiative" chapter, starting on page 75.

GRI 102-2, -6;  
GRI 103-1

# Impact, risks and opportunities

PRB 2

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.

The sustainability impact of the core business was analyzed in 2021 using the UNEP FI Portfolio Impact Analysis Tool. This 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. It is also the first tool that allows banks to analyze the positive and negative impacts of their portfolios on the three sustainability dimensions of the economy, the environment, and society. The analysis comprised three steps:

GRI 103-2, -3;  
GRI 203-2;  
GRI G4-DMA  
(former FS,  
FS3)

TCFD

- 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 (RBI is among the top ten banks for consumer and corporate banking in a number of countries):
  - Consumer banking: share of around 35 per cent
  - Business banking: share of around 21 per cent
  - Corporate banking: share of around 34 per cent

GRI 102-2, -6;  
GRI 103-1;  
GRI G4-FS11

<sup>1</sup> Business banking encompasses professionals, SMEs, corporates, FIs, municipalities

<sup>2</sup> Corporate banking encompasses large corporates, multinationals, sovereigns, FIs and/or clients beyond the bank's country of incorporation

Kosovo is the only country to be excluded from the analysis, as it was not covered by the tool. Micro businesses, small and medium-sized enterprises and municipal authorities are allocated to the business banking customer segment, while large companies, companies within and outside the country in which they have their head office, and sovereigns are allocated to the corporate banking customer segment. Unlike in the business banking segment, corporate customers often have a cross-sector profile. In such cases, they are assigned to the core sector in which the customer operates. Investment banking was excluded from the impact analysis as it accounts for only a minor share of total gross revenues (less than five per cent). The date of the first data collection was 31 March 2021.

GRI 102-2, -4, -11, -15;  
GRI 103-1;  
GRI G4-FS11

- Scope of exposure: For business and corporate banking, the further analysis applied the exposure at default (EAD) per sector and country and the NACE code of the respective customer.

45 per cent of our loans to retail customers are granted in SEE, 30 per cent in EE, 23 per cent in CE, and two per cent in Austria. For the business and corporate banking segments, the impact analysis looked at our 30 most important sectors based on NACE codes for a total of 13 markets. 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. The regional distribution of financing in the corporate banking segment is as follows: 31 per cent in SEE, 11 per cent in EE, 33 per cent in CE, and 19 per cent in Austria. Our financing in the business banking segment was distributed as follows: 12 per cent in SEE, 10 per cent in EE, 20 per cent in CE, and 57 per cent in Austria. As Kosovo was not covered by the tool, the figures do not add up to 100 per cent in either segment.

- Context and relevance: The industries defined as negative key sectors for the 22 impact areas in UNEP FI's key sector mapping were prioritized as part of data collection. This mapping provides insights as to which sectors and industries are key in terms of achieving and/or undermining the 22 impact areas. The country needs in connection with the 22 impact areas and the Sustainable Development Goals were also reported.

GRI 102-15;  
GRI 103-1;  
GRI 201-2

The most important negative impact areas for the three business areas were identified on the basis of the results of the impact analysis:

### Greatest negative impact



Business Banking	Corporate Banking	Consumer Banking*
<ul style="list-style-type: none"> <li>• SDG 3 and SDG 6: "Health and sanitation"</li> <li>• SDG 10 and SDG 16: "Integrity and security of person"</li> <li>• SDG 12: "Resource efficiency"</li> <li>• SDG 12: "Waste"</li> <li>• SDG 13: "Climate protection"</li> </ul>	<ul style="list-style-type: none"> <li>• SDG 3 and SDG 6: "Health and sanitation"</li> <li>• SDG 16 and SDG 17: "Strong institutions, peace and stability"</li> <li>• SDG 12: "Resource efficiency"</li> <li>• SDG 12: "Waste"</li> <li>• SDG 13: "Climate protection"</li> </ul>	<ul style="list-style-type: none"> <li>• SDG 8 and SDG 9: "Inclusive, healthy economies"</li> <li>• SDG 12: "Resource efficiency"</li> <li>• SDG 13: "Climate protection"</li> </ul>

\* Only negative impact areas were determined here.



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 relevant in all three business areas:

- Climate protection (SDG 13)
- Resource efficiency (SDG 12)

The findings have already been presented and discussed at various internal stakeholder dialogs, including at the Group meeting, an event attended by the board members and first level managers from all of the subsidiary banks in CEE, the subsidiaries in Austria and head office. The corresponding external stakeholder dialog will take place in 2022.

The business areas will then define the targets and measures for the key topics of climate protection and resource efficiency and security. This includes addressing these topics through new sector-specific Group policies (e.g. for oil & gas, steel, agriculture, and renewable energies).

GRI 102-15;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI 203-2;  
GRI G4-DMA  
(former FS5)



TCFD

PRB 2; PRB 6

This objective will be further supported by the publication of science-based targets, which are required to be submitted publicly in 2022.

The performance of an annual impact analysis will become a fixed element of our portfolio analysis. In 2021, sustainability targets were agreed at the level of the RBI AG Management Board, and these will also be disclosed transparently in the Compensation Report. These targets will be continuously adjusted to reflect the results of the impact analysis (see also the Compensation Report on the company's website and the "Sustainability program" section on page 173).

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

According to the analysis, RBI has the biggest positive impact in the following areas:

- "Health and sanitary facilities" (SDG 3 and SDG 6), including financing in the areas of waste collection and the manufacture of medical products that contribute to health and wellbeing, as well as financing in the healthcare sector that facilitates access to the corresponding care. Real estate financing can also contribute to people's wellbeing. Another aspect is the agricultural production of high-quality foodstuffs that improve people's health and wellbeing.
- "Nutrition" (SDG 2), including financing for agricultural products that enables people to access foodstuffs.
- "Resource efficiency" (SDG 12), including financing in areas such as retail and reducing the need for the extraction of additional materials for repairing metal products, machinery and equipment.
- "Inclusive and healthy economies" (SDG 8 and SDG 9), including creating access to funding for our customers as one of the cornerstones of a functional economy. Our agricultural financing is also important for the supply chains of downstream sectors, such as food and drink or accommodation. The provision of financing to public authorities and the education sector helps to promote economic activity. Our financing provides SMEs with access to funding in the first place.
- Among other things, we positively address "Climate protection" (SDG 13) by financing renewable energies and hence helping to prevent greenhouse gas emissions. In the area of forestry, our financing helps to improve carbon capture and storage (CCS) capacities. Reforestation is one of the main factors in reducing carbon emissions.

GRI 102-15;  
GRI 103-1;  
GRI 201-2



## Economic sustainability

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. Through the economic value creation of its business activities, RBI generates additional benefit 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.

GRI 103-1, -2;  
GRI G4-DMA  
(former FS2)

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 2021 Annual Report, starting on page 175). The following tables provide an overview of the direct contribution RBI makes to the economy.

GRI 103-1, -2, -3;  
GRI 201-1

TCFD



## RBI operating result (in million €)

Operating result of the RBI Group (in million €)	RBI			RBI AG		
	2021	2020	Change	2021	2020	Change
Net interest income	3,327	3,121	207	512	411	101
Dividend income	42	21	21	740	1,073	-333
Current income from investments in associated companies	46	41	5	0	0	0
Net fee and commission income	1,985	1,684	300	321	229	92
Net trading income and net income from fair value measurement	53	91	-38	-86	141	-227
Net income from hedge accounting	-2	-1	-2	-2	3	-5
Other net operating income	120	117	3	3	89	21
<b>Operating income</b>	<b>5,570</b>	<b>5,073</b>	<b>497</b>	<b>1,595</b>	<b>1,945</b>	<b>-350</b>
Staff expenses	-1,579	-1,521	-58	-372	-360	-12
Other administrative expenses	-992	-927	-65	-336	-304	-32
Depreciation	-407	-384	-23	-61	-50	-11
<b>General administrative expenses</b>	<b>-2,978</b>	<b>-2,832</b>	<b>-146</b>	<b>-769</b>	<b>-713</b>	<b>-56</b>
<b>Operating result</b>	<b>2,592</b>	<b>2,241</b>	<b>351</b>	<b>826</b>	<b>1,232</b>	<b>-406</b>

In order to transparently present the costs and contributions resulting from regulatory requirements, the contributions to the deposit protection fund that were previously reported in other administrative expenses in the amount of € 99 million (previous year: € 87 million) are now reported in a separate item, "Government measures and mandatory contributions", with effect from 1 January 2021.

The other taxes not relating to income that were previously reported in other net operating income in the amount of € 49 million (previous year: € 57 million) are now reported in other administrative expenses.

In line with the treatment of gains/losses resulting from non-material modifications, the gains/losses resulting from materially modified contractual conditions that were previously reported in other net operating income in the amount of € -4 million (previous year: less than € 1 million) are now reported in other comprehensive income in a separate item, "Gains/losses resulting from modified contractual conditions". The prior-year figures have been restated accordingly.

The planned sale of the subsidiary bank in Bulgaria and its equity participations resulted in a change in presentation in accordance with IFRS 5, which requires operations that are expected to be sold within the next twelve months to be classified as a disposal group and reported as a separate item in the balance sheet. All of the income statement items relating to the disposal group were reported in the item "Profit/loss from discontinued operations". The prior-year income statement items have been restated accordingly.

The following table shows the value contribution for the most important stakeholders: the owners, the employees, the economy and public authorities.

## Financial flows to stakeholders (in million €)

	RBI			RBI AG		
	2021	2020	Change	2021	2020	Change
<b>Owners – Dividends</b>	<b>404</b>	<b>0</b>	<b>404</b>	<b>404</b>	<b>0</b>	<b>404</b>
<b>Employees – Wages and salaries</b>	<b>1,194</b>	<b>1,198</b>	<b>-3</b>	<b>271</b>	<b>257</b>	<b>15</b>
<b>Business – Investments and operating costs</b>	<b>1,103</b>	<b>1,056</b>	<b>47</b>	<b>375</b>	<b>338</b>	<b>37</b>
<b>Investments in the community</b>	<b>3.8</b>	<b>4.6</b>	<b>-0.8</b>	<b>0.6</b>	<b>0.6</b>	<b>-</b>
<b>Public authorities</b>	<b>716</b>	<b>682</b>	<b>34</b>	<b>84</b>	<b>147</b>	<b>-63</b>
Income taxes (excluding deferred taxes)	390	306	84	-10	20	-30
Banking levies	39	103	-64	24	63	-38
Social security costs and staff-related taxes	288	274	14	69	63	6
<b>Equity status as of December 31</b>	<b>15,475</b>	<b>14,288</b>	<b>1,187</b>	<b>10,674</b>	<b>10,568</b>	<b>106</b>

GRI 102-7;  
GRI 103-1, -2, -3;  
GRI 201-1



## RBI key figures by segment

2021	Total assets in € million	Change from previous year*	Business outlets	Employees**	Profit/loss after taxes in € million	Customers in million	Amounts owed to customers in € million
Poland	2,589	-6.6 %	1	247	-311	0.0	15
Czech Republic	26,245	42.9 %	135	3,739	179	2.0	22,340
Slovakia	19,597	24.7 %	156	3,471	165	1.1	13,530
Hungary	10,389	18.0 %	67	2,237	101	0.4	7,836
<b>Central Europe segment</b>	<b>58,630</b>	<b>29.5 %</b>	<b>359</b>	<b>9,694</b>	<b>137</b>	<b>3.6</b>	<b>43,713</b>
Albania	2,263	17.9 %	76	1,225	29	0.5	1,964
Bosnia and Herzegovina	2,553	-0.2 %	98	1,266	35	0.4	2,106
Bulgaria	5,597	12.1 %	131	2,404	70	0.6	4,544
Kosovo	1,248	7.6 %	41	850	26	0.3	1,025
Croatia	5,921	11.3 %	72	1,745	50	0.5	4,511
Romania	12,092	13.1 %	304	4,799	173	2.3	10,101
Serbia	3,770	14.3 %	83	1,489	59	0.8	3,129
<b>Southeastern Europe segment</b>	<b>33,396</b>	<b>11.7 %</b>	<b>805</b>	<b>13,778</b>	<b>442</b>	<b>5.4</b>	<b>27,380</b>
Belarus	2,066	14.6 %	65	1,600	49	0.9	1,454
Russia	18,733	18.3 %	132	9,327	474	4.3	14,821
Ukraine	4,052	31.4 %	390	6,645	122	2.9	3,479
<b>Eastern Europe segment</b>	<b>24,847</b>	<b>19.9 %</b>	<b>587</b>	<b>17,572</b>	<b>644</b>	<b>8.1</b>	<b>19,753</b>
<b>Group Corporates &amp; Markets segment</b>	<b>61,562</b>	<b>6.0 %</b>	<b>20</b>	<b>3,271</b>	<b>406</b>	<b>1.9</b>	<b>31,199</b>
<b>Corporate Center segment</b>	<b>32,125</b>	<b>-15.6 %</b>	<b>0</b>	<b>1,870</b>	<b>859</b>	<b>0.0</b>	<b>874</b>
<b>Total</b>	<b>192,101</b>	<b>15.8 %</b>	<b>1,771</b>	<b>46,185</b>	<b>1,508</b>	<b>19.0</b>	<b>115,153</b>

\* The change in total assets in local currency compared with December 31, 2020 is due to the euro exchange rates.

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

GRI 102-4, -6, -7;  
GRI 103-1, -2, -3;  
GRI 201-1;  
GRI G4 FS6

# Protection of customer data and data security

The comprehensive protection of all data provided or made available to RBI, particularly from natural persons (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.

GRI 301-1, -2;  
GRI G4-DMA  
(former FS1;  
FS15)

Security has top priority at RBI. Data from customers, employees, and partners is handled with great care. RBI has taken various technical and organizational measures to ensure confidence in its services. The rapid pace of technological change requires a continuous improvement process and the adjustment of security measures from a technical and organizational perspective alike. The information security management system on which all security processes are based has been certified in accordance with the internationally recognized standard ISO 27001 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.

GRI 103-2, -3;  
GRI 203-2;  
GRI G4-DMA  
(former FS1;  
FS15)

Find more at:  
[www.rbin-ternational.com/en/who-we-are/security](http://www.rbin-ternational.com/en/who-we-are/security)

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.

GRI 103-1;  
GRI 203-2;  
GRI G4-DMA  
(former FS1)

GRI 103-3

Find out more  
at: [www.raiffeisenbankinternational.com/en/homepage/data-protection](http://www.raiffeisenbankinternational.com/en/homepage/data-protection)

GRI 103-2;

GRI G4 FS4

GRI 102-34;

GRI 103-2, -3

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 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 102-34;

GRI 103-3;

GRI 418-1

16



In fiscal year 2021, 36 invitations to submit comments were received by RBI AG or its foreign subsidiaries, mainly via the responsible data protection authorities. Ten of these cases were acknowledged as justified complaints. The small number of proceedings with the data protection authorities are partially complete and partially not yet finalized.

Cyber and information security risks are covered by two Group-wide insurance lines: fidelity/crime insurance and cyber insurance. The fidelity/crime insurance covers direct losses, such as e.g. withdrawals of bank deposits, resulting from a specific cyber-attack. The cyber insurance covers a broader range of loss scenarios related to the simple unavailability or security breach of IT, in respect of consequential losses due to business interruption, additional costs, from e.g. GDPR or emergency situations, and third party damages. Security is of utmost importance to RBI. RBI has taken 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 its IT landscape. No security incidents<sup>1</sup> with data loss were reported in RBI in fiscal year 2021.

GRI 102-11

PRB 2; PRB 6

## Risk and lending

### RBI risk management approach

GRI 102-11, -16;

GRI 103-1, -3;

GRI 201-2;

GRI G4-DMA

(former FS15)

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 the ESG. RBI therefore focuses on tackling environment- and climate-related risks (specifically, transition and physical risks), as the social and governance risks have already been tackled before (i.e. as part of the non-retail rating models and the Code of Conduct). In this regard RBI is thus building upon important existing pillars. To summarize, RBI observes transition risk in connection with the strong political action, the tax and financial incentives and the revised expectations of its stakeholders (e. g. customers, financial investors). Furthermore, physical risk is increasingly manifested in our region (e. g. floods, heatwaves) and this has been a particular blind spot within the whole banking system risk framework.

As a result, RBI is currently working on 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

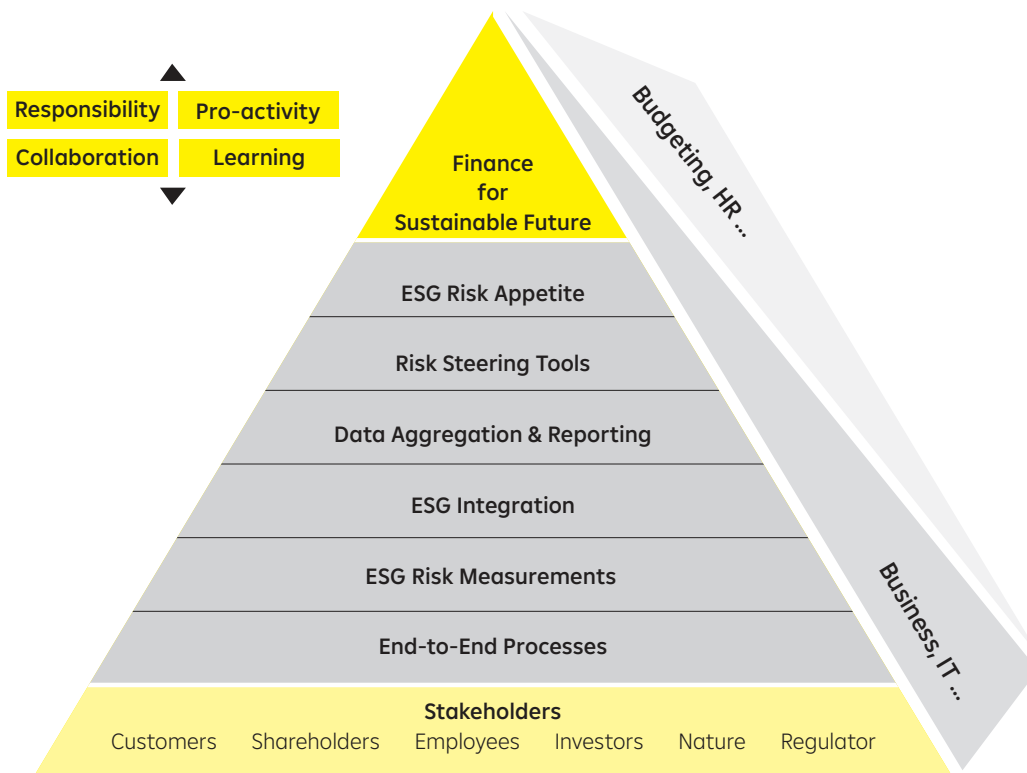
The aim is to reflect and integrate ESG risks across the entire risk organization.

<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.

During 2021, additional effort for managing risks due to climate change was made by re-allocating existing resources estimated at € 700,000. An internal project has been set up for 2022, for which specific budget has been allocated.

As a starting point, we aim at ensuring compliance with the ECB guide on climate and environmental risk. To illustrate 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:

GRI 102-11, -16;  
GRI 103-2;  
GRI 201-2;  
GRI G4-DMA (former FS2);  
GRI G4-FS9  
TCFD



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.

GRI 102-11, -16;  
GRI 103-2;  
GRI 201-2;  
GRI G4-DMA (former FS2); GRI G4 FS9  
TCFD

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.

GRI 102-11, -16;  
GRI 103-2, -3;  
GRI 201-2;  
GRI G4-DMA (former FS2)

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>✓ Biodiversity</li> <li>✓ Circular economy</li> </ul> </li> <li>• Social risks</li> <li>• Governance risks</li> </ul>	<ul style="list-style-type: none"> <li>• Use of metrics for measurement of ESG on a customer and portfolio dimension:</li> <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> <li>• Risk ESG KPI 2021</li> </ul>	<ul style="list-style-type: none"> <li>• Credit processes enhancement</li> <li>• Prevention of liability, reputational and greenwashing risk in design phase</li> </ul>

GRI 102-11, -16;  
GRI 103-2;  
GRI 201-2;

TCFD  
PRB 5

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.

## I. Identification & definition of ESG risks

### Identification & definition of ESG risks

- Climate-related and environmental risks
- Identifying risks according to:
  - ✓ Climate-change risk
  - ✓ Biodiversity
  - ✓ Circular economy
- 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, biodiversity, and circular economy as well as the resource efficiency. A qualitative and expert-driven approach has been employed initially, one that has been further substantiated via a quantitative assessment.

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

The first CO<sub>2</sub> emissions reporting for corporate loans has reinforced the above-mentioned definition (published within the 2020 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 68, for a further description of how RBI has integrated the results within its internal steering steering).

Further, as a signatory of the Principles of Responsible Banking in early 2021 RBI has also carried out an impact analysis aimed at identifying both the positive and the negative impact of our portfolio from an ESG perspective (thus addressing all the impact dimensions beyond environmental risk). Again, climate change risk stands out (see "Impact, risks and opportunities", starting on page 55).

### 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, 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 the 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 and even a potential drop of up to 20 per cent in global GDP beyond this period.

## Resource efficiency

The following topics, biodiversity and circular economy, are being considered as contributors to resource efficiency:

### Biodiversity loss

Loss of species, deforestation, and ecosystem degradation in particular increases 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

### Circular economy

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 electrical vehicles with a longer useful life, among others.

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

## 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.

GRI 102-11;  
GRI 103-1;  
GRI G4-DMA  
(former FS2)



GRI 103-1, -2;  
GRI G4-DMA  
(former FS1)



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 it 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.

## II. Measurement methodologies & analytics

GRI 102-11;  
GRI 103-3;  
GRI 201-2;  
GRI G4 FS9



### Measurement methodologies & analytics

Use of metrics for measurement of ESG risks at 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 (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 the 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.

GRI 103-3;  
GRI 201-2;  
GRI G4-DMA  
(former FS2;  
FS3);  
GRI G4 FS9

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 fulfilment of external disclosure requirements (e.g. GAR).

### ESG customer score

At (non-retail) customer level RBI is now focusing on the development of 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, 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.

### 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 184-187.

## Financed GHG emissions 2021

At the beginning of 2021, RBI released its first financed GHG (Greenhouse Gas) emissions calculation for its corporate loan portfolio. Based on this we have identified the highest GHG emitters in our corporate portfolio<sup>1</sup> and this has given further impulses to our internal steering approach. RBI has employed the PCAF Standard and has based the first calculation mostly on third-party data (i.e. level 5 calculation as per PCAF methodology).

Striving to improve its measurement methods, data used and coverage, with the support of an external consultant RBI further improved its financed GHG calculation by increasing the quality of the data used and widening its coverage. For 2021, we calculated financed GHG emissions for the asset classes 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.

The basic formula used across all asset classes is:

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

Attribution Factor is defined as the share of total annual GHG emissions of the borrower or investee which is allocated to the loans or investments calculated:

$$\text{Attribution factor} = \frac{\text{Outstanding amount}}{(\text{Total equity} + \text{Debt})^2}$$

Borrower's/investee's emissions include Scope 1 and Scope 2 emissions using emission factors derived from third-party databases, e.g. Exiobase. The emission factors have been estimated based on the borrower's/investee's main industry of operations (in case of multiple industries the predominant one is selected), country of operations and, where relevant, floor area, property value and production output. All emission factors have been obtained from the above third-party providers with the help of an external consultant.

Customer-specific GHG emissions data has been used in the calculation where available. These customers account for 4 per cent of the portfolio analyzed.

The results we obtained per asset class are set out below and cover 74 per cent of our Non-retail Corporate Lending portfolio.

Asset class	PCAF score	Total financed GHG emissions in 1,000 tCO <sub>2</sub> e	Financed GHG emissions intensity tCO <sub>2</sub> / € 1,000
Business loans & unlisted equity	4	13,990.0	0.36
Project finance electricity generation	3	21.8	0.65
Project finance electricity generation avoided		34.5	0.41
Project finance real estate	4	284.8	0.07
Equity and bonds	4	252.3	0.21
<b>Total 2021</b>	<b>4/3</b>	<b>14,584.5</b>	<b>0.33</b>
<b>Total 2020</b> (restated, as per improved methodology)	<b>4/3</b>	<b>13,757.2</b>	<b>0.34</b>
<b>Total 2020</b> (as reported in Sustainability Report 2020)	5	20,264.0	0.35

GRI 102-11, -16;  
GRI 103-2;  
GRI 201-2



GRI 102-48;  
GRI 103-3;  
GRI 201-2;  
GRI 305-3

TCFD

GRI 201-2;  
GRI G4-DMA  
(former FS2; FS3)

GRI 103-3;  
GRI G4 FS8



TCFD

<sup>1</sup> The main sources (as per the 2020 calculation) are the industrial sectors of materials (commodities and raw materials), utility companies, energy and capital goods and transport, which collectively account for around 84 per cent of our total financed emissions. In terms of emission intensity, which averages 0.35 tCO<sub>2</sub> e per € 1,000 of corporate financing, the main CO<sub>2</sub> issuers are in the utilities, energy, materials, and consumer goods and clothing sectors.

<sup>2</sup> Total equity + Debt has been proxied for all relevant customers based on their Total assets amount.

GRI 102-48;  
GRI 103-2, -3;  
GRI 201-2

For the first time, in addition to the financed GHG emissions, RBI Group has calculated 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, but are rather reported separately.

GRI 102-48;  
GRI 103-3;  
GRI 201-2;  
GRI G4 FS9

Compared to the results published in the Sustainability Report 2020, there have been methodological differences in order to align the calculation with the Global GHG Accounting and Reporting Standard for the Financial Industry. These changes have enabled us to obtain a more detailed and precise calculation. These changes include:

- Corporate and Project Finance portfolio covered:
  - Contrary to 2020, only on-balance sheet exposure was considered in the calculation in 2021, following the PCAF standard
  - Only loans, lending facilities and overdraft facilities are included in 2021 calculation
  - Listed equity is added in 2021.
- Geographical refinement for emission factors:
  - While in 2020 there were two geographical zones dividing the countries into "high" and "low" emitters, in 2021, the emission factors used are based on single country specifics.
- Data of higher detail was used for the entire portfolio included, especially for:
  - Commercial Real Estate: inclusion of floor area and property value for estimation of emission factors
  - Project Finance Electricity Generation: inclusion of production output data, which allowed us to reach PCAF Score 3 for the analyzed Project Finance portfolio.
- Emission factors for trading companies: whereas in 2020 trading companies were attributed the emission factors of the main industry whose products they were trading, in 2021, based on a more complete data set, specific emission factors (for Scope 1 and 2 emissions) for traders were attributed to all trading companies. For example, in 2020, a company trading oil was attributed the emission factors of a company with oil exploration and production, which led to high over-estimation of actual Scope 1 and 2 emissions for traders.

GRI 103-3;  
GRI G4 FS8;



TCFD

Business Loans and Unlisted Equity are further split per industry in the table below. We also report the relative emissions per € 1,000 so that the data can be compared irrespective of portfolio size. The table has the following columns:

- The "Financed GHG emissions in mn tCO<sub>2</sub>e" column shows the GHG (CO<sub>2</sub> equivalent) emissions allocated to our financing, sorted by GICS codes.
- The "Financed GHG emission intensity" column shows the financed GHG emissions in metric tonnes per € 1,000 of financing.



GICS industry group	Analyzed exposure in € billion	Financed GHG emissions in million tCO <sub>2</sub> e	Financed GHG emission intensity tCO <sub>2</sub> e per € 1,000
Basic Utilities	1.53	3.80	2.49
Oil & Gas	2.47	2.21	0.89
Agricultural Products	3.19	1.76	0.55
Chemicals	1.57	1.63	1.04
Construction	1.70	0.94	0.55
Steel & Ferrous Metals	1.62	0.93	0.57
Transportation & Infrastructure	2.65	0.46	0.17
Non-Ferrous Metals	1.09	0.36	0.33
Food & Drug Retailing	2.60	0.23	0.09
Pharma, Biotech & Life Science	0.53	0.23	0.43
Food & Beverages	2.23	0.21	0.09
Household & Personal Products	0.23	0.18	0.79
Energy Coal	0.09	0.13	1.49
Containers & Packaging	0.77	0.11	0.14
Precious Metals	0.32	0.11	0.33
Capital Goods	1.79	0.10	0.05
Retailing	1.35	0.10	0.07
Technology Hardware & Equipment	0.67	0.09	0.13
Paper & Forest Products	1.12	0.09	0.08
Automotive	1.42	0.06	0.04
Software & Services	0.53	0.06	0.11
Consumer Durables & Apparel	0.51	0.05	0.10
Health Care Providers & Services	1.32	0.05	0.04
Others	7.19	0.13	0.02
<b>Total</b>	<b>38.49</b>	<b>13.99</b>	<b>0.36</b>

Despite methodological changes applied in 2021, the industries identified as the highest polluters in 2020 also remain on the list for 2021. The table above presents a more granular view of the GICS Industries compared to the one presented in 2020.

GRI 102-48;  
GRI 103-3;  
GRI 201-2;

All in all, the top 6 industries account for approximately 31 per cent of the analyzed portfolio exposure and contribute 80 % to the financed GHG emissions in tCO<sub>2</sub>e. These are Utilities, Oil & Gas, Agricultural Products, Chemicals, Construction, and Steel & Ferrous Metals.

GRI 103-3  
GRI 201-2;  
GRI 203-1



GRI 103-3

In conclusion, in 2021 RBI Group dedicated great efforts to improving its financed greenhouse gas emissions calculation in terms of the methodology used, quality of data collected, and portfolio covered. Our efforts show a clear commitment to recognizing our contribution to environmental change as well as taking responsibility and further actions to reduce it.

### The way forward – science-based targets

GRI 102-11, -16;  
GRI 103-2;  
GRI 201-2



TCFD

During 2020 we already disclosed our first calculation of the GHG footprint<sup>1</sup> i.e. Scope 3 emissions (mostly focusing on non-retail loans), and thus took a first step in the direction of setting concrete targets. This will be further concretized via the Science Based Targets.

PRB 2; PRB 6

As a signatory of the Science Based Targets initiative, RBI has committed itself to set science-based targets, an internationally recognized framework for setting corporate CO<sub>2</sub> goals based on the GHG protocol (Greenhouse Gas protocol). Science-based targets show entities how much and how fast they need to reduce their GHG emissions to prevent the most damaging effects of climate change while being in line with the Paris Agreement. This helps not only to reduce the harmful impact on the climate, but also to define a future-proof business growth, thus managing transition risks in the medium to long term.

We are currently working on calculating and setting these targets.

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

GRI 102-11, -16;  
GRI 103-1, -2;  
GRI G4-DMA  
(former FS1;  
FS2)  
GRI G4 FS9



PRB 2

#### Steering approaches, reflecting risks & opportunities

- Sectoral strategies & special policies
- Climate stress testing
- Risk ESG KPI 2021

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. Furthermore, we are currently working on special policies for the industrial high CO<sub>2</sub> emitters (Oil & Gas, Steel, Agriculture), other sensitive fields like tobacco, as well as those supporting the increase of our positive impact (supportive or already green industries, like Renewables). Last but not least, we are also working on a Human Rights Policy.

With the special / sector-specific strategies, RBI aims to better target our customer needs while staying within the risk appetite as newly defined in view of climate risk. In more concrete terms, the policies are to be defined based on the activity and how advanced our customers are on their transformation path. RBI will further build on the findings of from the upcoming climate stress test and has already set ESG-related targets at Board level.

GRI 103-3



In the first stage, the ECB climate pilot exercise confirmed our understanding of the main drivers of the transition risk in our portfolio. Furthermore, the Green Asset Ratio calculation using the alternative method ("TAC estimate") showed that we are just slightly below the EU aggregate level based on the participating banks. The scenario analysis performed showed EU aggregate results which we will use to benchmark our internal method moving forward.

GRI 103-2, -3;  
GRI G4 FS9

TCFD

Currently we are optimizing our internal stress test framework for climate risk, in order to take part in upcoming ECB 2022 climate stress test. The framework will include transition and physical risk scenarios for short and long-term climate risk scenarios. Thus, we will be able to describe in detail the potential impacts of transition and physical risk in the short term and long term (in line with the climate stress test methodology put in place by ECB).

<sup>1</sup> The methodology of the GHG footprint calculation as described in detail above has been improved, clearly mentioning customer types included, the respective attribution to the economic sector they operate in as well as the type of financial instruments included in the calculation.

## IV. Risk processes and governance

PRB 2

### Risk processes and governance

- Credit processes enhancement
- Prevention of liability, reputational and greenwashing risk in 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. Currently RBI is further working on redefining the 3 Lines of Defense model to take better account of ESG-related topics, and we are also paying a lot of attention to reputation risk that might result from greenwashing (we are of the opinion that the same concept also applies to social

GRI 102-11, -16;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI G4-DMA (former FS1; FS3);  
GRI G4 FS9



TCFD

aspects). By enhancing the 3 Lines of Defense model we will be better able to identify, assess and manage the ESG risks and thus derive concrete mitigation and management measures (this will also be complemented via the development of the sectoral strategies), which will be accordingly translated into the credit lending procedures & processes. While this currently focuses predominantly on the credit risk side, market and liquidity risk will also be addressed.

In more concrete terms, 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. There is a clear personnel and functional separation between the 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.

GRI 102-11, -16;  
GRI 103-2, -3;  
GRI 201-2;  
GRI G4-DMA (former FS1 & FS3);  
GRI G4 FS9

TCFD

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. The repayment ability, repayment ability of clients is of utmost importance here, and collateral alone is not a reason for loan granting. Speculative products are not offered, and foreign currency denominated financing is provided only in exceptional cases with solid justification, and with customers being given appropriate advice regarding the risks involved.

GRI 102-11;  
GRI 103-1;  
GRI 201-2

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 effected 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 recover from a financial difficulty.

GRI 102-11, -16;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI G4-DMA (former FS1)



GRI 102-11;  
GRI 103-2;  
GRI 201-2;  
GRI G4-DMA (former FS1)

TCFD

PRB 6

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.

In addition, the standards of the International Finance Corporation (IFC) and/or the Multilateral Investment Guarantee Agency (MIGA) apply at the following network banks: 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, and AO Raiffeisenbank in Russia.

GRI 102-12, -16;  
GRI 103-1, -2;  
GRI 201-2;  
GRI G4-DMA (former FS1; FS3);  
GRI G4 FS6

TCFD

GRI G4 FS4

These network banks all have 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 important roles and responsibilities for managing E&S risks as well as key elements of the E&S risk management process. An E&S Officer is nominated by the Management Board for each bank and is responsible for proper implementation within the bank. All employees involved in evaluating E&S risks receive appropriate training. 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) for all transactions of high and medium risk, with the exception of those of AO Raiffeisenbank Russia: 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)).

GRI 102-11, -16;  
GRI 103-1, 2;  
GRI 201-2;  
GRI G4-DMA  
(former  
FS1 & FS3)  
TCFD

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.

GRI 102-11, -16;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI G4-DMA  
(former FS3);  
GRI G4 FS9  
TCFD

Moving one level up, RBI takes consideration of ESG topics not only in the individual credit decision, but also at portfolio level, thus contributing to further alignment of its actions to its long-term goals. Thus the credit portfolio of the group is controlled by means of the portfolio strategy. Therefore, lending in different countries, industry sectors or types of products is limited, which enables healthy exposure diversification and limits the concentration of undesirable risks. 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 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 longer-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. Based on this, lending guidelines and limits for future structuring of the credit portfolio are developed. In addition, within our industry limitations, preferential treatment is given to "green transactions" over to transactions which have not been identified as such.

GRI 102-11, -16;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI G4-DMA  
(former FS3)

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>.

GRI 103-2

By these means, the two impact areas identified by the PRB Impact Analysis (climate, resource efficiency) 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 positively contribute to the Sustainable Development Goals (SDGs) and how RBI can further limit potential negative impacts.

GRI 103-2

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. Further, we seek not to directly or indirectly finance transactions, projects or parties that are suspected of violating human rights or of arms trading (we do not finance any manufacturers of or dealers in controversial weapons or their relevant suppliers, nor wholesale arms dealers; cooperation with companies and businesses that manufacture defense products in addition to other products is continued only selectively and if the military operations and related activities are strictly separable). Special attention is also given to sensitive industries such as gambling, nuclear power, and tobacco.

GRI 203-1;  
GRI 103-1, -2;  
GRI G4-DMA  
(former FS1);  
GRI G4 FS9

## 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.

GRI 103-1, -3;  
GRI 102-43

In our business with private individuals, small enterprises and micro businesses, customer satisfaction and service quality have 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 2021, our NPS (Net Promoter Score) continued the positive development recorded in previous years. Our NPS for individuals and small and medium-sized enterprises is well above the market average in most of the markets in which we have subsidiary banks. Because this bar is not high enough for us, 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 consists of developing competence in improving the customer experience, establishing measurement and controlling criteria and anchoring customer satisfaction within the strategy of the subsidiary banks in CEE.

GRI 102-43, -44;  
GRI 103-1, -2, -3;  
GRI G4-DMA  
(former FS5)

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.

GRI 102-43;  
GRI 103-3

In 2019, we set ourselves the ambitious target of becoming the most recommended financial institution in all of the markets in which we are active. This meant we had to revise our existing Customer Experience Framework (CEF) in order to reflect this ambition. The revised version of the CEF contains four strategic areas for improvement, each with specific measures assigned. These four areas for improvement continue to apply and we are making continuous progress.

GRI 102-44;  
GRI 103-2;  
GRI G4-DMA  
(former FS2,  
FS15)

- **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:** In 2020, we introduced this new, fourth strategic area. It is aimed at ensuring that our entire organization is geared toward a shared objective and a shared understanding of the topic of customer orientation, which we achieve by conducting extensive management training and internal communication campaigns.

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 AG. In March/April 2021, 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. The results were presented in June 2021: RBI received top marks from its customers in the recommendation and cooperation categories.

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 a number of awards in 2021. 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 Bosnia and Herzegovina and Romania as "Bank of the Year" in their respective countries.

RBI was voted "Best Bank in Central and Eastern Europe" at Global Finance's "The World's Best Banks 2021" awards, making it the 14th time since 2004 that the financial magazine has awarded RBI this title. The RBI subsidiary banks in Belarus, Bosnia and Herzegovina and Romania were also named "Best Bank" in their respective countries.

At the EMEA Finance "Europe Banking Awards" in 2021 (for 2020), RBI was recognized as the "Best Bank in CEE & CIS" for the sixth year in succession. As in the previous year, the magazine also awarded RBI the title of "Best Bank" and "Best Investment Bank" in Austria. RBI also won the Green Finance Award for Central and Eastern Europe, which was presented for the first time, while Raiffeisen Capital Management was recognized as the "Best Asset Manager" in Austria. All RBI's subsidiary banks received the "Best Bank" award in their respective countries ("Best Foreign Bank" for Raiffeisenbank

GRI 102-43;  
GRI 103-1, -2, -3;  
GRI G4-DMA  
(former FS5)

GRI 102-44;  
GRI 103-1, -2, -3

in Russia). The banks in the Czech Republic, Hungary, Serbia and Slovakia were also awarded the title of "Best Private Bank".



Finally, Euromoney chose the RBI subsidiary banks in Serbia and Ukraine as "Best Bank" and awarded the RBI Group the titles of "Best Private Banking Services Overall" and "Best Bank for Wealth Management in CEE".

In 2021, Raiffeisen in Austria was once again the most successful banking group in terms of customer share in the private customer segment. Regionality, 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. Security and trust are the most important criteria when choosing a bank. According to the 2021 Austrian brand value survey carried out by the European Brand Institute, Raiffeisen has a total brand value of € 1.9 billion, placing it seventh among all the brands surveyed.

GRI 102-44;  
GRI 103-1, -2, -3

## 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 complaint 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.

GRI 102-16;  
GRI 103-2;  
GRI G4-DMA  
(former FS15)

Central responsibility for complaint management lies with RBI Group Compliance. According to internal RBI law, non-critical complaints are processed and resolved by the department addressed in accordance with the prescribed process steps depending on the type of complaint.

GRI 102-16, -34,  
-43;  
GRI 103-2

According to internal RBI law, 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 complaint management at regular intervals.

GRI 102-16, -34,  
-43, -44;  
GRI 103-1, -2, -3;  
GRI G4-DMA  
(former FS5)

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

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.

GRI 102-43, -44;  
GRI 103-1, -2, -3  
GRI G4-DMA  
(former FS5)



# Responsible sales practices and marketing


GRI 102-16;  
GRI 103-1;  
GRI 417-1;  
GRI G4-DMA  
(former FS15)

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 giving recommendations, our primary focus is on being objective. Furthermore, it is essential that the risks associated with our products can be clearly demonstrated and explained to the customer. False or misleading information is not permitted under any circumstances.

GRI 102-16, -34,  
-44;  
GRI 103-2, -3;  
GRI 417-2;  
GRI G4-DMA  
(former FS15)

Ten violations of regulations and voluntary codes concerning product and service information and labeling leading to the imposition of fines were identified in 2021, all of which related to our subsidiaries in CEE and our branch in Poland. Although they were spread across several countries (Bulgaria, Hungary, Poland, Romania, Russia, and Ukraine) and a wide range of products, RBI takes these cases extremely seriously and strives to continuously improve the advice it provides to customers. Cases classified as operational risks are monitored and controlled on a Group-wide basis by the Operational Risk Controlling team within the scope of the bank's operational risk management and as part of our integrated risk management approach. Within the operational risk strategy, scenarios and plans of action are analyzed and early warning indicators developed together with the operational risk managers.

GRI 102-12, -16;  
GRI 103-2;  
GRI G4-DMA  
(former FS15)



In addition, we carry out promotions in accordance with the ethical and moral principles of the code of ethics of the Austrian advertising industry and we are committed to complying with quality criteria agreed jointly with the advertising industry that extend beyond the statutory provisions. For this reason, the Raiffeisen Banking Group (and hence also RBI AG) were again awarded the Pro-Ethics Seal of the Austrian Advertising Council. The Pro-Ethics Seal is awarded for a period of two years.

Companies are awarded 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 & 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.

GRI 102-16;  
GRI 103-2

All of the marketing measures performed 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 ensures a transparent and fair market presence that is aligned with internationally recognized guidelines.

GRI 102-16, -34,  
-44;  
GRI 103-2

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 additionally help to achieve this goal.

GRI 102-16;  
GRI 103-2

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 spots, online advertising, print ads, etc. before they are published.

GRI 102-44;  
GRI 103-2

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).

Despite this, a new case of anti-competitive behavior was identified at two network banks in Central and Eastern Europe in the period under review. A small fine relating to a case from 2019 was settled at another subsidiary bank.

GRI 103-3;  
GRI 206-1

The total number of violations of regulations and/or voluntary codes in connection with marketing and communication, including advertising, sales promotion and sponsorship, amounted to one case in 2021. Fines totaling € 3,400 were settled for this and another case from 2019.

GRI 102-34, -44;  
GRI 103-2, -3;  
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.

## Sustainable Finance Initiative

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.

GRI 103-1

In the context of the Sustainable Finance Initiative, the RBI Corporate Board Area has set five goals for advancing the ESG strategy:

GRI 102-21;  
GRI 103-2;

TCFD

### Defining sustainable customers and transactions

Defining sustainable corporate customers and transactions is one of these goals. 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 RBI in the form of an ESG rulebook. This rulebook provides uniform Group-wide definitions of green and social transactions in the RBI Group (corporate banking). The definition is based on the EU taxonomy and internal definitions. The ESG rulebook is currently in a test phase, and is expected to become binding in the course of 2022.

GRI 103-1, -2;  
GRI 201-2;  
GRI G4-DMA  
(former FS4)

TCFD

PRB 1; PRB 5

### Developing ESG branding and expertise

Another goal within the ESG strategy is the development of ESG branding and expertise in order to generate awareness of change. RBI continuously offers in-house training on sustainable financing and general ESG aspects in order to promote awareness of ESG issues (see chapter “Employees” on page 104). More than 1,000 RBI Group employees from the Sustainable Finance department have been trained in sustainable finance and ESG issues. RBI business units were the main target group of these courses, and attendees from downstream organizational units also received training.

### Focus on ESG service

RBI has set itself the goal of providing best-in-class ESG advisory for customers and ensuring a high standard of quality in order to counter potential greenwashing. The dedicated ESG Advisory Team performs expert analyses and evaluation of 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 to adapt existing products to customers’ specific ESG requirements.

GRI 103-2;  
GRI 201-2;  
GRI G4-DMA  
(former FS5,  
FS16)

## Active balance-sheet management

GRI 103-1, -2;  
GRI 201-2  
TCFD

Preparing the bank's balance sheet for the current and future regulatory and market requirements is one of the further goals within the ESG strategy. Our focus here is on using financing for ESG funding from green and/or social bonds and improving liquidity costs. Furthermore, measures are taken to prepare the bank for the EBA's climate stress test. The aim here is to identify sustainable transactions in the Group and gradually make them a bigger part of the balance sheet. In 2021, we focused on identifying existing transactions (see the chapter "Risk and lending" on page 60).

## Advances in ESG

GRI 102-21;  
GRI 103-2;  
GRI G4-DMA  
(former FS4;  
FS16)

To make an active contribution to ESG innovations and benefit from them, RBI has set the goal of collaborating with supranational organizations, universities and other major stakeholders. This initiative makes it possible to structure ESG aspects efficiently and respond quickly to changes in the market. An innovation team that focuses on ESG product development was set up in 2021. In addition, various workshops on ESG issues were held with supranational organizations.

GRI 102-21;  
GRI 103-2;  
GRI G4-DMA  
(former FS4; FS5;  
FS16)

By setting up the Sustainable Finance department, RBI is bundling its expertise in ESG financing solutions and stepping up its focus on sustainable customers. The experts at the department advise our customers and help them to make green investments and transform their business with sustainability in mind. The Sustainable Finance department is also responsible for the ESG Group Competence Center, which is staffed by contacts in all subsidiary banks and ensures that the ESG expertise generated at RBI's head office and the related experience is available throughout the Group. RBI is now one of the leading European banks for supporting and advising customers that are looking to make a positive impact on climate change with appropriate financing, focused on best practices in the sector, and meeting the regulatory requirements for carbon-neutral, EU taxonomy-compliant industry activities.

## Sustainable finance in the business areas

GRI 103-2;  
GRI 201-2;  
GRI G4-DMA  
(former FS4)

With regard to retail banking, RBI AG has identified three areas in which sustainability plays a key role:

- How can we best support our customers as they transition to sustainable business models?
- How can we ensure that the lending portfolio on RBI's balance sheet increasingly complies with sustainability criteria to an even greater extent?
- How can we help our colleagues in CEE to establish and exchange knowledge in the area of ESG?

TCFD

PRB 3

### I. Supporting our customers

GRI 103-3;  
GRI 201-2;  
GRI 203-2;  
GRI G4-DMA  
(former FS5)

The global volume of sustainable financing rose sharply again in 2021. Overall, more than USD 1,640 billion in sustainable financing was issued worldwide in 2021 (the previous record year was 2020, with just over USD 760 billion). This increase was also clearly reflected in RBI AG's corporate business. 2021 can be described as a year in which sustainable financing emerged from its niche and finally arrived on the market. Demand from our corporate customers for sustainable financing formats was apparent from a host of customer discussions on sustainability and sustainable financing, and from a large number of completed sustainable financing transactions.

RBI's Corporate & Investment Banking divisions have invested heavily in building up resources in the sustainable banking sector. RBI is now one of the leading European banks in terms of helping and advising companies and financial institutions in the field of ESG.

### Corporate customers

RBI AG's ESG Advisory Team provides in-depth and intensive advice on various sustainability formats geared towards the customers' business model and sustainability strategy. The ESG Advisory experts support our customers with advice on their ESG rating or the suitability of different sustainability formats tailored to the customers' business and sustainability strategies.

GRI 102-21;  
GRI 103-2;  
GRI 201-2;  
GRI G4-DMA  
(former FS5,  
FS16)

Assistance with the financing transaction:

- 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.

The financing transactions concluded to date have covered 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).

### 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 is done in close cooperation and coordination with ESG experts and the respective relationship managers.

GRI 102-21;  
GRI 103-2;  
GRI 201-2;  
GRI G4-DMA  
(former FS5,  
FS16)

### Retail customers

In its retail banking business, the Sustainable Finance Initiative focuses on developing products and services that will allow retail customers to receive better provision of sustainability-oriented solutions. RBI introduced green mortgages in 2021, initially in Hungary and Slovakia. Following rollout to Romania, customers can now use the product in three markets. By implementing the Group Retail Responsible Banking Guidelines, RBI has created an overarching strategic orientation. These guidelines stipulate the products and services that we aim to develop in our markets, based on customer needs. Responsible banking has become a core part of the Retail Strategic Roadmap in 2022.

GRI 102-12, -21;  
GRI 103-1, -2, -3;  
GRI 201-2

In 2021, RBI managed to increase assets under management of its retail customers in ESG investment products significantly from around € 260 million to € 955 million by the end of December. The flagship product line is 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. A broad spectrum of products is now available in Bulgaria, Croatia, the Czech Republic, Hungary, Russia, and Slovakia. There is a limited range in Belarus. The implementation plan of the subsidiary banks in CEE that did not previously offer any ESG investments was completed in September 2021. Subsequently, we commenced sales in Bosnia & Herzegovina by the end of 2021, and in Albania, Romania and Serbia in the first half of 2022.

GRI 103-1, -2, -3;  
GRI 201-2;  
GRI G4 FS7

### Greenwashing

We pay particularly close attention to preventing greenwashing. Customers are analyzed on the basis of their positive/negative ESG characteristics and their relative performance within the respective industrial sector, and will be classified using ESG ratings in future. This helps to illustrate their sustainability position and potential. Sustainable financial products can then be tailored to the individual customers so that they have a positive impact in terms of the ESG criteria.

GRI 102-21;  
GRI 103-1, -2, -3;  
GRI 201-2;  
GRI G4-DMA  
(former FS4, FS5)

## ESG statements

The critical projects available for financing are also analyzed in terms of their impacts on the environment and social issues. A team of experts from RBI evaluates the details of the respective project and the customer with regard to ESG factors and prepares an ESG statement that is taken into account in the subsequent lending decision process. ESG statements are a key factor in the RBI Group's greenwashing concept.

## II. Portfolio – growing demand for sustainability

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. RBI's ESG rulebook was developed for this purpose. This internal guideline sets out Group-wide rules for which transactions can be classified as "green" and "social", thus ensuring a uniform understanding of sustainable financing throughout the Group and preventing greenwashing.

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 when classifying transactions. RBI's internal definitions of "green" and "social" are based on the existing RBI Green and Social Frameworks, which are geared towards the ICMA Green and Social Bond Principles as adopted by the market. Since 2018, RBI has promoted sustainable lending in Austria and Central and Eastern Europe by issuing green bonds (see also "RBI AG green bond issues" on page 98). Over the coming years, it plans to gradually adapt its internal definitions of "green" and "social" to bring them into line with the EU Taxonomy Directive and other future developments.

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. To date, more than 1,000 colleagues have been trained on the requirements in the various sectors (including real estate and transport). 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 any synergies to be leveraged and fosters the development of suitable instruments and concepts.

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

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 launched at RBI's head office and at the subsidiary banks in Central and Eastern Europe in 2021.

In particular, it is 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.

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 combating global climate change to the greatest possible extent. Here, too, the Sustainable Finance Team at head office is responsible for onboarding and training the subsidiary banks in CEE.

<sup>1</sup> I.e. they comply with the substantial contribution rules of the EU taxonomy (Climate Change Mitigation Adaptation, as published in Final Delegated Act).

Green Finance Days were successfully established within the Group. The presentations and the lively discussions between the participants and speakers showed that many RBI employees are convinced of the growing importance of sustainability in the financial sector. Cooperation with external stakeholders, particularly academic institutions, also plays an important role in the exchange of knowledge and experience, and efforts this year will continue to focus on closer cooperation.

GRI 102-21;  
GRI 103-3;  
GRI G4-DMA  
(former  
FS4, FS16)

## Sustainable financing

GRI 201-2;  
GRI 203-2

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 effect 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 the sustainable transaction is based on the EU Taxonomy Directive ("Green EU Taxonomy") and on RBI's in-house definition of green and social (basis: RBI Green Bond Framework, RBI Social Bond Framework). The EU Taxonomy Regulation contains guidelines on which economic activities can be regarded as green in different sectors in compliance with certain eligibility criteria, which differ in terms of complexity and precision.

GRI 102-12;  
GRI 103-1,-2,  
GRI 203-2



The total volume of sustainable financing (excluding COVID-19 financing) at RBI AG and the subsidiary banks in CEE was around € 6.1 billion as at December 31, 2021. € 4.3 billion of this was utilized by customers. That is around eight per cent of the entire portfolio (corporate business line, banks). The volume at RBI AG was around € 2.6 billion or eleven per cent of the total portfolio of RBI AG (corporate business line).

GRI 103-1, -2, -3;  
GRI G4-FS6;  
GRI G4 FS7  
GRI G4 FS8

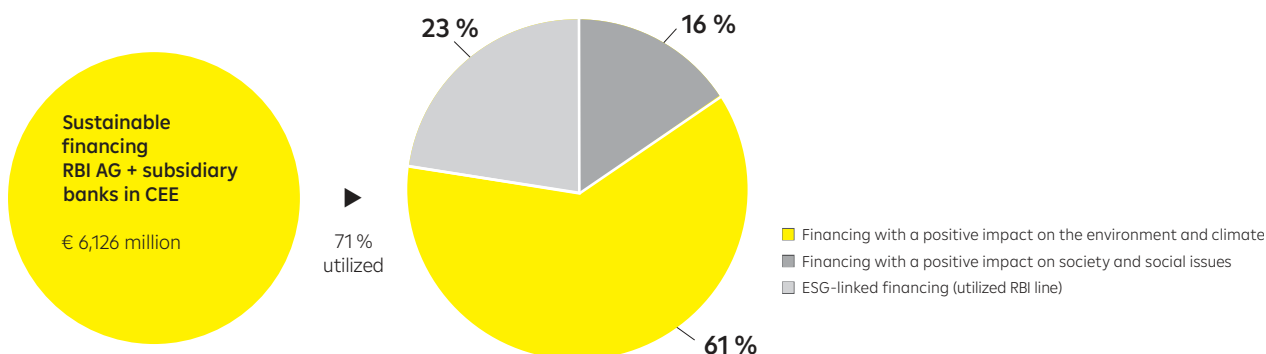
In addition, there is an unutilized line of sustainable financing of € 1.8 billion.

GRI 203-2  
GRI G4-FS8

(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
Financing with a positive impact on the environment and the climate	2,660	61 %	1,224	47 %	1,436	84 %
Financing with a positive impact on society and social issues	689	16 %	628	24 %	61	4 %
ESG-linked financing	986	23 %	779	30 %	207	12 %
<b>Subtotal (utilized line)</b>	<b>4,335</b>	<b>71 %</b>	<b>2,632</b>	<b>65 %</b>	<b>1,703</b>	<b>83 %</b>
Unutilized line	1,791	29 %	1,443	35 %	348	17 %
<b>Sustainable financing</b>	<b>6,126</b>	<b>100 %</b>	<b>4,075</b>	<b>100 %</b>	<b>2,052</b>	<b>100 %</b>



\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.



GRI 102-12;  
GRI 103-3;  
GRI G4-FS6;

€ 5 billion in sustainable financing was reported at RBI\* in 2020. In recent years, the allocation of sustainable financing has been continuously adapted to current developments, ESG definitions based on RBI's ESG rulebook have been rolled out throughout the Group and new sustainable financing products (ESG-linked financing) have been added. Further changes are expected in the next few years as a result of the further regulations (EU social taxonomy). This means that the prior-year figures are not directly comparable with the current figures.

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

TCFD

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

GRI 103-3;  
GRI 203-1,-2;  
GRI G4-FS6;  
GRI G4-FS8

The total volume of financing at RBI\* with a positive impact on the environment and the climate was around € 2.7 billion as at December 31, with EU green taxonomy<sup>1</sup> transactions accounting for approx. 18 per cent of this. The remainder complies with RBI in-house definitions.

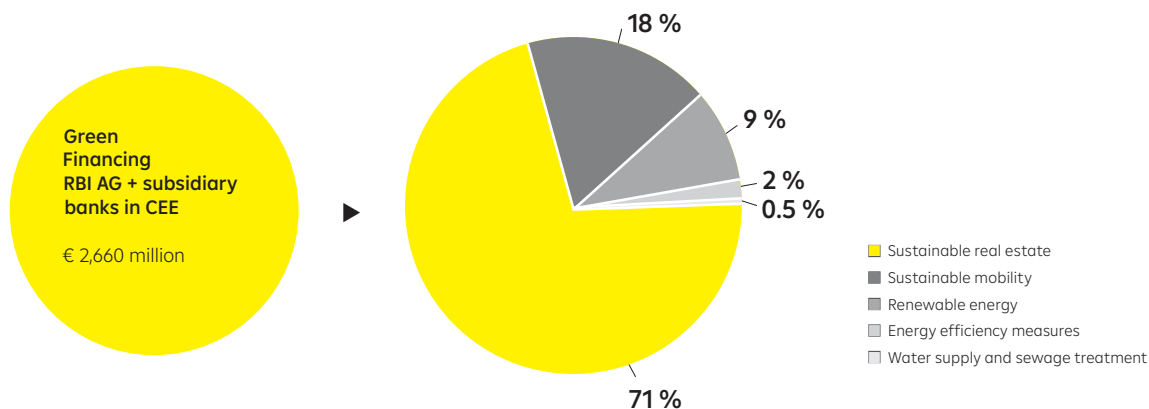
(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
EU taxonomy green	479	18 %	218	18 %	261	18 %
RBI Group green	2,181	82 %	1,007	82 %	1,174	82 %
<b>Financing with a positive impact on the environment and the climate</b>	<b>2,660</b>	<b>100 %</b>	<b>1,224</b>	<b>100 %</b>	<b>1,436</b>	<b>100 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.

## Breakdown of RBI\* green financing by sustainability criteria

(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
Sustainable real estate	1,886	71 %	766	63 %	1,121	78 %
Sustainable mobility	477	18 %	282	23 %	195	14 %
Renewable energy	232	9 %	115	9 %	118	8 %
Energy efficiency measures	52	2 %	25	4 %	0	0 %
Water supply and sewage treatment	12	0.5 %	10	1 %	2	0.2 %
<b>Financing with a positive impact on the environment and the climate</b>	<b>2,660</b>	<b>100 %</b>	<b>1,224</b>	<b>100 %</b>	<b>1,436</b>	<b>100 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.



GRI 103-3;  
GRI 203-1;  
GRI G4-FS6;  
GRI G4-FS8

€ 3.3 billion in green financing was reported in 2020. In recent years, the allocation of sustainable financing has been continuously adapted to current developments, and ESG definitions based on RBI's ESG rulebook have been rolled out throughout the Group. This means that the prior-year figures are not directly comparable with the current figures.

<sup>1</sup> I.e. they comply with the substantial contribution rules of the EU taxonomy (Climate Change Mitigation Adaptation, as published in Final Delegated Act).

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

#### • Sustainable real estate

Sustainable finance is the most important asset category in the volume of finance with a positive impact on the environment and the climate. The volume of financing at RBI\* in 2021 totaled around € 1.9 billion as at December 31.

GRI 103-3;  
GRI G4-FS6;  
GRI G4-FS8

(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
EU taxonomy green <sup>1</sup>	37	2 %	18	2 %	19	2 %
RBI Group Green	1,849	98 %	784	98 %	1,101	98 %
<b>Sustainable real estate</b>	<b>1,886</b>	<b>100 %</b>	<b>766</b>	<b>100 %</b>	<b>1,121</b>	<b>100 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.

The properties are located in Romania (23 per cent), Slovakia (20 per cent), Germany (8 per cent), the Czech Republic (8 per cent), Hungary (8 per cent), Croatia (8 per cent) and Austria (6 per cent), as well as Serbia, the Netherlands, Poland, Bulgaria and Russia.

GRI 103-3;  
GRI G4-FS6

#### • Sustainable mobility

In 2021, RBI\* had a financing volume in the area of sustainable mobility of around € 477 million as at December 31.

GRI 103-3;  
GRI 203-1, -2;  
GRI G4-FS6;  
GRI G4-FS8

(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
EU taxonomy green <sup>2</sup>	290	61 %	130	46 %	160	82 %
RBI Group green	188	39 %	152	54 %	36	18 %
<b>Sustainable mobility</b>	<b>477</b>	<b>100 %</b>	<b>282</b>	<b>100 %</b>	<b>195</b>	<b>100 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, 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 production, advancement of e-mobility and hybrid. Subsidiary banks in CEE mainly cover the following areas: Infrastructure for electric car production, carriage purchasing, maintenance of public electric rail transportation, advancement of e-mobility and hybrid technology, electric car battery production.



In 2021, the Raiffeisen Leasing Group had a financing volume in the area of sustainable mobility of around € 338 million (for fully electric vehicles; new leases concluded in 2021: € 123 million). € 28 million of this is already included in the above-mentioned total volume of RBI AG (refinancing of Raiffeisen-Leasing).

GRI 103-1;  
GRI 203-1;  
GRI G4-FS6;  
GRI G4-FS8

#### • Renewable energy

In 2021, RBI set the course for strategic repositioning for renewable energy, in particular wind farms and photovoltaic power plants. The lending policy for this segment has been adapted accordingly for its home markets in Central and Eastern Europe, and bespoke financial products are now available. This repositioning follows the decision by the Heads of State and Government of the EU in December 2020, in which they agreed on a 55 per cent reduction in greenhouse gases by 2030 compared with 1990 levels.

GRI 103-1



In view of the forthcoming investment program, RBI sees vast business potential in its home markets, and its new lending policy ensured it is ideally prepared for this. State subsidies are now less important to the feasibility of these projects, tariffs have come very close to market prices, and investment costs per MW have continued to fall as efficiency improves. Therefore, RBI expects rigorous implementation of the climate targets in Europe, and regards itself as ideally prepared for the expansion of its renewable energy portfolio.

GRI 103-1

<sup>1</sup> I.e. they comply with the substantial contribution rules of the EU taxonomy (Climate Change Mitigation Adaptation, as published in Final Delegated Act)

<sup>2</sup> I.e. they comply with the substantial contribution rules of the EU taxonomy (Climate Change Mitigation Adaptation, as published in Final Delegated Act)

GRI 103-3;  
GRI 203-2;  
GRI G4-FS6;  
GRI G4-FS8

In 2021, RBI\* had a financing volume in the area of renewable energy of around € 232 million as at December 31.

(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
EU taxonomy green <sup>1</sup>	152	65 %	69	61 %	82	70 %
RBI Group green	80	35 %	45	39 %	35	30 %
<b>Renewable energy</b>	<b>232</b>	<b>100 %</b>	<b>115</b>	<b>100 %</b>	<b>118</b>	<b>100 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.

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

#### • Energy efficiency measures

In 2021, RBI AG had a financing volume in the area of energy efficiency of around € 52 million as at December 31.

(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
RBI Group green	52	100 %	52	100 %	0	0 %
<b>Energy efficiency measures</b>	<b>52</b>	<b>100 %</b>	<b>52</b>	<b>100 %</b>	<b>0</b>	<b>0 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.

This only includes projects in which an energy saving of at least 30 per cent is generated.

#### • Water supply and sewage treatment

In 2021, RBI\* had a financing volume in the area of water supply and sewage treatment<sup>2</sup> of around € 12 million as at December 31.

(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
RBI Group green	12	100 %	10	100 %	2	100 %
<b>Water supply and sewage treatment</b>	<b>12</b>	<b>100 %</b>	<b>10</b>	<b>100 %</b>	<b>2</b>	<b>100 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.

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

In 2021, the total volume of financing at RBI\* with a positive impact on society and social issues was around € 689 million as at December 31.

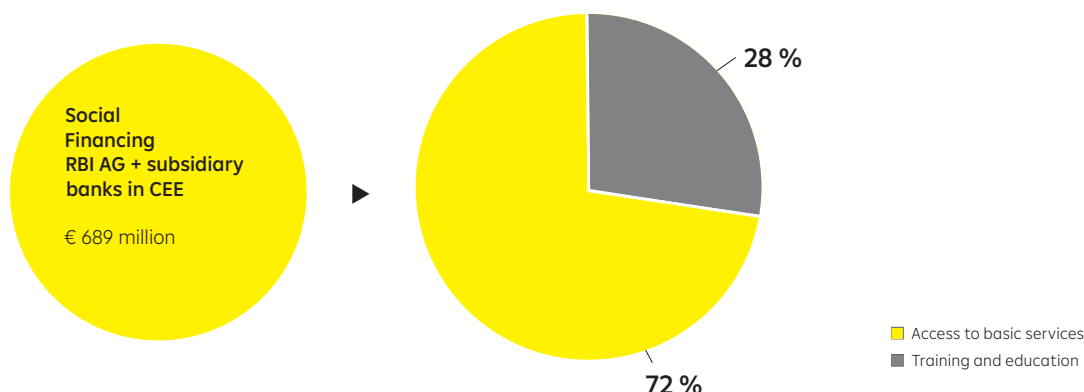
(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
Access to basic services	499	72 %	453	72 %	46	76 %
Training and education	190	28 %	175	28 %	15	24 %
<b>Financing with a positive impact on society and social issues</b>	<b>689</b>	<b>100 %</b>	<b>628</b>	<b>100 %</b>	<b>61</b>	<b>100 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.

<sup>1</sup> I.e. they comply with the substantial contribution rules of the EU taxonomy (Climate Change Mitigation Adaptation, as published in Final Delegated Act)

<sup>2</sup> Drinking water supply is reported under financing with a positive impact on society and social issues, access to basic services.





One key aspect of the definition of the social category is the existence of a vulnerable target group. In some cases, transactions in the social categories are assigned to green financing, e.g. research and development of technologies in the environmental field.

GRI 103-1

€ 1.7 billion in social finance was reported in 2020. In recent years, the allocation of sustainable financing has been continuously adapted to current developments, and ESG definitions based on RBI's ESG rulebook have been rolled out throughout the Group. Further changes are expected in the next few years as a result of the further regulations (EU social taxonomy). This means that the prior-year figures are not directly comparable with the current figures.

GRI 102-12;  
GRI 103-3;  
GRI G4-FS6;  
GRI G4-FS7

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

GRI 103-1, -3

- Access to basic services:

In 2021, RBI\* had a financing volume in this area of around € 499 million as at December 31.

GRI 203-1;  
GRI G4-FS6;  
GRI G4-FS7

(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
RBI Group social	499	100 %	453	100 %	46	100 %
<b>Access to basic services</b>	<b>499</b>	<b>100 %</b>	<b>453</b>	<b>100 %</b>	<b>46</b>	<b>100 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.

In particular, the following areas 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 2021, RBI AG also gave 122 institutes of the Raiffeisen Banking Group in Austria incentives to finance a further 177 public-sector projects such as schools and kindergartens and similar projects.

- Training and education:

In 2021, RBI AG had a financing volume in the area of training and education of around € 190 million as at December 31.

GRI 103-3;  
GRI 203-2;  
GRI G4-FS6;  
GRI G4-FS7

(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
RBI Group social	190	100 %	175	100 %	15	100 %
<b>Training and education</b>	<b>190</b>	<b>100 %</b>	<b>175</b>	<b>100 %</b>	<b>15</b>	<b>100 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.



- Property and wealth accumulation among the population

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 was provided by Raiffeisen Bausparkasse Gesellschaft m.b.H., which serves around 1.4 million customers. In its 60-year history, Raiffeisen Bausparkasse Gesellschaft m.b.H. has financed more than 512,000 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. Raiffeisen also assists its customers in this area with an extensive range of free information services. In addition, education and care are also financed with building society loans.

The lending volume amounted to € 7.1 billion in 2021. Buoyed by the strong demand for mortgage loans, the volume rose year-on-year (2020: € 6.7 billion).

## 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 2021, the ESG-linked financing volume at RBI\* totaled around € 986 million as at December 31.

ESG KPI-linked financing accounts for 85 per cent of ESG-linked financing (utilized line) at RBI\*.

(in million €)	RBI*		RBI AG		Subsidiary banks in CEE	
ESG rating-linked financing	148	15 %	138	18 %	10	5 %
ESG KPI-linked financing	838	85 %	642	82 %	197	95 %
<b>ESG-linked financing</b>	<b>986</b>	<b>100 %</b>	<b>779</b>	<b>100 %</b>	<b>207</b>	<b>100 %</b>

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.

## Coronavirus stimulus packages

The COVID-19 pandemic continued to hold sway in 2021. 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 homepage.

The coronavirus stimulus package of the Austrian Federal Government includes numerous measures. The following support and specially developed products were available via RBI AG in 2021:

- The Special Refinancing Framework Credit (COVID-19 support), covered by Oesterreichische Kontrollbank, can be used by Austrian exporters (large companies and SMEs) on a limited revolving basis. It is secured by OeKB and is primarily aimed at ensuring the liquidity of exporters and securing jobs.
- KfW coronavirus support: Kreditanstalt für Wiederaufbau is providing support in the form of 80 per cent release from liability and favorable refinancing.

Overall, new financing from the above-mentioned measures with a volume of € 71.9 million (2020: € 296 million) was taken out by our customers, and has already been paid out to them in full. Some of the € 296 million from the previous year has already been repaid by the customers. This means that (taking into account the deals from the previous year and new business from 2021) a total of € 223.8 million was outstanding at the end of the year. In addition, in the context of the EIB coronavirus loan of € 100 million, projects are being managed by SMEs and mid-caps in cooperation with the Raiffeisen Banking Group and Raiffeisen Leasing.

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 public guarantee support programs introduced to combat the consequences of the pandemic.

GRI 103-1;  
GRI G4-FS6;  
GRI G4-FS7

Financing for SMEs as well as large corporate customers affected by COVID-19 totaled around € 1,016 million (2020: € 989 million) at our subsidiary banks in CEE as at December 31.

GRI 103-3;  
GRI 203-2



RBI*	RBI AG	Subsidiary banks in CEE
€ 1,240 million	€ 224 million	€ 1,016 million

\* Excluding the subsidiaries RBSK, RKAG, RL, Valida, RCB, Kathrein.

## Sustainable investment

### 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, education and care for others who currently need this financing. Savers benefit from the secure investment of their assets as well as the government incentives and can also be certain that their capital is being invested in useful, sustainable projects. Home savings deposits amounted to € 6.3 billion in 2021 (2020: € 6.5 billion).

GRI 103-1, -3;  
GRI G4-FS8

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

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. Sales are focused on Austria, and the key markets also include Italy, Germany and CEE.

GRI 102-2

With a managed fund volume of € 44.7 billion and a 20.4 per cent share (according to OeKB statistics) of a fund market with a volume of € 219 billion (Austrian asset management companies), Raiffeisen KAG is one of Austria's leading asset management companies.

GRI 103-1, -3

The Raiffeisen Capital Management umbrella brand unites Raiffeisen KAG as well as Raiffeisen Immobilien KAG and Raiffeisen Salzburg Invest. At the end of 2021, the total volume managed in security funds, including advisories (mandates to third parties, partly abroad) totaled € 47.6 billion. In addition, Raiffeisen Vermögensverwaltung, which is integrated into Raiffeisen KAG, manages € 1,058 million and Raiffeisen Immobilien KAG manages € 604 million across three real estate funds.

GRI 102-2;  
GRI 103-1, -3;  
GRI G4-FS8



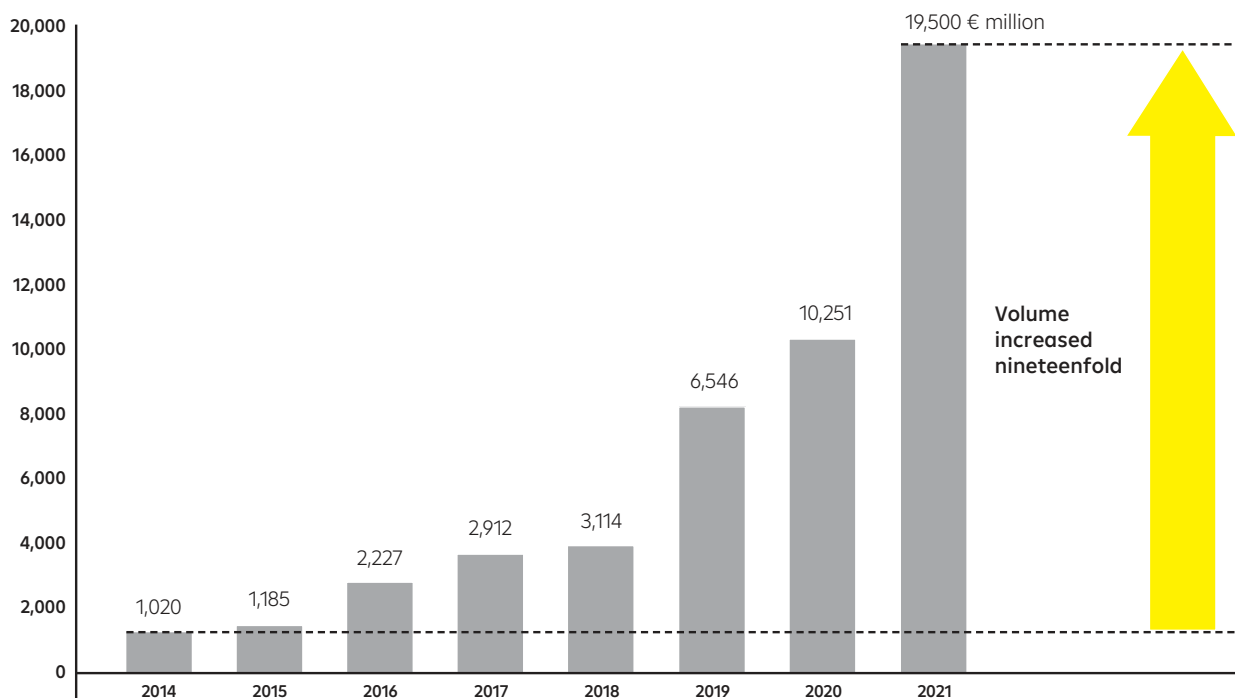
In 2021, when the market environment was generally positive, the sustainable investment volume increased by a further 90 per cent year-on-year to € 19.5 billion and now accounts for just under 41 per cent of the overall volume. In the retail segment, more than half of the volume is already attributable to sustainable mutual funds.

GRI 103-1, -3;  
GRI G4-FS11

## Rapidly growing investment volume in a broad product portfolio

GRI 102-2; GRI 103-1; GRI G4 FS11; The degree to which sustainable investment funds are being accepted by investors is illustrated by the statistics since 2014, the year in which Raiffeisen KAG repositioned itself as a fund company with a clear focus on sustainability. Since then, the volume of sustainable investments has increased nineteenfold. The dynamic growth trend continued unabated in 2021.

### Development of the sustainable fund volume since 2014



Source: Raiffeisen KAG, data as of December 31, 2021

GRI 102-11, -21; GRI 103-2; GRI 201-2; GRI G4 FS11



TCFD

In 2021, Raiffeisen KAG significantly expanded its disclosure on sustainability at company and product level in order to comply with the new Sustainability Disclosure Regulation. Sustainability risks are taken into account in all funds managed by Raiffeisen KAG. These risks are factored into investment decisions as part of the risk/return evaluation of each investment. The associated environmental and reputational risks for companies and issuers (e.g. as a result of calls to boycott products due to violations of human rights) are a major aspect of sustainability risks. Using various information channels such as media and research agencies, the fund management team constantly monitors whether an investment is having a reputation-damaging effect. Depending on the assessment of the risk, the securities are sold, a company engagement activity is initiated and, in serious cases, the securities are excluded from all funds managed by the management company. The sustainability risks are assessed and monitored by the Risk Management department independently of the fund management team, including the use of external data. Sustainability scores and sustainability indicators (such as CO<sub>2</sub> emissions) can be used here. The relevant processes and the assessment of the sustainability risk are set out in the brochure and in the information for investors as per section 21 of the Austrian Alternative Investment Fund Managers Act (AIFMG) (pre-contractual documents). In addition, full details are provided in the pre-contractual documents and on the website for the products that have an environmental and/or social dimension (Article 8 products) or are geared towards sustainable investment (Article 9 products). This enables investors to obtain a detailed picture of the sustainability aspects of the individual funds.

GRI 102-2; GRI 103-1

TCFD

The range of funds managed in line with ESG criteria was once again expanded significantly in the reporting year. This is largely because existing funds were enhanced with new, innovative concepts. Equity funds were the focus of this transformation in 2021. The adaptation of the product range for pension provisions and the application of the tax-free profit allowance for commercial customers should also be emphasized here.

In 2022, the transformation will focus on the pension funds range, which will be adapted in line with the strategic orientation. 2021 saw the development of a comprehensive scoring model that aids the evaluation of sovereign bonds from an ESG perspective and allows a modern investment approach that goes far beyond the mere exclusion of individual states.

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.

GRI 103-2

2022 saw the entry into force of 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. Given the highly restricted focus on the climate, and as the available data is still by no means complete, comprehensive disclosures to take the taxonomy into account are not yet expected at this stage. An improvement is likely in 2023, when the full environmental taxonomy with four further environmental targets is issued.

GRI 102-11;  
GRI 103-2

Sustainability funds 2021: volume and CO<sub>2</sub> emissionsCO<sub>2</sub> emissions of sustainable funds of Raiffeisen Kapitalanlage-Gesellschaft m.b.H. 2021

		Fund Volume in € million	Carbon Emissions* (tons CO <sub>2</sub> e)	Carbon Intensity** (tons CO <sub>2</sub> e/ € million)	
<b>Equity funds</b>					
Raiffeisen-Nachhaltigkeits-Aktien	Global equities according to sustainable criteria	1,668,467,856	51,785	91.0 <sup>1</sup>	
Raiffeisen-Nachhaltigkeit-Europa-Aktien	European equities according to sustainable criteria	471,262,439	25,351	89.5 <sup>1</sup>	
Raiffeisen-Nachhaltigkeit-Momentum	European equities according to sustainable criteria	492,598,429	32,849	81.9 <sup>1</sup>	
Raiffeisen-SmartEnergy-ESG-Aktien	Global sustainability-themed fund	163,767,222	7,732	192.0 <sup>1</sup>	
Raiffeisen-Nachhaltigkeit-EmergingMarkets-Aktien	Global sustainability-themed fund	280,843,772	8,707	99.1 <sup>1</sup>	
Raiffeisen-PAXetBONUM-Aktien	Equity fund according to a clerical ethics approach	27,333,214	1,319	80.4 <sup>1</sup>	
Raiffeisen-Nachhaltigkeit-ÖsterreichPlus-Aktien	Equities of the DACH region according to sustainable criteria	157,090,537	25,080	171.3 <sup>1</sup>	
Raiffeisen-MegaTrends-ESG-Aktien	Global sustainability-themed fund	547,024,004	32,522	140.9 <sup>1</sup>	
Raiffeisen-Nachhaltigkeit-US-Aktien	US equities according to sustainable criteria	422,164,060	11,453	106.2 <sup>1</sup>	
Raiffeisen-Health and Wellbeing-ESG-Aktien	Global sustainability-themed fund	197,691,578	1,670	30.9 <sup>1</sup>	
11 Institutional mandates/External management	European and global equities according to sustainable criteria	1,891,016,266	*****	*****	
<b>Mixed funds</b>					
Raiffeisen-Nachhaltigkeit-Mix	Global mixed fund according to sustainable criteria	5,481,105,625	346,703	100.9 <sup>1</sup>	
Raiffeisen-Nachhaltigkeit-Solide	Global mixed fund according to sustainable criteria	787,393,273	79,261	112.0 <sup>1</sup>	
Raiffeisen-Nachhaltigkeit-Diversified	Global mixed fund according to §25 PKG and sustainable criteria	224,193,678	15,477	61.1 <sup>1</sup>	
Klassik Nachhaltigkeit Mix	Global mixed fund according to sustainable criteria	43,469,583	3,658	137.0 <sup>1</sup>	
Raiffeisen-Nachhaltigkeit-Wachstum	Global mixed fund according to sustainable criteria	62,072,243	1,776	79.1 <sup>1</sup>	
Raiffeisen-§ 14-ESG-Mix	Global mixed fund according to sustainable criteria	278,831,267	*****	*****	
Raiffeisen-§ 14-ESG-MixLight	Global mixed fund according to sustainable criteria	177,847,971	*****	*****	
11 Institutional mandates/Advisory/External management	Global and European mixed funds according to sustainable criteria	654,247,420	*****	*****	
<b>Bond funds</b>					
Raiffeisen-Nachhaltigkeit-Rent	Global bonds according to sustainable criteria	948,922,437	153,935	90.4 <sup>2</sup>	
Raiffeisen-Österreich-Rent	Austrian gilt-edged bonds according to sustainable criteria	275,238,110	***	***	
Raiffeisen-GreenBonds	Global green bonds	333,694,218	****	****	
Raiffeisen-Nachhaltigkeit-ShortTerm	Short-term Euro bonds according to sustainable criteria	136,477,527	6,046	67.9 <sup>2</sup>	
Raiffeisen-PAXetBONUM-Anleihen	Bond fund according to a clerical ethics approach	18,802,288	1,489	47.2 <sup>2</sup>	
Raiffeisen-Nachhaltigkeit-EmergingMarkets-LocaBonds	Global emerging markets bonds according to sustainable criteria	139,515,354	***	***	
Raiffeisen-§ 14-ESG-Rent	Global bonds according to sustainable criteria	357,571,738	25,574	85.9 <sup>2</sup>	
Raiffeisen 301 - Nachhaltigkeit - Euro Staatsanleihen	European government bonds according to sustainable criteria	532,063,628	*****	*****	
Raiffeisen 902 - Nachhaltigkeit - Euro Staatsanleihen II	European government bonds according to sustainable criteria	234,811,019	*****	*****	
14 Institutional mandates/Advisory/External management	Global bonds according to sustainable criteria and green bonds	1,682,712,612	*****	*****	
<b>Fund administration (12 Mandates)</b>		Fund administration, application of sustainability criteria	809,661,463	*****	*****
<b>Total</b>			<b>19,497,890,830</b>	<b>–</b>	
<b>Comparable data</b>					
Index global equities (MSCI)				129.2	
Index emerging market equities (MSCI)				331.1	

\* 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 pensions.

\*\* CO<sub>2</sub> intensity is reported in tonnes of CO<sub>2</sub>e/million € revenue, regardless of fund volume, and measures the portfolio's exposure to emissions-intensive companies: 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 incorporate bonds.

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

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

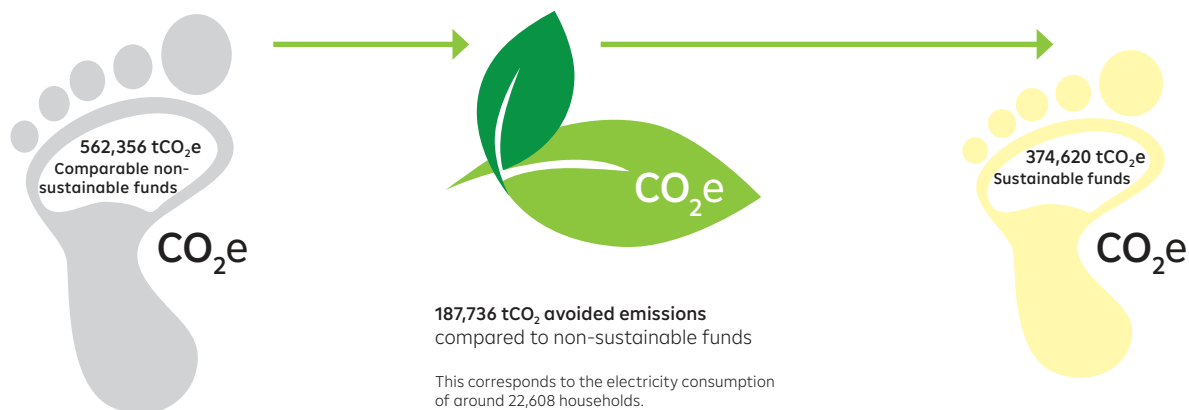
\*\*\*\*\* No data available

<sup>1</sup> For the calculation of the environmental effect in the following graphic, reference was made to the share investments, since a direct impact can be assumed here.

<sup>2</sup> In the case of asset classes other than equity investments, no direct influence can be exerted.

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

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



Source: [www.epa.gov/energy/greenhouse-gas-equivalencies-calculator](http://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator)

The carbon footprint of the self-managed sustainable equity funds and equity mandates is around 374,620 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 effect of around 187,736 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 effect compared to funds that are not managed sustainably is only shown for equity funds (according to a model calculation, the avoided CO<sub>2</sub> emissions correspond to the annual electricity consumption of 22,608 four-person households).



The securities in these sustainability funds, which have a total volume of € 19.5 billion, are subject to a combination of strictly defined, explicit ecological 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).

GRI 102-11;  
GRI G4-FS8;  
GRI G4 FS11

Back in 2019, Raiffeisen KAG launched Raiffeisen VIPnachhaltig, which provides sustainable asset management geared towards affluent private customers. It combines sustainability expertise with the extensive capital market knowledge of Raiffeisen KAG. Raiffeisen VIPnachhaltig invests solely in funds of Raiffeisen KAG and third-party asset management companies that are classified as sustainable. Managed customer assets in the sustainable asset management product grew to more than € 178 million by the end of 2021. This equates to around 17 per cent of the total volume under management.

GRI 103-1, -3;  
GRI G4-FS8;  
GRI G4 FS11

In 2021, Raiffeisen Immobilien KAG devised a sustainability strategy that covers the property, product, company and society dimensions. Immo KAG's sustainability strategy addresses the issue of sustainability at four levels: at property level, i.e. the individual properties in the funds; at product level, namely the real estate funds themselves with regard to investment strategy, regulatory aspects and investors; at company level, with ESG awareness, employees' needs and in-house ecology being key topics; and finally at the level of the contribution to society, which includes e.g. charitable work.

GRI 102-11;  
GRI 103-2;  
GRI G4-FS11;  
GRI G4-DMA  
(former FS2)

Implementation of the strategy for sustainable operation of the fund properties is now complete. By the end of 2021, 23 out of 25 portfolio properties of the various use types (hotel, logistics, office, retail, residential) in Austria, France, Germany, the Netherlands, and Poland had obtained sustainability certification in accordance with the German Sustainable Building Council (DGNB) criteria. The only exceptions are two properties that will be completely renovated in the next few years. Consequently, 88 per cent of the real estate volume of the institutional real estate funds, or around € 480 million, had a corresponding certificate at the end of the year. The future viability of the properties has been and continues to be monitored on the basis of assessment standards in line with climate protection criteria.

GRI 103-1, -3;  
GRI G4-FS8;  
GRI G4 FS11;

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).

GRI 102-11

GRI G4-DMA (ehem FS2)

### Responsible management of sustainable funds

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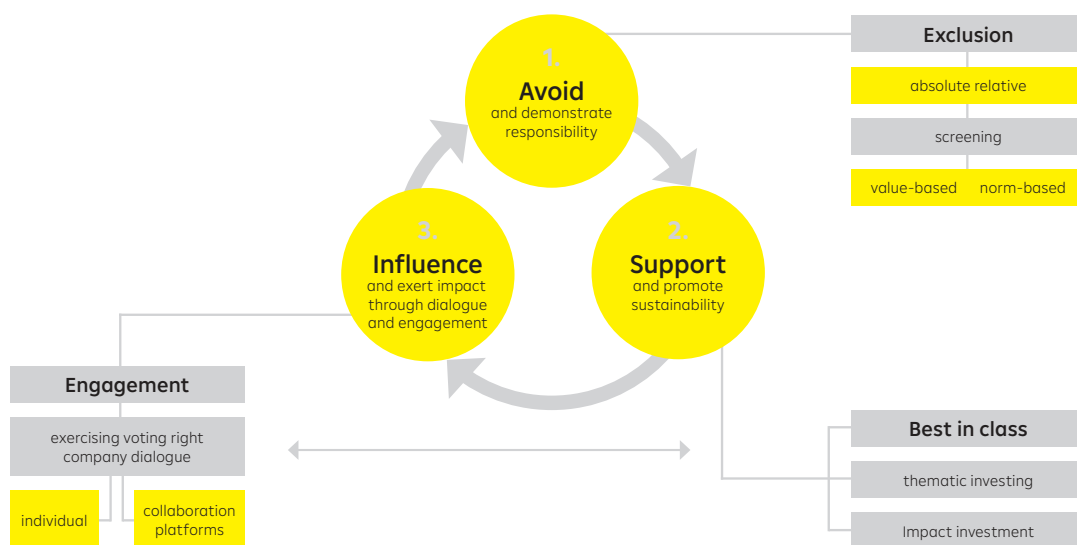
GRI 102-11

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.

GRI 102-11

A contemporary, sustainable management style requires more than screening of 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 responsible management of sustainable funds.

### Integration of sustainability, a holistic concept



Source: Raiffeisen KAG

GRI 102-2, -11; GRI 103-2

The starting point of the integrated approach of Raiffeisen KAG is the definition of relatively strict exclusion criteria, 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).



GRI 102-2, -11; GRI 103-2; GRI G4-DMA (former FS9); GRI G4 FS11

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. In addition, the content of the criteria framework (extra-financial exclusion criteria) as well as 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.

GRI 102-11, -21; GRI 103-2, -3; GRI 201-2; GRI G4 FS9; GRI G4 FS11

Building on these relatively passive elements of avoiding, internally developed specific ESG research places the spotlight on a set of "positive criteria" and is the active core element of the management approach. Based on ESG data on companies and states, an internally developed ESG score is calculated that represents the key decision-making criterion in the investment processes of the sustainability funds alongside traditional key financial indicators. The methodology applied and compliance with the criteria is also validated by external institutions (FNG seal, Austrian Ecolabel). This integrated process forms the basis for the value development of the sustainability funds, which is generally extremely positive.

GRI 102-2, -11; GRI 103-2; GRI G4 FS11

As part of a holistic understanding of sustainability, we are increasingly also pressing ahead with the integration of ESG principles in all of the funds we actively manage, including beyond the product family of sustainability funds. For some years now, there has been a voluntary commitment to exclude investments in agricultural commodities and livestock, weapons, and companies whose business consists predominantly of the supply or use of thermal coal. This "thermal coal policy" was revised and tightened up in 2020 and published at the beginning of 2021. The gradual exit from coal is therefore ensured over the next few years.



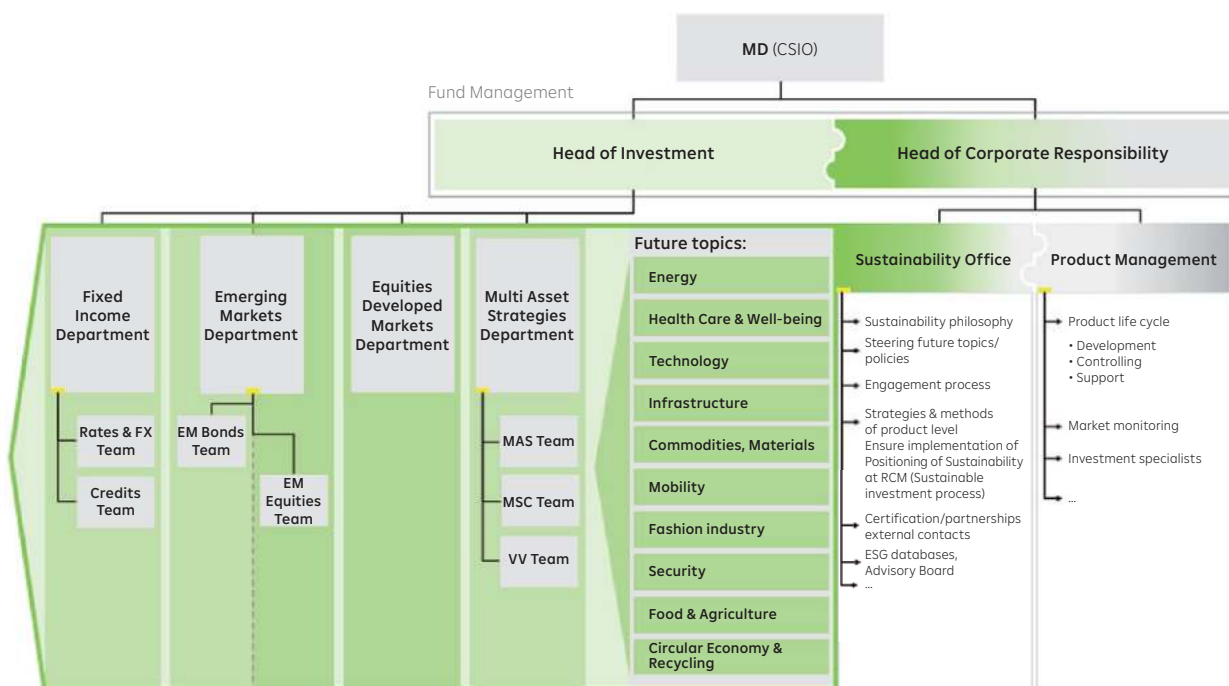


ESG research is also generally integrated into the management of all funds, not least as a means of improving the ESG score of the respective fund.

With effect from April 1, 2021, Asset Management was restructured as the most important organizational unit for sustainable investment. The current positioning ensures that sustainability is integrated in all investment processes and anchored in the entire organizational structure of the fund company. This means that ESG issues are now dealt with on a broad basis throughout asset management. In addition, binding training measures have been put in place.

GRI 102-11;  
GRI 103-2

### Asset Management structure Raiffeisen KAG



As a result of the restructuring process, sustainability has been established as an overarching interdisciplinary topic. Alongside the Investment department, the Corporate Responsibility department has been established, comprising Product Management and the newly formed Sustainability Office.

The newly formed Sustainability Office is responsible for sustainability-related policies and is involved in advancing the sustainable investment process. The responsibilities of the Sustainability Office 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 securities-based sustainability assessment and analysis of the investment suitability of securities.

GRI 102-11;  
GRI 103-2;  
GRI G4 FS11

One key milestone in the reorganization of Raiffeisen KAG is the establishment of major sustainability-related topics as "future issues". These key topics that are so crucial and promising for asset management in general and sustainable asset management in particular, such as smart energy, healthcare and digitalization, are dealt with by interdisciplinary analyst teams made up of fund managers and sustainability experts. They set out priorities, positions and, ultimately, opinions and policies on the respective topics. The future issues are also covered from an organizational perspective, embedded in the procedural flow chart.

GRI 102-11;  
GRI 103-2;  
GRI G4 FS11

They are also a major factor in the continuous deepening and expansion of sustainability expertise within Raiffeisen KAG. This not least reflected in our consistently intensified commitment in the sense of 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 vast majority of their holdings.

GRI 102-11, -21;  
GRI 103-3;  
GRI G4-DMA (former FS10; FS12)  
GRI G4 FS11



In 2021, 456 active company engagement activities were undertaken and 256 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 voting are published on our homepage ([www.rcm.at/sri-publications](http://www.rcm.at/sri-publications) and [www.rcm.at/corporate-governance](http://www.rcm.at/corporate-governance)).

GRI 102-12;  
GRI 103-3;  
GRI 201-2



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", which is also a prerequisite for the FNG seal.



Confirmation of the quality of sustainability funds by external auditors serves to strengthen investment security. In late 2021, the Sustainable Investment Forum issued the FNG seal for 2022. This seal is awarded after an audit conducted by an external auditor (University of Hamburg). All 16 of the sustainability funds submitted by Raiffeisen KAG were awarded three stars, the highest rating and one that was only given to 66 funds in total.



15 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.

### Expansion and intensification of the sustainability agenda

GRI 102-11, -12, -21;  
GRI 103-2

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 102-11, -21;



The advisory board for sustainable investment that was established in 2017 meets regularly, delivering 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.

GRI 103-3



In 2020, the Austrian magazine "Börsianer" again recognized Raiffeisen Capital Management (Raiffeisen KAG) as the most sustainable fund company in Austria. This aspiration continues to apply and is being expanded to neighboring countries.

# Kathrein Privatbank Aktiengesellschaft

Kathrein Privatbank offers tailored investments for private assets and foundations as well as advice on matters relating to private foundations, asset transfer and the purchase and sale of companies. Tailored investment solutions are also provided for institutional clients. In its investment decisions, Kathrein Privatbank follows a clearly defined methodology. The object is to identify possibilities for performance improvement and to develop objective economic criteria for investment decisions.

The topic of sustainability, including diversity, is firmly enshrined in the corporate philosophy of Kathrein as a wholly-owned subsidiary of RBI AG. Kathrein wants to actively shape a better future by consciously selecting sustainable investments and has voluntarily committed to follow all of the recommendations of the European Transparency Code for Sustainability Funds for selected products. Kathrein has received the Austrian Ecolabel for sustainable financial products for seven funds. Five funds have been awarded the FNG seal. The gilt-edged Hypo Rent fund received the FNG seal (two stars) for 2022. Last but not least, Kathrein is already engaging intensively with the topic of impact investment (fund selection and dedicated asset class for mixed mandates; special funds select and use instruments depending on the investor's preferences).

GRI 102-11, -12;  
GRI 103-2, -3;  
GRI 201-2;  
GRI G4 FS11



TCFD



The carbon footprint is calculated for two funds, Kathrein Sustainable Global Equity and Kathrein Sustainable Bond Select. The calculation is performed by our cooperation partner CSSP – Center for Social and Sustainable Products AG. Both funds are certified and listed on the "yourSRI.com" platform. The calculated value of the carbon footprint is also published there (find out more at: [www.yoursri.com/funds-dx/68151030](http://www.yoursri.com/funds-dx/68151030) and [www.yoursri.com/funds-dx/68403018](http://www.yoursri.com/funds-dx/68403018)).

GRI 103-3



TCFD

48 per cent of the total fund volume at Kathrein is managed in accordance with sustainability criteria. The detailed sustainability concepts for retail funds with the Ecolabel are available on our homepage ([www.kcm.at/?+Nachhaltigkeit+&id=2500,,1001970](http://www.kcm.at/?+Nachhaltigkeit+&id=2500,,1001970)). We also maintain a cooperation with ISS ESG as a research partner in the area of sustainability. Kathrein sets strictly defined exclusion criteria and positive criteria, and rigorously implements them in the context of the investment process.

GRI 102-2, -11;  
GRI 103-1;  
GRI G4-FS11



In 2021 the sustainable investment volume increased by a further 11 per cent year-on-year and now accounts for 48 per cent of the overall volume.

## CO<sub>2</sub> emissions of sustainable funds of Kathrein Privatbank Aktiengesellschaft 2021

	Product description	Fund volume in € million	Carbon emissions* (tonnes CO <sub>2</sub> e)	Carbon intensity** (tonnes CO <sub>2</sub> e/€ million sales)
<b>Equity funds</b>				
Kathrein Sustainable Global Equity	Actively managed, highly diversified equity fund that is intended to replicate the value development of the global equity market on the basis of a reasonable number of individual securities.	139	6,746	110
Kathrein Sustainable Global Megatrend	Global, highly diversified equity fund focused on companies that benefit from the structural changes towards a sustainable economy and a more integrated, digitalized world. The selected securities generate much of their revenue in the relevant business areas and meet the requirements of a strict sustainability standard.	22	***	***
<b>Mixed funds</b>				
MI Multi Strategy SRI	Mixed fund that invests according to the investment regulations of the Austrian Corporate Employee and Self-Employed Pension Act (BMSVG) and the Austrian Pension Fund Act (PKG).	32	***	***
Kathrein Sustainable Dynamic Value	Designed as a mixed fund (multi-asset fund) that offers broad risk diversification and combines the yield opportunities of riskier investments (e.g. equities) with continuous returns from comparatively low-risk fixed-income securities. The portfolio is adjusted dynamically depending on the market situation. In difficult market phases, the defensive share of the portfolio can be increased to up to 100 per cent. If the stock markets are trending positively, the ratio of equities and investments such as subordinated bonds and high-interest bonds can be increased accordingly.	20	***	***
<b>Bond funds</b>				
Kathrein Euro Bond	This pension fund invests solely in sovereign bonds with a minimum composite rating of BBB.	116	***	***
Hypo Rent	Gilt-edged pension fund that is suitable for severance payment and pension provisions.	115	***	***
Kathrein Sustainable Bond Classic	Pension fund with active maturity management that invests solely in eurodenominated sovereign and corporate bonds issued in the European Economic Area (EEA) with investment grade ratings (required minimum average: maximum drawdown < three per cent over a twelve-month rolling observation period). In realizing these ambitious aims, the fund meets the requirements of section 10 of the Austrian Income Tax Act (EStG), section 14 EStG, section 25 PKG, section 446 of the Austrian General Social Insurance Act (ASVG) and section 30 BMSVG.	47	***	***
Kathrein Sustainable Bond Select	Globally investing pension fund focused on companies with a good credit rating. The fund has a broadly diversified portfolio across different countries and sectors. Social, ethical and ecological exclusion and quality criteria are applied in issuer selection.	55	39,553	262
Kathrein Sustainable EM Local Currency Bond	The aim of this pension fund is to replicate the value development of the sovereign bond segment in emerging markets in the respective local currency. The fund primarily invests in issues of supranational organizations (e.g. EIB, EBRD), which fulfill the necessary sustainability criteria while also enabling efficient access to liquid bonds in EM currencies. These funds comply with the "Ethical Investment Guidelines" of the Austrian Bishops' Conference and the Religious Orders of Austria (FinAnKo).	42	***	***
<b>Total</b>		<b>588</b>	<b>46,300</b>	<b>***</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 pensions. Carbon emissions were scaled up to the fund volume.

\*\* CO<sub>2</sub> intensity is reported in tonnes of CO<sub>2</sub>e/€ million revenue, regardless of fund volume, and measures the portfolio's exposure to emissions-intensive companies: CO<sub>2</sub> emissions per company's revenue, weighted by the proportionate value in the portfolio. This indicator is independent of a market capitalization (and is therefore not comparable with carbon emissions). It is therefore easier to include bonds.

\*\*\* No data available.

## Raiffeisen Centrobank AG (RCB)

Raiffeisen Centrobank AG (RCB) is the competence center for shares and certificates of the Raiffeisen Banking Group. At RCB, sustainability has been part of the product range for over 15 years, and sustainable investment products are becoming increasingly important. With this in mind, RCB has continuously expanded its range of certificates and, for safety-conscious investors, issues capital protection certificates at regular intervals which enable participation in the development of the underlying assets or offer a predefined return if the underlying asset is higher than its starting value 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 ten per cent and receive 90 per cent of the nominal amount even in the worst case.

GRI 102-2, -11; GRI 103-1

In the area of structured products, RCB issued sustainability-related index certificates as early as 2005. These were followed by capital protection certificates on various STOXX® ESG-based indexes in order to make it easier for investors to address the topic of sustainability and make investments with capital protection. Strong momentum first became apparent in 2014, prompting RCB to continuously expand its product range with capital protection certificates on broad sustainability indices in order to make sustainable investment available to a large, safety-conscious investor audience. This was followed by the first-ever "Sustainability Winners". The iSTOXX® Global ESG Select 100 Index, i.e. the index that combines the best 100 companies in the areas of environmental, social and responsible action, is the underlying for this investment product with capital protection. Since then, the share (open interest) of sustainable Raiffeisen certificates in the RCB product range has increased to 23.7 per cent. During 2021, RCB signed up to the UN Global Compact Network in order to support the UN principles on labor standards, human rights, environmental protection and combating corruption. At product level, the RCB sustainability standard has been developed. Consequently, the underlying assets for sustainable certificates of Raiffeisen Centrobank are subject to evaluation on the basis of clear criteria. Whether or not a certificate is sustainable according to these rules is determined via a process of elimination. The sustainable action of RCB is therefore based on three pillars: "sustainable issuer – sustainable underlying asset – sustainable investment product". The bank's Sustainability Code has also been approved by Zertifikate Forum Austria (ZFA). Raiffeisen Centrobank 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 the end of 2021, more than 820 sustainability-related investment products are available for investors. With an outstanding volume of € 1,022 million, which accounts for around 24 per cent of the total volume of all RCB certificates, the proportion increased by 53 per cent compared with the beginning of the year.

GRI 102-2, -11, -12; GRI 103-1, -3; GRI G4 FS8; GRI G4-FS11



Source: RCB

One milestone here was the expansion of the product range, with the provision of more sustainable underlying assets for the sustainable certificates. To this end, sustainability indices have been developed and launched in tandem with the index provider MSCI®. These three benchmarks for ESG shares from Europe, emerging economies or worldwide that are among the best in the fields of environment, social and governance fully comply with RCB's sustainability standard, and these indices are therefore continuously made accessible by RCB with investment products for sustainable investments.

GRI 102-2; GRI 103-2; GRI 201-2



In September 2021, RCB expanded its varied range of sustainable investment products with certificates on shares that are considered to be particularly sustainable in terms of 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. Raiffeisen Centrobank uses the leading companies that are among the top 30 per cent in their sector as the underlying assets for sustainable certificates. All of these are ESG-compliant certificates in the investment products category with hedging mechanisms for the invested capital. Raiffeisen Centrobank can further advance the expansion of the ESG range with these additional sustainable certificates on individual securities.

GRI 102-11; GRI 103-2; GRI G4 FS11

TCFD

GRI 103-3; GRI 201-2



At the "Zertifikate Award" ceremony, the leading awards for the best providers and products on the Austrian certificate market, RCB was named as the best certificate provider in Austria for the 15th time in a row. In the context of sustainable investment, the following awards are particularly noteworthy: Capital Protection Certificate Ethics Winners, and Germany Sustainability Bonus Unlimited. With the Ethics Winners, at the end of the term, investors benefit fully from the positive value development of the iSTOXX® Global Ethical Select 30 index up to a maximum of 40 per cent compared with the starting value. If the performance of the index after ten years is negative, capital protection applies. The Ethics Winners certificate – with 100

per cent protection for the capital employed at the end of the term – was issued in March 2020 and attracted significant interest from investors. At an early stage, the Austrian Bishops' Conference and the Religious Orders of Austria defined guidelines for ethical investments, in line with the moral and social values of Christian teachings. The RCB Ethics Winners meets these criteria. The Germany Sustainability Bonus Unlimited Certificate combines the best of both worlds, namely gradual asset growth with sustainable investment, and shows how RCB creates ideas and advances new developments.

GRI 102-2; -11,-12, GRI 103-2



Raiffeisen Centrobank operates in line with the UN global principles on sustainability. Raiffeisen Centrobank signed up to the UN Global Compact Network in February 2021. This is a global pact between companies and the UN. The ten universal principles of the UN Global Compact in the fields of labor standards, human rights, environmental protection and combating corruption clearly set out the principles that participating organizations must take into account in their strategies, guidelines and procedures.

GRI 103-3

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 private customers in the Czech Republic, Hungary, Poland, and Slovakia in 2021.

## Sustainable investment at the subsidiary banks in Central and Eastern Europe

GRI 103-1

In 2021, we managed to increase assets under management in ESG securities (held by retail customers) from around € 260 million to around € 955 million at the subsidiary banks in CEE. On the funds side, the Czech, Hungarian, Russian, and Slovakian businesses were the front runners on account of organic growth. There was a significant one-off increase in ESG volumes at Tatra banka a.s., Slovakia and Raiffeisenbank a.s., Czech Republic (following the introduction of a new ESG strategy for existing funds) in August and December. Raiffeisen BANK d.d. Bosnia and Herzegovina launched the first ESG fund on the local market in the fourth quarter of 2021.

By the end of 2022 at the latest, we expect to have ESG products available in all countries where we offer private customer investment as soon as approval from the local authorities to launch ESG funds is in place at our local asset management companies in Albania, Romania, and Serbia. Raiffeisen Bank Zrt., Hungary, and Priorbank JSC, Belarus, issued their first ESG certificates in 2021. Raiffeisenbank (Bulgaria) EAD and Tatra banka a.s., Slovakia issued their first green bonds for retail customers this year. The range of ESG funds and the underlying structures of ESG certificates and green bonds with multiple subsidiary banks in CEE have been expanded further. By the end of 2022, all subsidiary banks in CEE that offer investments (eleven) will have at least one ESG investment product line available.



# Sustainable products and services

## Programs and initiatives to support sustainable investments

- 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 agreed sustainability targets such as an improved ESG rating. The agreement ties the interest margin to the ESG ratings 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 (see "Sustainable finance", pages 79-85).

GRI 103-1, -2

- ESG KPI-linked financing

One of the newly launched products is ESG KPI-linked financing. A KPI (key performance indicator)-linked loan, bond or promissory note is a financing instrument that gives the borrower incentives to attain agreed sustainability targets such as improved ESG-relevant KPIs. This 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 (see "Sustainable finance", pages 79-85).

GRI G4-DMA  
(former FSS)

- EU taxonomy-linked financing

This form of financing can be used for financing projects that meet the technical criteria of the currently valid EU taxonomy, but has not been utilized 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.



- Green guarantee facility

A green guarantee facility agreement is based on the concept of the proper use of funds for eligible green projects, and directly relates 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.

GRI 103-2



RBI AG has signed its first agreement for a green guarantee facility for € 200 million with Siemens Gamesa Renewable Energy S.A. (Siemens Gamesa), a leading Spanish manufacturer of offshore and onshore wind turbines and renewable energy services. With more than 35 years' experience, Siemens Gamesa is a global factor for renewable developments in the wind energy sector. The eligible projects and their environmental impacts are documented in the annual green report of Siemens Gamesa, thus improving the company's sustainability profile and, ultimately, its sustainability ratings.

- 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.

GRI 103-1;  
GRI G4-DMA  
(former FSS)

The first interest rate swap linked to ESG KPIs was concluded with one of the main players on the European food market in November 2021. This was the first ESG-linked derivative to be traded by an Austrian bank.

- Sustainable debt instruments for corporate and institutional customers

Overall, the strong market growth in sustainable financial instruments is continuing, with the volumes of 2020 being clearly exceeded.

GRI 103-2,-3;  
GRI G4 FS6;  
GRI G4 FS8

In the field of debt financing (bonds, Schuldschein loans and syndicated loans), the trend of increased customer interest in sustainable financing solutions has continued, and indeed gained pace. With this in mind, RBI AG Debt Capital Markets has again managed to support its customers in a growing number of sustainable financing transactions. In 2021, RBI AG acted as lead manager of 22 sustainable<sup>1</sup> bond transactions with a total volume of € 9.02 billion: nine transactions for corporate customers, twelve transactions for institutional customers and one for a sovereign issuer. In 2021, 24 per cent of lead-managed corporate bond volume and 14 per cent of lead-managed institutional customers bond volume were in a sustainable format. In addition, RBI AG was lead arranger of three sustainable<sup>1</sup> Schuldschein loans totaling € 750 million and eight syndicated ESG-linked revolving credit facilities/term loans totaling € 8.09 billion. RBI AG clearly exceeded its targets in 2021 in terms of lead managing sustainable<sup>1</sup> bonds and Schuldschein loans. A target attainment level of 298 per cent was achieved with regard to the number of transactions, and 391 per cent with regard to volume.

Our strong, cross-divisional teamwork and the support from our subsidiary banks in CEE enable us to maintain our position as a leading arranger for sustainable bonds in RBI's home market.

- Other sustainable products

RBI AG concluded its first ESG-linked subscription credit facility transaction for a major customer in July 2021, followed by three further deals. This means that a total of four ESG-linked subscription credit facilities were concluded in 2021. In addition, a first asset-based finance transaction in the ESG-linked format was concluded in 2021.

- 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 € 1.3 billion in Austria, RBI is currently the largest green bond issuer in the country, 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. Our 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, including green buildings, renewable energies, water and waste water management, energy efficiency and clean transport.

GRI 103-1, -2, -3;  
GRI G4 FS6;  
GRI G4 FS7;  
GRI G4 FS8

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 of sustainability throughout the entire organization. As an additional stimulus, we introduced an incentive program for social and environmentally friendly projects in January 2019 in order to promote the long-term development of our sustainable lending portfolio. The aim of the incentive program is to expand the portfolio and support our issuing activities in the area of green and social bonds. This program is being gradually expanded and also rolled out at a subsidiary bank in CEE.

GRI 103-2

<sup>1</sup> Includes the following instruments: green, social, sustainability and sustainability-linked products.



In 2021, RBI AG issued two structured FX-linked green bonds for retail customers in the Czech Republic and Hungary for the first time. The bonds are denominated in US dollars and Czech koruna. A volume equivalent to € 10 million had been sold by December 2021. These innovative products continue to be offered to customers in the Czech Republic. RBI AG also issued its first green bond in Slovakia, a US dollar-denominated zero-coupon bond (USD 2 million) that was placed for Slovakian private customers. In addition, the existing Green Inflation Bond II and a fixed-rate US dollar bond were sold successfully in Austria and Hungary (€ 5.5 million). With the issue of its „Green Norwegian Krone Bond“ in mid-September, RBI AG now offers bond products for private customers in five different currencies for the first time.

GRI G4 FS6;  
GRI G4 FS7;  
GRI G4 FS8

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 2021, RBI AG had issued green bonds with a total volume of € 1.297 billion. This equates to 13.6 per cent of the total outstanding issue volume of RBI AG as at December 31, 2021.

GRI 103-3;  
GRI G4-FS6;  
GRI G4-FS8;  
GRI G4 -FS11

In addition, RBI AG issued the first green Tier 2 capital bond from Austria, and is therefore a front runner in this respect, too. These green bonds are a key part of the RBI Group's sustainability strategy and contribute to its implementation.

In 2021, RBI AG rolled out its green bond program to its subsidiary banks in CEE. Tatra banka in Slovakia, Raiffeisen Bank in Romania and Raiffeisenbank in the Czech Republic issued green bonds with a total volume of € 977 million, making the RBI Group the biggest issuer of green bonds among the financial institutions in CEE. The banks use the issue proceeds mainly to finance projects relating to energy-efficient buildings, renewable energies, energy efficiency, clean transport, and water and waste water management.

GRI 103-3;  
GRI G4 FS6;  
GRI G4 FS7;  
GRI G4 FS8

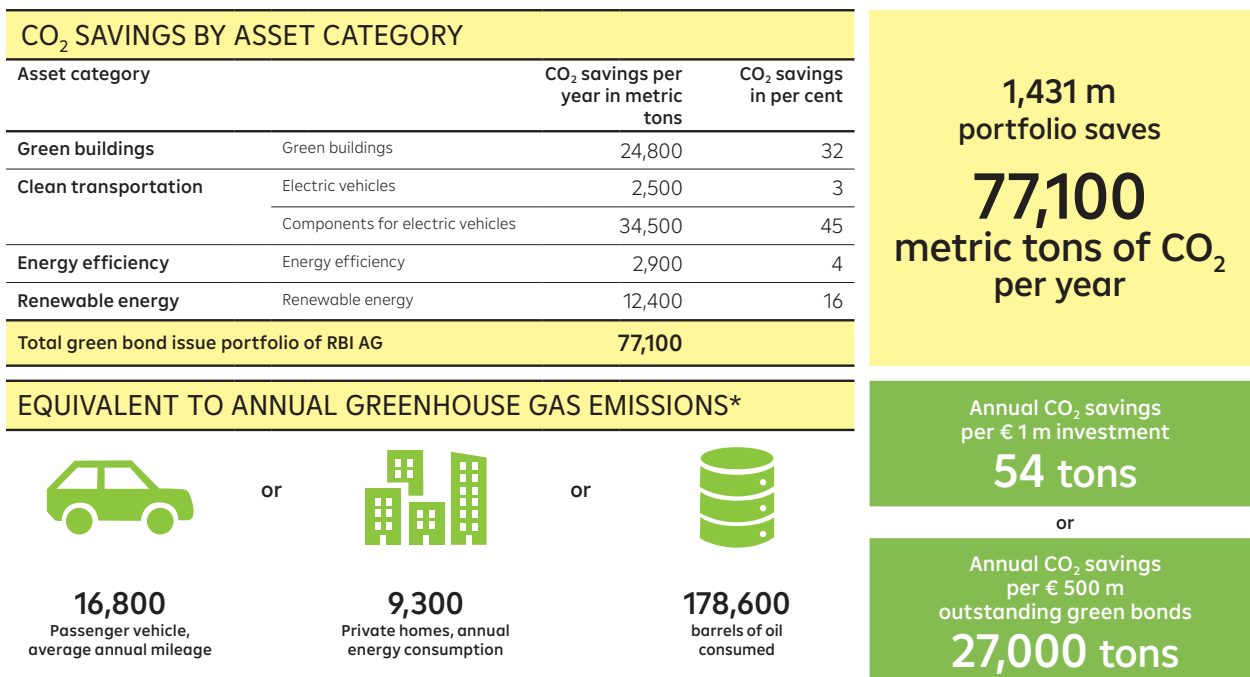


A report on the green bonds of RBI AG is published at the end of April each year, detailing the use of funds as well as positive environmental effects<sup>1</sup> arising from the granting of green loans. RBI AG's green credit portfolio amounted to € 1,431 million at the end of April 2021. This portfolio enabled RBI AG to issue green bonds with a total volume of € 1,286 million as at the end of April 2021.

GRI 103-3;  
GRI G4 FS6;  
GRI G4 FS8



## Environmental effects of RBI AG green bond issue portfolio



\* Source: <https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>

<sup>1</sup> [www.rbiinternational.com/en/investors/information-for-debt-investors/green-bonds](http://www.rbiinternational.com/en/investors/information-for-debt-investors/green-bonds)

## Services in connection with sustainable mobility

### • Environmental fleet management

GRI 103-2



As part of the environmental fleet management of Raiffeisen-Leasing Fuhrparkmanagement GmbH, driving profile analyses and TCO (total cost of ownership) calculations were again carried out in 2021 to compare electric and combustion vehicles in order to individually advise customers and other interested parties according to their needs. Customers also receive specially developed reports that provide a good overview of CO<sub>2</sub> emissions and facilitate the preparation of data for an energy audit. Daily business is supported by modern communication methods and the combination of various app solutions.

### • Cooperation with electric car manufacturers

GRI 103-3;  
GRI 203-1, -2;  
GRI G4 FS6



Raiffeisen-Leasing GmbH remains active as a long-standing expert partner to electric mobility manufacturers. Another encouraging development is the fact that the overall number of electric vehicles increased considerably in 2021. A total of 33,666 electric vehicles were registered between January and the end of December, of which around seven per cent were financed via Raiffeisen-Leasing.

## Valida Vorsorge Management

GRI G4 FS 10  
GRI G4-DMA  
(former FS5)

GRI 103-1

Valida Vorsorge Management is the center of expertise for occupational pension provision in the Raiffeisen sector, and operates in the fields of "pension funds", "staff provision funds – Severance New" and "advice on occupational pensions".

GRI 103-1

In Austria, all entrepreneurs are required to select a staff provision fund for themselves and their employees to process their contributions under the "Severance New" scheme, which requires employers to contribute 1.53 per cent of employees' monthly gross salary to a staff provision fund. Since 2008, "Severance New" has also applied to freelancers and the self-employed.

GRI 103-1;  
GRI 203-2,  
GRI G4-DMA  
(former FS15)

The Valida staff provision fund is the "Severance New" provider from the Raiffeisen sector and serves around 2.6 million salaried employees and self-employed individuals in total. It manages severance assets amounting to approximately € 4.1 billion. The "Valida staff provision fund sustainability concept" (see [www.valida.at/de/startseite/nachhaltigkeit](http://www.valida.at/de/startseite/nachhaltigkeit)) defines the ethical criteria for capital investment.

### Central positive criteria (examples):

### Exclusion criteria (examples):

Responsible treatment of employees

Weapons

Active environmental policy

Nuclear power

Sustainable products

Serious deficits in democracy or human rights violations

Coal

GRI 103-2, -3;  
GRI G4-DMA  
(former FS5; FS9)



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. Investments with a sustainability score of 100 points or more are to be regarded as sustainable.

Additionally, the investments are assigned to one of the following sustainability classes:


- 1) Sustainability funds
- 2) Sustainable individual instruments
- 3) Sustainably focused funds
- 4) Conventional funds (not sustainable)

The goals for the sustainable capital investment of the Valida staff provision fund are as follows:


- All investments should be allocable to one of three sustainable investment classes. At the 2021 reporting date, more than 99 per cent of the assets in the Valida staff provision fund were invested in the three classes of sustainability described above.
- The sustainability score for the entire portfolio should be over 140 points. At 163 points, the Valida staff provision fund comfortably exceeded this target at the reporting date of December 31, 2021. The Valida staff provision fund therefore clearly met all the goals of sustainable investment.

GRI 103-2;  
GRI G4-FS11;  
GRI G4-DMA  
(former FS15)

TCFD



ÖGUT certification: The Valida staff provision fund is audited and certified annually by the Austrian Society for Environment and Technology (ÖGUT). In 2021, the Valida staff provision fund once again received the best possible "ÖGUT Gold" award for the year 2020. This is the ninth ÖGUT Gold certification in a row. Alongside the ethical investment factor, communication and transparency in regard to sustainability, in-house ecological aspects, staff policy and corporate citizenship all play a role.



GRI 103-3;  
GRI G4-DMA  
(former  
GRI FS9);  
GRI G4 FS 10

### ESG approach in the pension fund

Unlike severance payments, pension fund solutions are optional rather than legally prescribed – but they do present advantages for companies and employees. For instance, pension fund solutions are a popular fringe benefit that helps with the retention of qualified employees. The pension fund is also increasingly geared towards sustainable investment. Valida Pension AG pursues an environmental, social and governance (ESG)-integrated approach. Using the database of a renowned ESG data provider, Valida Asset Management analyzes all assets with regard to the integration of ESG. In order that investment decisions can be implemented in the customer's interest and using the best instruments, the exclusion criteria are reduced to established criteria. The contribution to the UN's Social Development Goals and the carbon footprint of all assets are measured along with the ESG profile. The aim is to achieve better figures than global reference portfolios in all these categories.

GRI 103-1, -2, -3;  
GRI G4-DMA  
(former FS15);  
GRI G4 FS 10

The Valida Group supports the UN Sustainable Development Goals (SDGs). As part of its sustainability efforts, it contributes in particular to the attainment of three SDGs: sustainable energy, combating climate change, and peace, justice and strong institutions. Sustainable energy generation is one of the positive investment criteria for the staff provision fund, while investments in nuclear power are excluded. Investments in coal are not permitted in the provision fund either. Valida has been regularly measuring the carbon footprint of the staff provision fund's equity portfolio since 2016. At the 2021 reporting date, the relative carbon footprint of 103.7 tonnes per € 1 million invested was well below that of a global reference portfolio (150 tonnes).

GRI 103-1, -2, -3



With strict compliance regulations, the RBI Code of Conduct, which applies to Valida employees and suppliers, as well as the strict exclusion criteria for investments of the staff provision fund, Valida applies regulations that go far beyond the legal requirements. Valida is a member of the UNGC (United Nations Global Compact) and signed up to the United Nations Principles for Responsible Investments in the 2021 fiscal year.

GRI 103-1, -2;  
GRI G4-DMA  
(former FS15)

## Improving access to financial products for disadvantaged groups of the population and other services

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

In Austria, the pages of our website meet all the standards that allow them to be read by screen readers. For people who have difficulty using the website due to limited hand mobility, there are now larger buttons and images. "Responsive design" ensures that means the website is automatically modified to suit the end device.

GRI 103-1, -2, -3;  
GRI G4-FS14

## Subsidiaries in Central and Eastern Europe

GRI 103-1, -2, -3;  
GRI G4-FS14



One of the most important requirements is barrier-free physical access to as many branches and ATMs as possible. Eight of our subsidiary banks in Central and Eastern Europe are at least 90 per cent barrier-free. At three subsidiary banks in CEE, this is currently only possible in 60 to 80 per cent of the branches for structural reasons. Accessibility at two subsidiary banks is still below 50 per cent.

GRI 103-2;  
GRI G4-DMA  
(former FS15);  
GRI G4-FS14



Ensuring that ATMs are fitted with corresponding keyboards and headphone jacks for persons with visual impairments is another important requirement. A web presence including digital product information with the option of switching to high-contrast colors represents a further significant improvement for many visually impaired people. The compatibility of digital publications with screen readers is also 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.

GRI 103-2;  
GRI G4-FS14



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. At Raiffeisen Bank d.d. Bosna i Hercegovina, visually impaired customers are provided with specially produced CDs containing information on the bank's products.

GRI 103-1, -3;  
GRI G4-DMA  
(former FS4  
FS15);  
GRI G4-FS14;



Some banks have now established rules for assisting people with disabilities. 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. As part of the project to provide accessibility for customers with disabilities, Raiffeisen Bank S.A. in Romania has developed a training format centered on correct treatment of people with disabilities. It is to be introduced across the entire network. At Priorbank JSC in Belarus, standards for assisting people with disabilities have been developed as part of the "establishing and implementing service quality standards" project. The 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.

## Overview of measures

GRI 103-1, -2, -3;  
GRI G4-DMA  
(former FS5; FS9);  
GRI G4-FS14



Measure	Austria							CE			SEE						EE			
	RBIAG	RBSK	RKAG	RL	Valida	RCB	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBBG	RBKO	RBHR	RBRO	RBR5	RBBY	RBRU	AVAL
Barrier-free access to majority of branches and ATMs	n.r.	✓	n.r.	✓	n.r.	n.r.	✓	✓			✓	✓	✓	✓	✓	✓		✓		✓
Website adaptation for people with visual impairment	✓	✓		✓				✓	✓	✓										✓
Adaptation of ATMs to the needs of people with visual impairment	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.			✓		✓						✓	✓	
Multilingual ATMs	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	n.r.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Guidance/assistance/training for dealing with people with disabilities	✓	n.r.	n.r.	✓						✓		✓	✓		✓	✓		✓	✓	
Product information for people with visual impairment	n.r.	✓					✓					✓				✓	✓			
Availability of sign language translators for people with hearing impairment	n.r.						✓		✓							✓				✓
Free transfer of charitable donations		n.r.	n.r.	n.r.	n.r.	n.r.	✓						✓	✓	✓		✓			✓
Special conditions for defined NGOs/charitable institutions	✓	n.r.				n.r.	✓	✓					✓	✓				✓	✓	✓
Electronic account statements as standard	✓		n.r.	✓	✓	n.r.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Electronic product information	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Special conditions for retirees	n.r.		n.r.		n.r.	n.r.					✓	✓	✓	✓	✓		✓			✓
Special conditions for students and/or youths	n.r.	✓	n.r.	n.r.	n.r.	n.r.		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓

The full company names can be found in the abbreviation list.

Field of action Fair partner – Employees:  
for inclusion and empowerment

IS THERE PERFORMANCE MANAGEMENT  
FOR ALL EMPLOYEES?

What protective measures have been taken due to the pandemic?

IS THERE AN LGBTIQ+ EMPLOYEE GROUP?

HOW CAN WORK AND FAMILY  
BE RECONCILED?

WHAT IS BEING DONE TO  
MAINTAIN MENTAL HEALTH?

WHAT ARE THE KEY FIGURES REGARDING EMPLOYEES?  
IN WHAT WAY IS IT POSSIBLE FOR

Is an inclusive culture lived?

ARE HYBRID WORK AND MOBILE  
WORKING AN APPLIED CONCEPT?

EMPLOYEES TO DEVELOP

What is diversity all about?

How high is the share of women in top management?

PROFESSIONALLY AND PERSONALLY?

How is an success-enabling working environment created?

HOW CAN THE NUMBER

What is being done to accelerate employee  
engagement?

WHY IS A DIVERSE  
WORKFORCE GOOD  
FOR BUSINESS SUCCESS?

OF WOMEN IN

WHAT DOES HEALTH MANAGEMENT LOOK LIKE?

LEADERSHIP BE

How did  
COVID-19  
impact  
employees?

WHAT INITIATIVES ARE THERE FOR EMPLOYEES  
WITH DISABILITIES?

IS THE SUBJECT OF  
"SEXUAL ORIENTATION" CONSIDERED IN  
DIVERSITY MANAGEMENT?

INCREASED?

# Interesting facts at a glance

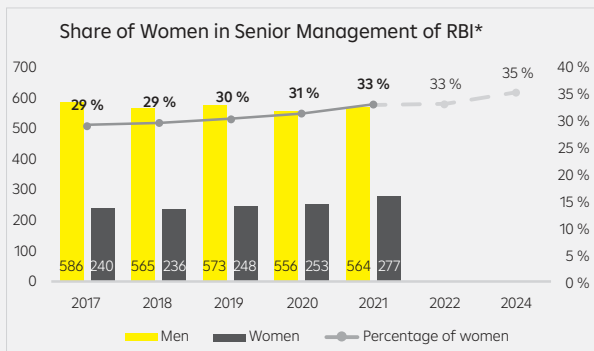
## RBI goal of being an inclusive employer



### 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

### Empowerment of women



\* Includes supervisory board, board, second tier of management



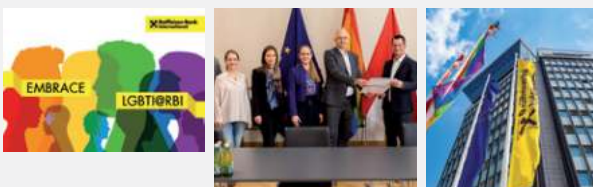
### Inclusion of employees with disabilities



RBI AG is also a member of the Disability Business Forum of



### Creating awareness for the dimension sexual orientation



## RBI goal of having high employer attractiveness

### Learning organization

- Lifelong individual learning
- Self-organized integration of learning into daily work-flow
- **34** training hours per employee
- **1,479,605** training hours in total
- **31,317** employees trained in anti-corruption

### Focus on ESG & sustainability competence

- Group-wide RBI ESG Academy on the intranet
- Comprehensive sustainability & ESG competence
- E-learning with ten modules and three certificate options

### Performance management

- **82 per cent** of all employees are part of performance management
- is based on RBI's strategic roadmap, which includes sustainability as one of four pillars of the RBI strategy

### Hearing the voice of our employees

- Monthly CEO update calls in RBI AG
- Group-wide employee surveys in the fourth quarter of 2021

Results of the RBI AG employee survey:

- **79 %** response rate
- **68 %** employee engagement
- **74 %** employee enablement

### Health – COVID-19 focus

- Crisis teams
- Extensive protection measures:
  - Mouth-nose protection
  - Social distancing
  - Home office



### Awards (not a complete list):

- Raiffeisenbank (Bulgaria) EAD/Career Show Index
  - Best Employer – Banking Sector – Gold
  - Best "Health and Wellness Strategy" – Bronze
- AO Raiffeisen Bank Russia
  - Best educational program for the placement of IT professions 2020 – First place

The main building of RBI AG is illuminated in purple on the day for people with disabilities. © RBI AG  
Handover of the petition for non-discriminatory blood donation to the Federal Ministry for Social Affairs, Health, Care and Consumer Protection, © BMGSPK  
Rainbow flag in front of the RBI main building, © RBI AG



# 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. The impact of ESG is being felt in all areas of work, with new trends arising and the world of work being changed for good. People management is the driving force behind the ESG developments, and we have a responsibility to navigate these conflicting priorities in a targeted manner. This is why we place a considerable focus on the employee experience, cultural work and employee engagement, diversity and inclusion, and learning and leadership work.

The Management Boards of RBI AG and 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. All of the initiatives concerning the aforementioned focal points are professionally designed with support from head office in Vienna and implemented accordingly. 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. Innovation is achieved most effectively when it occurs in tandem with organizational and staff development.

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 the RBI. In some areas, there are regulatory or strategic reasons for greater centralization. When it comes to compensation or selecting board members and managing directors, for example, the head office takes responsibility, takes decisions, issues policies for the Group, supports processes with policies and ensures that they are observed.

The challenges of COVID-19 have also given rise to some innovations. Taking advantage of the opportunity for integrative cooperation at all levels, RBI expanded its activities in this area in 2021. This includes intensively addressing the “new world of work” and the associated cultural work. How will we engage in the workplace again? What role does psychological safety play, and how can we create an environment in which the hybrid world of work acts in a supportive capacity? We have also made considerable progress when it comes to integrating diversity and inclusion into our corporate culture. Valuable initiatives have been developed by enshrining the objectives at the highest level and formulating the fundamental attitudes we wish to embody and foster. Campaigning for discrimination-free blood donation, participating in the “Diversity Days”, the Austrian Days of Diversity, and our decision to make a visible commitment to people with disabilities all serve to underline the inclusive culture we actively pursue.

Another key focal point is our transformation into a learning organization. This transformation places learning at its core and will also be integrated into workflows and work processes. It means taking responsibility for our 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 and remain a successful employer.

In our opinion, the development of leaders – from traditional managers and agile and lateral leadership through to informal leadership roles – is essential in order to create a sustainable and motivating organization. We are keen to ensure that this process is centered on open dialog and self-reflection.

We believe we are already making good progress with the focal points we have adopted, particularly when it comes to ESG topics. At the same time, we are aware that we have not yet achieved everything we want to, which is why we are continuously learning at all levels and in all business areas.



# Impacts, risks and opportunities

GRI 102-15;  
GRI 103-1, -2, -3

RBI bears a considerable responsibility in its role as the employer of around 46,000 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 positive socioeconomic benefits for individuals and regions – is a central concern of RBI within its 13 markets. 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 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 effects 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 (see pages 127 and 129). At the same time, we recognized the pandemic as an opportunity to press ahead with mobile working 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 LGBTIQ+ 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 variety 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.

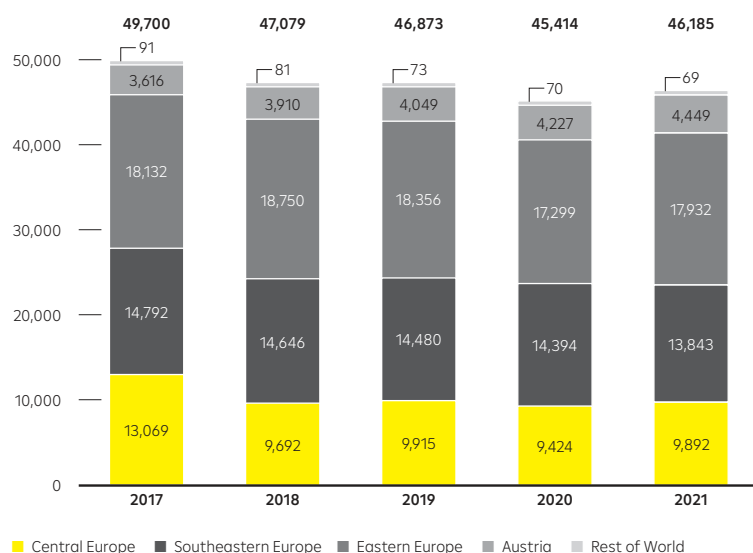
# Development of personnel

RBI employed 46,185 people as of 31 December 2021 (full-time equivalents), 771 more than at the end of 2020. The largest increases occurred in the Czech Republic from the integration of Equa bank and in Russia.

The average age of employees remained relatively young at 38, while the ratio of female employees was 65 per cent. The proportion of employees with university degrees was 77 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 consolidated companies

RBI AG successfully concluded the TOM (Target Operating Model) project at the turn of the year 2021, thereby laying the foundations for placing responsibility for continuous implementation and improvement in the hands of managers.

The aim is to achieve continuous transformation in order to reflect the changed circumstances and ensure that we handle our resources sustainably and balance them with the needs of all RBI employees.

<sup>1</sup>The numbers in this section include those companies listed in the chapter "Overview" (Report scope and data collection, page 11, first section).

# Employee development

The following chart provides an overview of the employee development measures that are being implemented at the individual companies.

Overview of measures		Austria							CE			SEE						EE			
Topic	Measure	RBIAG	RBSK	RKAG	RL	Valida	RCB	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBBG	RBKO	RBHR	RBRO	RBRS	RBBY	RBRU	AVAL
Employer branding	Performance management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Talent management	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Trainee programs	✓						✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Please see the list of abbreviations for the complete company designations.

## Rethinking learning at RBI

GRI 102-16

RBI has set itself the goal of becoming a learning organization. This will ensure that the Group focuses on learning as one of RBI's central tenets and that all employees engage in continuous development.

The learning organization will create the framework for living out our values so that our employees view lifelong learning as a positive 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, helping colleagues, teams and managers to develop the skills to actively recognize learning requirements and define learning processes, and promoting 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 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 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 20 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 is the rationale behind the establishment of the Learning Council, in which the CEO, the Head of Markets and Investment Banking and 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 everyone 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 Groupwide 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 "RBI Group Management & Leadership Development Policy" sets out the principles for this approach.

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.

The following section presents some of the local initiatives we successfully launched in 2021 on the basis of our decentralized approach.

## SkillUp!

In early 2021, a project team was established with representatives from Corporate Banking, Learning Strategy and People Business Consulting in order to create a new concept for continuous employee development. The result is SkillUp!, which will closely combine business and learning in the future. Instead of a fixed curriculum for all, a process has been developed that supports learners by identifying their learning requirements, 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 an analysis of whether there are any further learning requirements.

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. This gives all employees and managers an overview of the specific performance level that is required in each role. It is important for SkillUp! to focus not only on developing professional and social skills, but also on promoting a customer-centered, solution-oriented mindset on the part of employees.

The starting point for the individual learning process is a tool that employees can use to self-evaluate their own skills and compare them with the defined framework in order to determine their individual learning requirements. Specific learning targets are derived on this basis, and personal action plans are developed in coordination with the respective manager. The learning elements that have been newly developed for SkillUp!, such as the customer experience team learning sprint, e-learning to intensify product knowledge and master classes to intensify negotiation skills, provide employees with targeted support in order to continuously expand their skills and apply them directly in practice as part of short, cumulative learning cycles.

## 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 have developed a blended learning approach that combines various learning formats in order to enable greater flexibility and individual learning. In conjunction with the agile learning guide approach that has been in use for the past two years, the result is 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.

## Group Marketing – Learning and Community Center

Group Marketing is currently executing a transformation to be able to offer a modern, future-proof and comprehensive data-based marketing for RBI. One of the tools to support this transformation is the launch of the Learning and Community Center – an initiative meant to increase the marketing expertise within the subsidiary banks in Central and Eastern Europe, as well as to create a strong marketing community. By achieving these goals, we will be one step further into achieving our mission and vision.

Launched in May 2021, the Learning and Community Center project is focusing in its first year on upskilling the digital marketing knowledge of our colleagues who are driving the digital customer acquisition in the subsidiary banks in Central and Eastern Europe. The learning program is based on a thorough initial evaluation of the need for capability upskilling across international teams working in digital marketing and digital customer acquisition roles. Based on these needs, we have derived learning journeys for each subsidiary in Central and Eastern Europe, featuring prioritized capabilities for upskilling DCA teams in 2021, as well as potential for on-the-job support from head quarter experts and opportunities for community best practice sharing between subsidiary banks in Central and Eastern Europe.

The project is made up of two main strategic pillars, strongly inter-connected with each other:

1. The Learning pillar aims to build digital marketing expertise through the usage of virtual classroom training and self e-learning courses. The abilities to be improved have been prioritized based on the needs identified by the digital customer acquisition teams of the subsidiary bank to deliver on specific business goals. The application of the knowledge gained during the hands-on training is followed up upon with specific business KPIs, in order to ensure the efficiency of learning and knowledge transfer into clear business results.
2. The Community pillar aims to achieve the goals of creating and implementing continuous, on-the-job learning and sharing culture and to introduce a future oriented digital mindset within the marketing organization. Continuous sharing, common working sessions on specific topics and on-the-job support offered by the experts on the head office digital customer acquisition marketing team are just some of the tools put in place to achieve our aim of building a learning and innovation culture within the marketing community of our RBI Group.

Both pillars are strongly interlinked and based on close cooperation of the Group Marketing and Retail teams with their counterparts in the local digital marketing teams and are already leading to increased results in the digital acquisition of new customers.

## Customer Experience (CX)

Increasing the involvement of customers in the creation of products and services is the task of the CX Team that was achieved with the design of the unique RBI Service Design methodology. This methodology is operationalizing RBI's brand through CX rules – a set of guidelines for designing all customer journeys. The methodology standardizes CX across products, segments and channels.

Another focus of the CX team in 2021 was to make all employees aware of the meaning and use of CX. This content was delivered in basic CX training sessions. CX Basic Training is delivered in two variations: employees with customer contact and employees without. These training sessions acquaint employees with the fundamentals of customer experience, helping them find the ways to include the customer-centric approach into their daily work, regardless of the department or level of interaction with the customers. The sessions are also going to be part of the onboarding curriculum for all new employees, who will become familiar with the customer-centric principles and values of RBI at the very beginning of their journey. In addition to the training sessions, we have created the CX Intranet and community platform for sharing the knowledge and experience across the organization. Promoting this hub directly contributes to higher understanding, acceptance and implementation of CX.

In order to be able to set the CX ambition and track progress, we have introduced standardized NPS measurement across all business lines and all subsidiary banks in Central and Eastern Europe. The methodology is also helping us to measure, benchmark and manage customer's perception.

GRI G4-FS4  
PRB 3; 5

## 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 fall 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 2021, a total of 2,344 employees had obtained one of the certificates.

The training was also integrated into the new ESG Academy SharePoint, which has been available to all RBI employees since June 2021. Among other things, this includes internal documents, videos and podcasts on the subject of ESG from business areas such as Corporates and 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.

The internal training on ESG regulations that was held for the first time in 2021 provided important updates on the latest developments in the ESG regulations, ESG disclosure obligations, and the activities of the European Central Bank with regard to ESG. Green Finance Days were held at six subsidiary banks in Central and Eastern Europe. More than 1,000 colleagues received training on ESG issues, thus increasing internal awareness and reinforcing the importance of this topic for RBI. The Green Finance Days are organized locally with experts from head office providing specialist input. The event series will continue in 2022.

Markets & Investment Banking held a total of nine ESG knowledge sessions in 2021. These focused on ESG products and covered topics including a case study for the green bond pitch, RBI as an ESG issuer, the ESG swaps pitch, how RBI measures ESG, ESG ratings, sustainable investing with a view to RCB certificates from Raiffeisen Centrobank AG, and products as well as EU emissions trading and its impact on markets and companies.

## Development Talk Workshops

As well as new initiatives, 2021 saw the continuation of successfully established formats. In 2020, specific feedback workshops had been arranged in some agile teams with a view to strengthening the feedback culture within the teams and our company. These initiatives continued in 2021, including under the "development talks" banner, and they are set out in detail in dedicated development guidelines.

## Performance management

GRI 102-16,  
-26, -35;  
GRI 103-1, -2, -3

Our performance management process plays a central role in our transformation into a learning organization. As well as enabling all employees to align their personal performance targets to the overall targets of the organization, perform at their best and realize their full potential, it also outlines the approach for making learning an integral part of our daily activities so that we can grow together and 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. 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 MS 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 were 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. In addition to flexible objectives, target attainment can be documented at any time and adjustments made as required.

PRB 5

We took another important step toward transparency with the remuneration report for the 2020 fiscal year. On the basis of EU Shareholder Rights Directive II, we issued an internal remuneration policy for the members of the Management Board of RBI AG that clearly sets out how the target structure is composed for the Management Board target agreements, as well as the conditions for any bonus payments. The policy also firmly establishes sustainability as a mandatory component of the individual target agreements with the members of our Management Board. The remuneration report published in 2021 attracted a great deal of attention at the Annual General Meeting and was commended for its high degree of transparency. The proxy rating agency ISS mentioned this transparency in its voting recommendations for the remuneration report.

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.

### Remuneration policy for senior management<sup>1</sup>:

GRI 102-35

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 long-term 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 remuneration, the allocation and payment of the respective bonus is subject to the fulfillment of the regulatory and performance-related step-in criteria. The amount

<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.

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 buyout awards 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 buyout award 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 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 remuneration, but instead receive appropriate fixed annual remuneration.

## Talent management and development of management staff

The development of managers and high potentials plays a particularly important role in ensuring RBI's future business success. This improves the engagement and development and career opportunities of the employees themselves, while also contributing to proactive and qualitative personnel planning and the targeted promotion and retention of our key employees.

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 77 per cent of Management Board positions at the subsidiary banks in Central and Eastern Europe were filled by internal candidates in 2021.

### High potential learning journey

Within the learning organization, development and learning take place every day and combine with feedback and retrospectives as an integral part of day-to-day work. This is set out in our "Learning" corporate value (see also page 16). This year, one of the focal points is on high potentials at RBI AG. Talent management has been a core staff development process for a number of years. Reflecting the requirements of the transformation, we have placed high potential development on a new footing in line with the principles of the learning organization.

We have developed a learning journey for over 200 high potentials at RBI AG based on the principles of agile, social and self-directed learning. With the support of learning coaches and their peers, they will take responsibility for their personal learning and development. The framework and the learning tools are provided by the Learning Strategy department. With this pilot project, we are enabling talented individuals at RBI AG to act as role models and multipliers for a new form of learning and development.

We are seeing a paradigm shift in the finance industry that is characterized by customer-centricity, digitalization and new forms of work and organization. This is reflected in exponential growth in skills and abilities. Learning is becoming a central part of working life, and this must be reflected in new forms of learning.



We are implementing this in the high potential learning journey with a comprehensive one-and-a-half-year program:

The elements of this learning journey are:

- Continuous learning process accompanied by learning coaches
- Kick-off with analysis phase and definition of clear learning objectives
- Definition of individual learning paths
- Learning in peer groups
- Learning sprints and "learning out loud"
- New learning tools, e.g. learn hacks, hackathons, etc.
- Working together on business initiatives
- Integration of senior management

The objectives of this learning initiative are:

- Empowering high potentials for self-directed learning
- Strengthening the mindset and skills of high potentials
- Integrating learning and work and deriving learning requirements from business requirements
- Enhancing RBI's talent management system

Talent management and development remain central components of RBI's commitment as an employer and play a significant role in employee retention. The continuous, co-creative and strategic development of this process ensures that RBI is perceived as an attractive employer both internally and externally.

We are working on a number of new approaches in order to further improve gender equality within RBI AG's talent pool and hence ensure equality of opportunity for male and female employees. To ensure that the decision-making process at talent review meetings is as fair as possible, we include additional female assessors in talent review meetings, and they and the managers at RBI AG are offered gender bias training. In some areas of the company, there is the option of self-nomination in order to further strengthen the role of the individual in the context of career development. This approach is having a positive impact on the number of women applying for the talent pool, thereby helping to ensure a better gender balance (60 per cent men, 40 per cent women).



With regard to the development of management staff, one of the focal points at RBI AG in 2021 was the new world of work and new leadership concepts in connection with hybrid work and a high proportion of working from home. Managers were provided with workshops to assist them in remote leadership.

In connection with the learning organization, RBI AG also focused on strengthening managers in their role as coaches and enablers in order to allow them to effectively support employees in their professional development.

## RBI talent event meets the Global Peter Drucker Forum

Ensuring a pipeline of different candidates for various positions requires a process of continuous identification, assessment, development and preparation. One key component of long-term succession planning is the ongoing assessment and professional development of internal candidates in order to determine their suitability as potential candidates for positions within RBI. Potential internal candidates to succeed existing managers are identified every year as part of the annual leadership review (ALR) process.

In 2021, 13 candidates from our subsidiary banks in Central and Eastern Europe who were nominated as part of the ALR had the opportunity to attend the renowned Global Peter Drucker Forum and participate in an exclusive round table with author Deepa Prahalad and Heike Mensi-Klarbach (Head of P&OI), hosted by Michele Damone (RBI employee in Learning Strategy).

The Drucker Forum is an international management conference that brings together the most prominent management thought leaders of our time. The Financial Times has described it as "the world's management forum" and "the Davos of management". At the 13th Global Peter Drucker Forum, the ALRs learned about and discussed the question of "The Human Imperative".

The participants in the round table discussion looked at how digital technologies are profoundly impacting consumer behavior. While new players are entering the scene with innovative business models, established companies are facing challenges. The rules of business have changed, and digital humanism is now an integral component of any successful business strategy.

GRI 102-17, -21,  
-43

## 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 integration tools to achieve this, including employee events, employee surveys, and the "Make Ideas Happen" idea 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 formats that served us well during the crisis in particular, but that will also remain important afterwards.

GRI 102-33 At RBI AG, they include the "update calls" with CEO Johann Strobl, which were initially held on a weekly basis and then less often, most recently once a month. 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 MS Teams Live Events for this format so that all employees can participate. 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.

## 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.

GRI 102-41 50 per cent (50 per cent in 2020) of Group employees are covered by collective bargaining agreements.

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 fixe", which are held by the Chairman of the Staff Council and the various members of the Management Board.

The Staff Councils are networked within the Group Staff Councils (the Group Staff Council was constituted in November 2020), the Raiffeisen Staff Council in Vienna, the Raiffeisen Staff Councils in Austria and (via the European Staff Council) internationally.

## GRI 407-1 RBI with European Staff Council

As in the previous year, 14 representatives from eight EU countries (Bulgaria, 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. Because of the COVID-19 pandemic and the resulting travel restrictions, meetings were held in hybrid form in May and November 2021.

RBI remains committed to the principle of direct and open communication with employees. The good cooperation with existing local and/or national employee representatives 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.

## Employee surveys

We listen closely in order to keep in touch with our employees. We achieve this through annual employee surveys, pulse checks, and questionnaires on processes and projects. Health issues, worklife balance and psychological health are also extremely important for the development of employee retention and employee engagement.

The boards of management of RBI are committed to transformation and the accompanying changes. The annual survey is our way of finding out whether employees are sufficiently engaged and empowered to drive the transformation of the company in order to achieve our vision and bring our values to life. The goals are expressed as specific figures and included in the Management Board targets for 2021 and the subsequent years. For RBI AG, for example, this means aiming to increase the engagement index from 68 to 71 and the enablement index from 72 to 74 points.

Surveys were also conducted in the whole Group in the fourth quarter of 2021. In addition to the core topics of employee engagement (loyalty to the company and corresponding willingness to do more work voluntarily) and employee enablement (existence of an environment that promotes success), we collected employee feedback on topics such as health, corporate values and professional development through around twenty closed-ended and open-ended questions. In addition to an increase in the participation rate from 69 per cent (2020) to 78 per cent, the results show a maintenance of the engagement rate (68 per cent) and an increase in the enablement rate by two percentage points to 74 per cent. Statements around corporate values were met with consistently high levels of agreement. The agreement rate on fostering company-wide collaboration increased by remarkable eleven percentage points. Based on the other data collected, we will place an even stronger focus on resource, health and career management for our employees in 2022.

GRI 102-44

In all the organizations throughout the Group, the results are communicated to employees via the established processes and channels at the level of the company as a whole and in individual teams, thereby complying with our principle of transparency. As well as central measures, a significant proportion of the changes are planned and implemented at team level. In this way, employees are making an important and direct contribution to the continuous transformation of the company.

In the first half of the year, short surveys ("pulse checks") were conducted on the topics of RBI values, New Way of Work, mobile and hybrid working, and employee satisfaction with accompanying information and communication. These pulse checks help to get a feel for how the current reality is perceived in the company. In one of these surveys in June 2021, the response rate was 46 per cent. The result shows that a large number of participants in Pulse Check (92 per cent) are committed to the success of RBI AG and would recommend the company as a good place to work (79 per cent). Focusing on an outstanding customer experience requires a more adaptable approach, continuous innovation and transformation. This is a demanding task, particularly during a pandemic. It calls for physical and technical working conditions that meet expectations and that help employees to stay healthy. Corresponding measures will increasingly be implemented in the future. One topic that met with a particularly positive response was learning. We are inquisitive – learning represents personal progress, and line managers support employees on their learning and development journey (76 per cent of survey respondents).

GRI 102-44

Employee surveys will remain a key element of the corporate culture in the future.

# Diversity management and worklife balance

RBI is a universal bank specializing in the regions of Austria and Central and Eastern Europe. Our around 19 million customers in 13 markets and around 46,000 employees represent a diversity of perspectives, abilities, experiences, and needs. 63 nationalities, five generations, 50 per cent women, people with different abilities and needs, and more than 250 members of the 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, 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 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 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 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 24).

## The RBI Group Diversity & Inclusion Strategy

The RBI Group Diversity and Inclusion Policy was revised in 2021. It 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 all key RBI subsidiaries.

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 integrated into management targets.

Two highlights in 2021 were the cooperation between our LGBTQI+ network and the RBI Management Board, and the adoption of gender targets with regard to appointments to second and third level management.

### Management Board engagement with the LGBTQI+ network



© RBI AG

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. For example, this gave rise to a one-hour interview between the RBI Management Board and Embrace on the subject of "LGBTQI+ inclusion in the workplace" at the head office in Austria and at Raiffeisen Bank Sh.A. in Albania, which was broadcast live for all employees (around 1,000 listeners in Austria and 850 listeners in Albania).



In June 2021, the Management Board members made a further statement by jointly raising the rainbow flag at both of RBI's locations in Vienna. As in 2020, the world-famous symbol of diversity served as a symbol of the RBI Group's solidarity.



Rainbow flag at RBI's head office, © RBI AG



Raising the rainbow flag in Muthgasse with Andreas Gschwenter, © RBI AG



The members of the Management Board and Embrace in front of the head office, © RBI AG

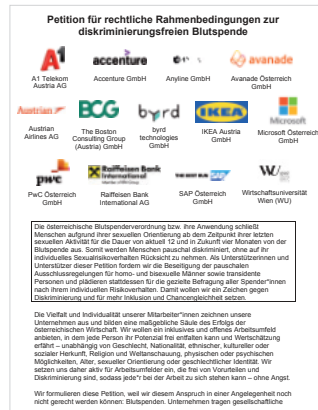


Lowering the rainbow flag at the head office, © RBI AG

In addition to internal events, RBI 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 Boards launched a petition for discrimination-free blood donation and attracted public attention with a press conference on the subject in October 2021. 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.



Handing over the petition for discrimination-free blood donation to the Austrian Federal Ministry of Social Affairs, Health, Care and Consumer Protection, © BMGSPK



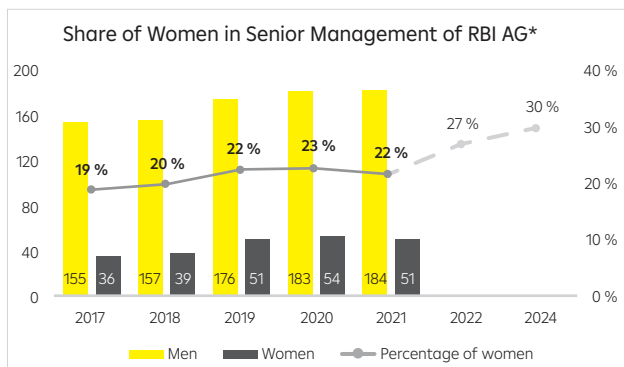
© RBI AG

### Management focus on the proportion of female employees

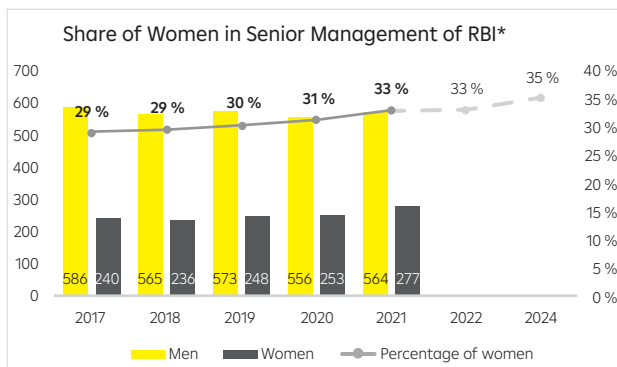
We aim to contribute to the implementation of SDG 5 and SDG 8 with our measures in the area of diversity and inclusion management. Specifically, this means ending all forms of discrimination towards women and ensuring that women can fully and effectively participate and that they have equal opportunity in taking on management roles on all levels of decision-making.



In 2017, RBI set a Group-wide overall target quota of 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 2021, the quota had reached 33 per cent for the RBI Group (2020: 31 per cent) and 22 for RBI AG (2020 23 per cent). In addition to a three-part package of measures for achieving the target quotas, the focus in 2021 was on breaking down the target 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 for the first time. 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.



\* Includes supervisory board, board, second and third tier of management



\* Includes supervisory board, board, second tier of management

### RBI AG lights up purple for people with disabilities

RBI lit up the bridges at its head office building in Vienna in purple to mark the International Day of People with Disabilities. In doing so, it joined an international movement that seeks to draw attention to the economic self-determination and equal participation of people with disabilities. 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 signed up to this movement at the start of 2021 and Johann Strobl is now 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.



The main building of RBI AG is illuminated in purple on the day for people with disabilities, © RBI AG



GRI 102-13

## 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 2021, 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 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 internal succession candidates for management positions. The board areas have each adopted targets for a gender-balanced succession pipeline and developed individual strategies for achieving these targets, including measures for the recruitment of talented new employees and the development of internal talents.

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 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, working with personnel consultants with a focus on the female talent pool, structured interviews and hearings with at least one person of each gender 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. This package 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.

### 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. Our aim is to move away from binding individual training sessions in favor of increasingly including them in existing training concepts. 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 with a view to 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 and the RBI Women Forum). 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 250+ 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.



The Embrace team of RBI at the press conference for non-discriminatory blood donation, © RBI AG

HR departments and a meeting with all of the Group Management Board. This resulted in Embrace being involved in CEO calls at individual subsidiary banks in Central and Eastern Europe.



Embrace reading and discussion with Jens Schadendorf, © RBI AG

of the Divörsity Days. The event was broadcast in virtual form for the RBI Group.

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 and the aforementioned one-hour CEO call, 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 first time in 2021.

In addition to the initiatives at RBI AG, one of the goals in 2021 was to expand the reach of Embrace and LGBTQI+ inclusion throughout the entire RBI Group. This included presenting Embrace at a meeting with all of the heads of

Alongside the numerous initiatives to promote LGBTQI+ inclusion within the RBI Group, Embrace adopts a strong focus on cooperation with external organizations and its public profile. Embrace was represented at LGBTQI+ business events including the Pridebiz LGBT+ Business Forum, the Diversity Breakfast organized by the Diversity Think Tank and the Divörsity Congress during the Austrian Days of Diversity, and inclusion events such as the Aids Hilfe Wien street festival and the "andersrum ist nicht verkehrt" street festival in Mariahilf district.

Embrace is also an active member of Brich, a network of Austrian companies with LGBTQI+ business resource groups. In addition, Embrace invited economist and author Jens Schadendorf to RBI AG for a reading and discussion of his book, "GaYme Changer: How the LGBTQ+ Community and Their Allies are Changing the Global Economy", as part

GRI 102-12



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

GRI 102-13



Since 2018, RBI AG and its subsidiary Raiffeisen Kapitalanlage-Gesellschaft m.b.H. have been among the first supporters of "Fondsfrauen" in Austria, helping this initiative to enter the Austrian market. Fondsfrauen is a career network for women with a focus on asset management in Germany, Austria, Switzerland, and Luxembourg. Formed in Germany in 2015, Fondsfrauen is already supported by more than 40 companies.

As in 2020, a large number of the events in the first half of 2021 were held digitally. This had the advantage of making the annual "Fondsfrauen Summit" in the first quarter, which was previously held in Mannheim, more easily accessible for women in Austria. Digital formats were also offered on the subjects of personal branding, the gender pay gap, how to make the best use of LinkedIn, and interviews. Face-to-face network meetings were organized in Austria from the summer onward.

Key initiatives included the survey on gender diversity in asset management in the German-speaking countries, which was conducted for the third time in conjunction with KPMG and the University of Mannheim. Additionally, a young professionals working group was established with the aim of encouraging young female talents in asset management through targeted initiatives and a role model function.

The financial education working group in Austria was also extremely active. A three-part workshop series entitled "Fit for Finance" was held for three women's networks free of charge. A German-language and an English-language workshop series were organized for RBI AG, with each attracting more than 100 participants. The provision of video recordings meant the events were also able to reach interested women who were not among the participants.

## Women empowerment programs



The "RBI Women Forum" was initiated in Austria in 2018 with the aim of establishing a strong network that promotes the growth of business relations and that has the power to advance women in their careers. The forum gives female managers a space where they can engage in regular dialog and discuss relevant future-

oriented topics. Due to the COVID-19 situation, the RBI Women Forum decided to produce podcasts with personalities from the worlds of business and science in 2021.

In October, the new "Women's Network Program" was launched at Raiffeisen Bank Zrt. in Hungary. 30 women in leadership positions from all board areas are represented. In addition to inspirational training sessions, the initiative gives women a space where they can discuss their experiences and network.

## Network for young employees

In 2021, the "Young Generation Program" was launched at Raiffeisen Bank Zrt. in Hungary as a means of understanding the needs of employees under 30 and providing them with networking and training opportunities. The program encompasses informal meetings as well as career management and CSR activities. Three networking and career meetings took place in the summer of 2021, in addition to a two-day career management program for 20 selected employees.

## 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 2021 with the aim of promoting a diverse and inclusive corporate culture and further raising awareness among all employees. This included some intranet articles, a four-page diversity story in the internal employee magazine, and numerous podcasts and events. For example, an internal panel on diversity in recruitment was held during the Austrian Days of Diversity, with the heads of Group People & Organisational Innovation discussing inclusive selection processes with external guests.

In addition to extensive training, AO Raiffeisenbank in Russia runs communication campaigns to raise awareness of diversity and inclusion among all employees. These focus on a different dimension of diversity every two months and are supported by intranet articles and online training sessions. In March 2021, an employee survey was conducted on the subject of diversity and inclusion awareness and unconscious bias. This survey was repeated in 2022 in order to measure the impact of the measures and define the agenda for 2022.

## 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 2021, these activities focused on the creation of guidelines for inclusive recruitment processes to be used by all hiring managers, and on the cooperation with "The Female Factor", a job platform that specifically addresses talented female employees (for more information, see page 136). Two further focal points when it comes to the integration of diversity and inclusion in 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 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.

Salaries are regularly analyzed within RBI. As a result of continuous efforts in previous years to give equal compensation 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.

Despite the COVID-19 restrictions, another "Let's stay in touch" event for employees on parental leave was held in 2021. This event gives RBI employees in Austria a platform for finding out about the latest developments within the company while also obtaining information on their return to work from an employment law perspective. In a virtual set-up, interested parties can engage with representatives of Human Resources, the Staff Council and occupational psychologists in small groups.

In order to be able to better support employees in their changing needs at different stages of life, RBI AG offers a sabbatical program. Several models are available, providing various timeframes 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.

GRI 102-12



## 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.

The following chart provides an overview of the measures that are being implemented at the individual companies in order to promote a healthy work-life balance and regarding diversity.

### Overview of measures

Topic	Measure	Austria							CE			SEE					EE					
		RBI AG	RBSK	RKAG	RL	Valida	RCB	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBBG	RBKO	RBHR	RBRO	RBR5	RBBY	RBRU	AVAL	
Work life balance	Part-time-work (parents)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Part-time-work (other than parents)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Teleworking	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Flexi-time-models (regular)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Flexi-time-models (long time)	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓		✓	✓	✓				✓	
	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	✓	✓	✓	✓	✓	✓	✓								✓						
	Sabbatical for educational leaves	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
	Other sabbaticals	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓				✓	✓					
	Work and family balance audit	✓			✓					✓											✓	
	Executive training on work-life balance	✓	✓		✓				✓	✓				✓	✓	✓				✓	✓	✓
Diversity	Local Diversity Officer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	General diversity trainings	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓	✓			✓	
	Woman empowerment programs	✓	✓	✓	✓	✓	✓	✓		✓	✓			✓	✓							
	Equal Pay Report – internal	✓	✓	✓	✓	✓		✓		✓				✓		✓				✓	✓	
	LGBTIQ+ programs	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓							✓

Please see the list of abbreviations for the complete company designations.

# Health and safety

GRI 103-1, -2, -3;  
GRI 403-1



Healthy and efficient employees are the basis for success for every company. Healthcare 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. 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.

GRI 403-8

Responsibility for health management lies with Human Resources 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.

The COVID-19 pandemic has posed a significant challenge to occupational health management, with safety and protection being particularly important at this time. At RBI AG, for example, Occupational Health Services and Occupational Health Care were integrated into the RBI crisis team in order to ensure the protection of our employees in line with our duty of care. Furthermore, safety experts and ZHS Office & Facilitymanagement GmbH (ZHS) implemented the measures defined by the crisis team by making physical changes to the office areas (e.g. plexiglass walls, arranging tables to ensure social distancing, adjusted seating arrangements in the canteen). Corresponding concepts were developed and realized at all companies.

Mobile working has become a matter of course, significantly changing the corporate culture in the process. This topic was 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.

GRI 102-16



RBI AG performs professional occupational health management. As part of this, the most important key performance indicators (see illustration) are defined for each pillar (e.g. prevention times, workplace inspections, reintegration agreements, health-related training days). 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.

### health@RBI Corporate Health Management



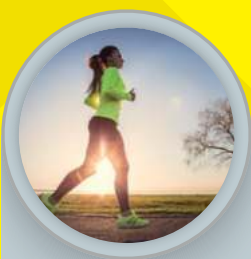
#### SAFETY & PROTECTION

- Occupational Health Care
- Occupational and Emergency Psychology
- Employee Assistance Program
- Safety Specialists
- Safety Technology
- Safety Representatives
- First Aid Providers
- Fireguards



#### FRAMEWORK

- Company Agreements
- Working Time Models
- Organizational Models
- Recruiting and Onboarding
- Achieve & Grow
- Remuneration System
- Group Health Insurance



#### ACTIVITIES & OFFERS

- Health Care
- Health Week and Family Days
- Physiotherapy and Massages
- Sports, Exercise and Relaxation
- Nutrition
- and much more



#### LEARNING & DEVELOPMENT

- Training and Coaching
- Mentoring and Consulting
- Leadership Development
- Talent Management
- Support during Changes
- Team Interventions
- Employee Surveys





GRI 403-2, -3

## Hazard identification, risk assessment, and incident investigation

GRI 403-9 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 2021, corresponding to a rate of zero (2020 zero). The number of work-related injuries with serious consequences was zero or a rate of 0.0000 (2020: 0.0000). There were a total of 18 (2020: 25) documented work-related injuries, corresponding to a rate of 0.04656 (2020: 0.0617). (The rates are calculated per 200,000 hours worked.)

The safety experts at the head office locations in Vienna continuously evaluate potential risk areas and resolve any issues immediately. All employees are able to report general risk situations within the organization to the "health@RBI", the Staff Council, or directly to the security center at all times. 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 head office companies in Austria is processed via 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.

GRI 102-43;  
GRI 403-2,  
-3, -4

## Monitoring, evaluation and improvement

The processes are accompanied by ongoing monitoring and corresponding evaluation, which follow a risk-based approach. Every month, the "health@RBI" team at head office in Vienna 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") 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 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 and Human Resources to offer input for improvements.



At the subsidiary banks in Central and Eastern Europe, there are 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.



Raiffeisen Bank Sh. A. in Albania has structured this process as follows: The bank prepares its occupational health and safety plans in accordance with the statutory obligations, the key performance indicators, an external peer group comparison, and best practices in the company's employment sector. In its annual reports, it reports on the action taken in the area of occupational health and safety and how it has met its responsibility for preparing and implementing its safety declarations. The bank discloses the standards used to measure its performance and whether it uses active self-monitoring or reactive monitoring to prevent or respond to accidents, illnesses and incidents.

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 head office locations in Vienna, 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, e-mail) 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.

GRI 403-3

## Preventive measures and health services

GRI 403-3

The first pillar of health management at RBI's head office locations in Vienna, "Safety and Protection", contains all of the structures that serve 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 e-mail. The services of Occupational Health Care can be found on the intranet.

Raiffeisen Bank Zrt. in Hungary is an example of a subsidiary bank in Central and Eastern Europe that engages an external provider to perform occupational health services. Local law determines the type of medical examination that is required to be performed. An annual examination is mandatory for all employees. Local legislation sets out the activities of the authorities when it comes to inspecting workplace safety, the canteen, health and hygiene. An external provider supports the institutions in this work.

The situation is similar at the subsidiary bank in Croatia, which has concluded a contract with a selected occupational health practice that cooperates in the work of the Committee for Occupational Health and Safety. It has access to the workplaces and advises on matters relating to health, safety and hygiene in the workplace. Its activities also include employee health checks and vaccinations.

Some of the other subsidiaries also offer medical services and advice directly at the company location. Alternatively or additionally, specific services are offered off-site.

RBI is also committed to ensuring ergonomically correct workplaces that help employees to maintain their health. At RBI's head office locations in Vienna, Occupational Health Services and the safety experts provide guidance on how to set up monitor-based workstations to be ergonomically correct. Employees can agree 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 for new employees. At AO Raiffeisen Bank in Russia, employees with questions relating to ergonomics can consult a dedicated office that examines the requirements of the health regulations with regard to the specific inquiry, issues recommendations, and works with the respective manager to improve working conditions as necessary. Fundamental recommendations on workplace ergonomics for office-based employees can be found in the online "Health and safety" course.

GRI 403-5

## Training on health topics

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.



Employee health training at Raiffeisen Bank S.A. in Romania is based on the content, prevention and protection plan. This includes appropriate work instructions for bank employees, tele-work, traffic regulations, psychosocial risks and stress in the office, ergonomics in the workplace, first aid for heart attacks, burns, sprains and fractures as well as strokes.

Safety training plays an important role in the training process at AO Raiffeisenbank in Russia. The process primarily comprises mandatory online courses, most of which are aimed at all employees of the bank and cover the following topics:

- Safety regulations at the bank
- Fire safety
- Basics of electrical safety
- Civil protection and emergency situations (introductory and general courses)
- (Occupational) health and safety

There are specific courses for some departments and functions, e.g. for staff working with cash-intransit, who are required to protect themselves and the cash they transport. Webinars on safety, including mobile work, also form part of the onboarding process for new employees.

The regular enrollment, instruction and review of the qualifications and the number of first-aiders is performed by ZHS safety experts at the head office locations in Vienna. At Raiffeisenbank a.s. in the Czech Republic, the process is described in first aid situations in e-learning courses and in the "Occupational Health and Safety Documentation" instruction policy, for example. Every location of Raiffeisen Bank S.A. in Romania with at least 20 employees must have one employee who is trained in first aid. A further person must be nominated for each additional 50 employees. The company provides them with the necessary first aid equipment. The occupational physician conducts the training of the employees nominated as first-aiders. Similar regulations are in place at the other subsidiaries.

GRI 403-6

## Promoting health

In order to promote good health among its employees, RBI offers a wide range of preventive and health initiatives.

Voluntary services aimed at promoting employees' physical and mental health are offered at all of RBI's head office locations in Vienna. They are published on the intranet. 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 things, they include subsidized fitness center membership, an employee assistance program, healthy food in the canteen, hypnosis for stopping smoking, help for staying active in the workplace (lunchtime yoga, vital coach, 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 times (Occupational Health Services and safety experts) set out in the Austrian Employee Protection Act, support from an occupational psychologist has been available since 2017. We offer employees the possibility of part-time reintegration in order to make it easier and potentially quicker for them to return to the workplace following a lengthy illness. Employees, Human Resources, the respective 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.

The subsidiary banks in Central and Europe also have extensive differing services. This includes financial support for health services such as fitness studios and sports clubs, services at the respective locations for sporting activities such as yoga courses, and health weeks including presentations. Various training sessions and advice on dealing with stress are available. There are also crisis intervention programs for employees who have been confronted with armed robberies, with psychotherapists being brought in as required.

The companies also seek to motivate their employees to engage in sports in various forms, from participation in local sporting activities through to internal programs.



Raiffeisenbank (Bulgaria) EAD places great value on prevention. In 2021, it organized a wellness program with 13 seminars on different topics, including healthy eating, getting and staying healthy, optimal posture in the workplace, effective health training and the usefulness of dietary supplements. In total, around 800 employees took advantage of the training.

AO Raiffeisenbank in Russia has established an online platform for sport. Employees can participate in back exercises, yoga, functional training, meditation, and running. A step challenge was held in August 2021. The event had the following objectives:

- Improving employee health: Promoting activity while working from home. The challenge was to walk or run as far as possible and engage in friendly competition with other colleagues.
- Encouraging team-building: 204 teams, 1,534 employees.
- Raising money: All of the steps taken were converted into rubles and donated to a charitable fund. In total, two million rubles (approx. € 23,000) was raised ([www.starikam.org](http://www.starikam.org)).

## Employer branding and recruitment

Our Group-wide corporate values and strategic objectives form the basis for targeted employer branding activities in the respective domestic market. 2021 again presented us with particular challenges as a result of COVID-19. However, this has not altered our aspiration to be a top employer. We responded by adapting our activities to the new conditions. 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.

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				
		RBI AG	RBSK	RKAG	RL	Valida	RCB	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBBG	RBKO	RBHR	RBRO	RBRB	RBBY	RBRU	AVAL
Employer branding	Cooperations with Universities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Attractive employer recognition							✓					✓	✓	✓	✓	✓			✓	✓

Please see the list of abbreviations for the complete company designations.

## Employer branding and recruitment at the Vienna sites

In line with the corporate vision and the focal areas of individual units of the company, the employer branding and recruitment strategies are formulated 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 the Group needs to ensure its continuous growth and successful development. 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.

In 2021, RBI AG drafted guidelines for the recruitment process for first and second level management. This also includes specific recommendations on writing job adverts that are attractive to female applicants and on unbiased selection. Since October 2021, RBI AG has been working with the management consultancy factor-D with the aim of revising the recruitment process at all other levels in 2022 in order to contribute to a diverse and inclusive working environment. Specifically, this includes providing hiring managers with a toolbox to help them make every step in the recruitment process more inclusive.

The newly developed recruitment guidelines set out the overarching principles for recruitment and illustrate the process flow in order to make it easier for the RBI Group to select the right candidates. We apply the following guiding principles:

- We create smooth and valuable experiences for candidates and the decision-making team.
- We ensure that decisions are objective and data-driven.
- We encourage gender diversity and inclusion.

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. External employer branding in 2021 was dominated by online activities with and for students in close coordination and cooperation with the respective universities and colleges.

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 career fairs. In 2021, RBI AG actively supported eleven different formats.

Find more at:  
[www.youtube.com/c/Raiffeisen-BankInternationalAG/playlists](https://www.youtube.com/c/Raiffeisen-BankInternationalAG/playlists)

RBI AG published a number of new videos on its responsive careers page in 2021, allowing applicants and interested parties to find out more about day-to-day work in certain positions.

Under the "Career@RBI" banner, new videos of employees have been produced that show various different models for pursuing a career at RBI AG above and beyond the traditional hierarchical career path.

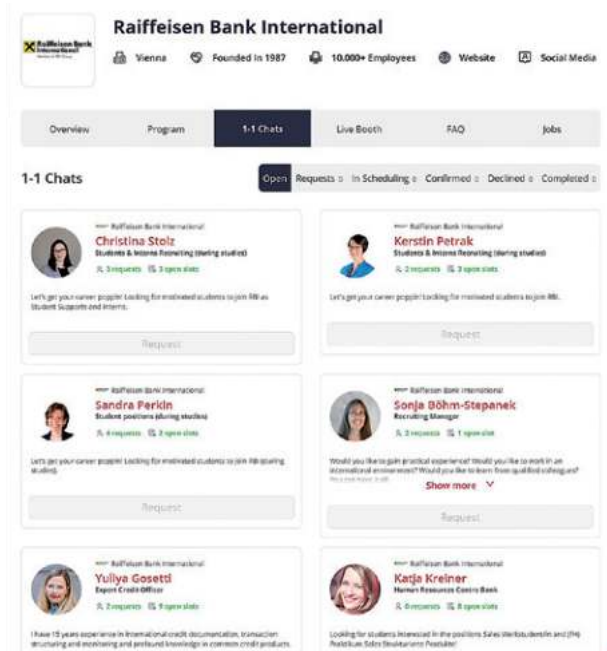
Find more at:  
[www.youtube.com/c/Raiffeisen-BankInternationalAG/videos](https://www.youtube.com/c/Raiffeisen-BankInternationalAG/videos)



Source: www.linkedin.com/company/raiffeisen-bank-international/mycompany/ LinkedIn post, Tandem Learning Kick-Off Event at WU Wien, © RBI AG



Careers fair/Lounge at University of Applied Sciences Technikum Vienna 2021, © RBI AG



Career Calling 2021 – virtueller Raum der RBI, © RBI AG

Students are especially important to us, as we can learn a great deal from each other. Every year, RBI AG employs an average of 398 students as part of its student training program. Part-time positions are an important factor in ensuring that we are perceived as an attractive employer.

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.

Members of the internal “Students4Students Community” offer mutual support, plan social events outside of work, and become familiar with different areas of the company.

In addition to numerous online fairs and networking events, the largest online career fair – the Career Calling Digital Days – was the highlight in 2021. The target group is all students in Austria. The community comprised 68 employers with 500 jobs, and there were more than 1,200 registered visitors.

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



Another focal point in 2021 was the continuation of a 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 that 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.

Organizing and participating in initiatives like the Diversity Days and the Purple Light Up Day and actively contributing to discussion forums helps to underpin our employer branding strategy and get us closer to achieving our targets. Women are addressed directly for different roles within the company via online events for women returning from parental leave and the various internal women's networks at RBI AG.

RBI aspires to be a top employer, and we want to ensure that this fact is visible to women as a target group. In late 2021, the Group entered into a partnership with The Female Factor, a career association for women, with the objective of actively working to be an attractive employer brand for women. This cooperation includes specific measures aimed at addressing men and women to an equal extent.

Management trainee programs represent a sustainable investment in introducing student graduates to a career in banking. RBI AG offers students part-time positions in which they can get to know all of the departments and activities in the area of markets and investment banking over a two-year period and complete a special training course. In 2021, the selection process was held in the form of in-person "speed dating" in compliance with all of the coronavirus regulations. The continuous development of the existing "Corporate Banking" program paid off: RBI AG was recognized with the "Excellent Management Trainee Program" accolade by "TraineeNet", a platform of management trainees from around 50 Austrian companies.

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.



In 2021, tech talents were again the focal point of the large number of (online) events as well as the recruitment events organized. RBI AG was included in some of these events, supporting the subsidiaries with expertise, specialist knowledge and marketing activities. The online formats meant it was possible to realize subject-specific presentations relatively quickly. We have seen the importance of RBI AG's presence (whether represented by the Management Board or other departmental heads) and how this consistently strengthens potential candidates' understanding of the RBI Group as a whole.

In the Career Show Index 2021, Raiffeisenbank (Bulgaria) EAD took sixth place among the 100 best employers in Bulgaria. The Career Show Index 2021 is determined on the basis of the awards won by employers in the past three years (Career Show Awards 2020, Career Show Awards 2019, Forbes Business Awards 2020, Forbes Business Awards 2021, Top Employer Institute, b2b Media Awards 2020).

Raiffeisenbank (Bulgaria) EAD was honored at the Career Show in three additional employee awards in the following categories:

- Best employer - Banking sector - Gold
- Best strategy for internal communication - Gold
- Best health and wellness strategy - Bronze

Raiffeisenbank (Bulgaria) EAD also placed 40th among the 50 best employers in the Employer of Choice Survey 2021, an improvement of 19 places compared with the 2020 ranking. The Employer of Choice Survey comprised more than 50 questions and was conducted by "To The Top Company" in March/April 2021. More than 13,000 people in Bulgaria voted for their best employer.

Raiffeisen Bank Kosovo J.S.C was selected as a "Champion Company" 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 ten 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.

AO Raiffeisen Bank in Russia again won a number of accolades in 2021, including ninth place in the overall ranking of more than a hundred employers and sixth place in the banking sector at the "Best Employer Award 2020". It also took third place in the All-Russian HR Graduate Awards 2021 ([www.graduate-awards.ru](http://www.graduate-awards.ru)) and first place in the "Best education program for IT professions 2020" category at the All-Russian Education Program Competition.

Find more at:  
[https://  
rating.hh.ru/  
history/  
rating2020/  
und  
http://  
knowprof.ru/](https://rating.hh.ru/history/rating2020/)

# Overview of key performance indicators

	RBI*			RBI AG		
	2021	2020	Change over previous year	2019	2021	2020
<b>Employees by gender, type of occupation and employment contract</b>						
Employees total	43,630	43,481	-0.3 %	45,241	3,424	3,232
Male	15,486	15,102	-2.5 %	15,472	1,861	1,748
Female	28,144	28,379	-0.8 %	29,769	1,563	1,484
Male	35 %	35 %	0 PP	34 %	54 %	54 %
Female	65 %	65 %	0 PP	66 %	46 %	46 %
Full-time employees total	41,315	41,331	0.0 %	43,067	2,452	2,293
Full-time employees total	95 %	95 %	0 PP	95 %	72 %	71 %
Male	14,919	14,653	1.8 %	15,025	1,568	1,484
Female	26,396	26,678	-1.1 %	28,042	884	809
Male	36 %	35 %	1 PP	35 %	64 %	65 %
Female	64 %	65 %	-1 PP	65 %	36 %	35 %
Part-time employees total	2,315	2,150	7.7 %	2,174	972	939
Part-time employees total	5 %	5 %	0 PP	5 %	28 %	29 %
Male	567	449	26.3 %	447	293	264
Female	1,748	1,701	2.8 %	1,727	679	675
Male	24 %	21 %	3 PP	21 %	30 %	28 %
Female	76 %	79 %	-3 PP	79 %	70 %	72 %
Employees with fixed contracts total	38,541	38,743	-0.5 %	39,547	2,823	2,708
Employees with fixed contracts total	88 %	89 %	-1 PP	87 %	82 %	84 %
Male	13,919	13,765	1.1 %	13,894	1,559	1,479
Female	24,622	24,978	-1.4 %	25,653	1,264	1,229
Male	36 %	36 %	0 PP	35 %	55 %	55 %
Female	64 %	64 %	0 PP	65 %	45 %	45 %
Central Europe	7,659	7,946	-3.6 %	8,101		
Central Europe	20 %	21 %	-1 PP	20 %		
Southeastern Europe	12,307	12,894	-4.6 %	12,661		
Southeastern Europe	32 %	33 %	-1 PP	32 %		
Eastern Europe	14,724	14,159	-4.0 %	15,052		
Eastern Europe	38 %	37 %	1 PP	38 %		
Austria	3,851	3,744	2.9 %	3,733	2,823	2,708
Austria	10 %	10 %	0 PP	9 %	100 %	100 %
Employees with limited contracts total	5,089	4,738	7.4 %	5,694	601	524
Employees with limited contracts total	12 %	11 %	1 PP	13 %	18 %	16 %
Male	1,567	1,337	17.2 %	1,578	302	269
Female	3,522	3,401	3.6 %	4,116	299	255
Male	31 %	28 %	3 PP	28 %	50 %	51 %
Female	69 %	72 %	-3 PP	72 %	50 %	49 %
Central Europe	818	627	30.5 %	938		
Central Europe	16 %	13 %	3 PP	16 %		
Southeastern Europe	926	865	7.1 %	1,296		
Southeastern Europe	18 %	18 %	0 PP	23 %		
Eastern Europe	2,686	2,679	0.3 %	2,916		
Eastern Europe	53 %	57 %	-4 PP	51 %		
Austria	659	567	16.2 %	544	601	524
Austria	13 %	12 %	1 PP	10 %	100 %	100 %
<b>Employees by region</b>						
Central Europe	19 %	20 %	-1 PP	20 %		
Male	40 %	39 %	1 PP	39 %		
Female	60 %	61 %	-1 PP	61 %		
Southeastern Europe	30 %	32 %	-2 PP	31 %		
Male	28 %	27 %	1 PP	27 %		
Female	72 %	73 %	-1 PP	73 %		
Eastern Europe	40 %	39 %	1 PP	40 %		
Male	35 %	34 %	1 PP	33 %		
Female	65 %	66 %	-1 PP	67 %		
Austria	10 %	10 %	0 PP	9 %	100 %	100 %
Male	53 %	52 %	1 PP	52 %	54 %	54 %
Female	47 %	48 %	-1 PP	48 %	46 %	46 %
<b>New hires</b>						
Employees total	8,831	6,211	42 %	8,790	560	489
Employees total	20 %	14 %	6 PP	19 %	16 %	15 %
Employees under 30 years of age	4,908	3,482	41.0 %	5,048	305	254
Employees between 30 and 49 years of age	3,671	2,573	42.7 %	3,499	231	222
Employees over 49 years of age	252	156	61.5 %	243	24	13
Employees under 30 years of age	11 %	8 %	3 PP	11 %	9 %	8 %
Employees between 30 and 49 years of age	8 %	6 %	2 PP	8 %	7 %	7 %
Employees over 49 years of age	1 %	0 %	1 PP	1 %	1 %	0 %
Male	3,435	2,495	37.7 %	3,308	308	291
Female	5,396	3,716	45.2 %	5,482	252	198
Male	8 %	6 %	2 PP	7 %	9 %	9 %
Female	12 %	9 %	3 PP	12 %	7 %	6 %
Central Europe	1,333	1,066	25.0 %	1,607		
Central Europe	3 %	2 %	1 PP	4 %		

\* The values include the figures from the companies listed in the Overview chapter (reporting limits and data collection, page 11, first paragraph).



	RBI*				RBI AG	
	2021	2020	Change over previous year	2019	2021	2020
Southeastern Europe	1,934	1,450	33.4 %	2,253		
Southeastern Europe	4 %	3 %	1 PP	5 %		
Eastern Europe	4,878	3,115	56.6 %	4,299		
Eastern Europe	11 %	7 %	4 PP	10 %		
Austria	686	580	18.3 %	631	560	489
Austria	2 %	1 %	1 PP	1 %	15 %	15 %
<b>Fluctuation (former employees)</b>						
Employees total	9,117	8,294 <sup>1</sup>	10 %	9,316	404	342
Employees total	21 %	19 %	2 PP	21 %	12 %	11 %
Employees under 30 years of age	3,519	2,809	25.3 %	3,567	181	144
Employees between 30 and 49 years of age	4,747	4,473	6.1 %	4,864	165	139
Employees over 49 years of age	851	1,012	-15.9 %	885	58	59
Employees under 30 years of age	8 %	6 %	2 PP	8 %	5 %	4 %
Employees between 30 and 49 years of age	11 %	10 %	1 PP	11 %	5 %	4 %
Employees over 49 years of age	2 %	2 %	0 PP	2 %	2 %	2 %
Male	3,133	2,885	8.6 %	3,070	224	177
Female	5,984	5,409	10.6 %	6,246	180	165
Male	7 %	7 %	0 PP	7 %	7 %	5 %
Female	14 %	12 %	2 PP	14 %	5 %	5 %
Central Europe	1,608	1,474	9.1 %	1,338		
Central Europe	18 %	3 %	15 PP	3 %		
Southeastern Europe	2,394	1,740	37.6 %	2,451		
Southeastern Europe	26 %	4 %	22 PP	5 %		
Eastern Europe	4,594	4,519	1.7 %	5,077		
Eastern Europe	50 %	10 %	40 PP	11 %		
Austria	521	561	-7.1 %	450	404	342
Austria	6 %	1 %	5 PP	1 %	11 %	11 %
<b>Average number of training hours for employees, by position</b>						
Employees total	34	28	21.4 %	55	24	26
Male	32	27	18.5 %	51	26	27
Female	35	28	25.0 %	57	22	24
B-1 (second level of management)	37	34	8.8 %	72	17	19
B-2 (third level of management)	43	33	30.3 %	77	24	40
Other executives	43	29	48.3 %	52	29	37
Other employees	33	27	22.2 %	54	24	25
<b>Share of employees with Performance Management</b>						
Employees total	82 %	82 %	0 PP	81 %	88 %	88 %
Male	85 %	86 %	-1 PP	86 %	90 %	90 %
Female	80 %	79 %	1 PP	78 %	88 %	86 %
B-1 (second level of management)	99 %	100 %	-1 PP	99 %	100 %	100 %
B-2 (third level of management)	99 %	100 %	-1 PP	99 %	100 %	100 %
Other executives	95 %	96 %	-1 PP	98 %	100 %	100 %
Other employees	80 %	79 %	1 PP	79 %	87 %	87 %
<b>Diversity</b>						
<b>Share of women</b>						
Board (first tier of management)	16 %	14 %	2 PP	14 %	0 %	0 %
B-1 (second tier of management)	37 %	37 %	0 PP	35 %	28 %	19 %
B-2 (third tier of management)	47 %	47 %	0 PP	46 %	20 %	24 %
Other managers	64 %	63 %	1 PP	63 %	22 %	29 %
Manager total	55 %	55 %	0 PP	55 %	22 %	25 %
Employees total	65 %	65 %	0 PP	66 %	46 %	46 %
<b>Share of minority groups</b>						
<b>Employees with foreign citizenship</b>						
Board (first tier of management)	31 %	32 %	-1 PP	32 %	33 %	33 %
B-1 (second tier of management)	5 %	5 %	0 PP	5 %	26 %	19 %
B-2 (third tier of management)	3 %	3 %	0 PP	3 %	20 %	22 %
Other managers	1 %	1 %	0 PP	1 %	16 %	14 %
Other employees	4 %	3 %	1 PP	3 %	38 %	36 %
<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	50 %	53 %	-3 PP	58 %	50 %	50 %
Board over 49 years of age	50 %	47 %	3 PP	42 %	50 %	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	73 %	74 %	-1 PP	77 %	63 %	50 %
Employees over 49 years of age	27 %	26 %	1 PP	23 %	37 %	50 %
<b>B-2 (third tier of management)</b>						
Employees under 30 years of age	2 %	1 %	1 PP	1 %	1 %	1 %
Employees between 30 and 49 years of age	79 %	80 %	-1 PP	81 %	70 %	70 %
Employees over 49 years of age	19 %	18 %	1 PP	17 %	29 %	30 %
<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	76 %	76 %	0 PP	76 %	88 %	83 %
Employees over 49 years of age	20 %	20 %	0 PP	20 %	12 %	17 %
<b>Other employees</b>						
Employees under 30 years of age	25 %	26 %	-1 PP	27 %	23 %	23 %
Employees between 30 and 49 years of age	62 %	62 %	0 PP	61 %	60 %	61 %
Employees over 49 years of age	13 %	12 %	1 PP	12 %	17 %	16 %

\* The values include the figures from the companies listed in the Overview chapter (reporting limits and data collection, page 11, first paragraph).

<sup>1</sup> There were no COVID-19-related terminations in 2021.

Field of action Fair partner – Inhouse ecology:  
for a climate- friendly and resource-efficient future

HOW DOES RBI ADDRESS SUPPLIERS? Can energy efficiency solve the problems?

WHAT MEASURES ARE TAKEN TO REDUCE CO<sub>2</sub> EMISSIONS?

## WHAT CAN EMPLOYEES DO TO CONTRIBUTE TO PREVENT

How do standards contribute to tackling CO<sub>2</sub> emissions?

## CLIMATE CHANGE?

## WHAT IS MOST IMPORTANT WHEN

What is the main cause of our CO<sub>2</sub> emissions?

WHY IS THE GHG STANDARD RELEVANT?

## IT COMES TO REACHING

What kind of risks and opportunities does RBI see in global warming?

## ENVIRONMENTAL TARGETS?

## WHAT IS RBI'S

Do you have common climate measures for all subsidiaries?

HOW IS RBI MEASURING PROGRESS?

CAN NEW TECHNOLOGY SOLVE OUR CLIMATE CRIMIS?

## CARBON PRINT?

How green are RBI's suppliers?

WHAT ARE THE MAIN WASTE TYPES?

WHAT IS A GOOD EXAMPLE OF SUCCESSFUL IMPLEMENTED PROJECTS?

WHAT IS GLOBAL WARMING?

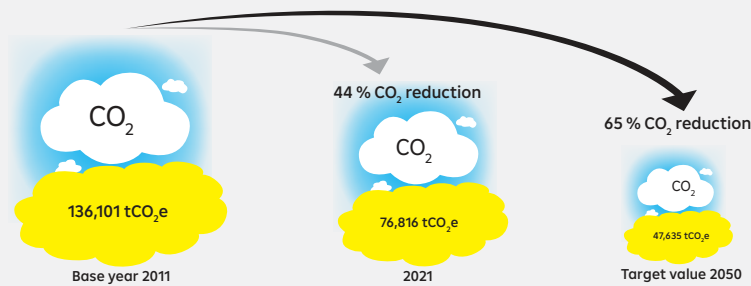
Do you train employees on climate-related targets?

What are the responsibilities of an environmental committee?

ARE RBI'S CLIMATE-RELATED TARGETS ALIGNED WITH THE PARIS AGREEMENT?

# Interesting facts at a glance

## Target path CO<sub>2</sub> reduction of RBI

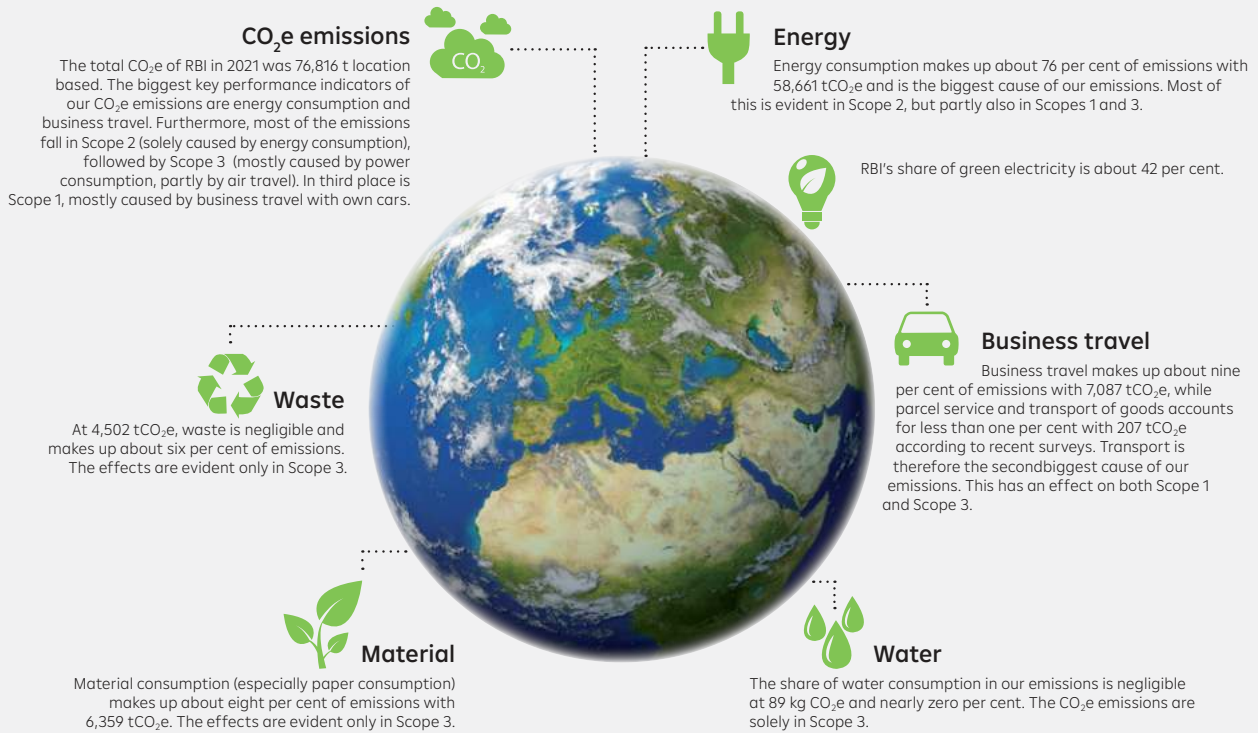


## Reductions in 2021 from the previous year 2020

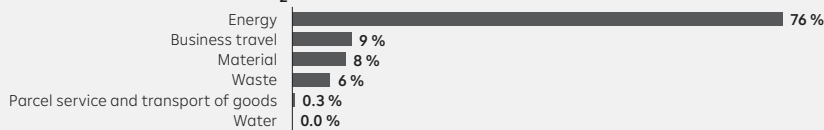
- 64,800,000 liters of water
- 4,827,804 sheets of paper
- 5,732,245 kWh of energy
- 18,617,185 pkm driven
- 411,500 kg of waste
- 10,316,790 kg of CO<sub>2</sub>  
This corresponds to the CO<sub>2</sub> emissions that are emitted by around 1,242 four-person households through their annual electricity consumption.

Source: [www.epa.gov/energy/greenhouse-gas-equivalencies-calculator](http://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator)

## CO<sub>2</sub>e emission of RBI in 2021



## CO<sub>2</sub>e emissions of RBI result from



Scope 1 6 %      Scope 2 54 %      Scope 3 40 %

# Fair partner – Inhouse ecology

The management of climate risks – not just in inhouse ecology – is an increasingly important task for the economy. It was not without reason that the World Economic Forum classified climate change among the three greatest risks in the 2022 Global Risks Report. 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.

GRI 102-11;  
GRI 103-3;  
GRI 201-2

We view environmental and climate protection as part of our responsibility toward 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).

GRI 301-1, -3



In general, energy efficiency, renewable energy, environmentally friendly mobility and sustainable purchasing are particularly important in 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 with regards to achieving the climate targets (see page 145).

## Impacts, risks and opportunities

As the changes in the world's climate have far-reaching consequences which stretch beyond national borders, there is no regional limitation of effects in this regard. Although the impact of greenhouse gas emissions on the environment is entirely negative, the use of renewable energy and the promotion of energy efficiency can lead to improvements in some extent. This also has a positive effect on society, for example by creating or promoting sustainable business areas.

GRI 102-15;  
GRI 103-3;  
GRI 201-2

TCFD

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. As part of its efforts to help reduce its inhouse related CO<sub>2</sub> emissions, RBI defined environmental targets for the entire group for the first time in 2015. 2011 was defined as the base year, as this was the first year in which all key figures were recorded for the entire group. The assessment of corporate environmental risks includes an evaluation of RBI's inhouse related activities and their impact on the environment. This is performed annually, with the carbon footprint being the most relevant key indicator. The aim is to reduce emissions compared with the previous year.

GRI 102-11, -15,  
-44;  
GRI 201-2

The external environmental risk is accompanied by physical, regulatory and reputation risks for RBI and its operating locations. 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 regards to energy consumption – or when stakeholders classify them as material for RBI. The measures taken are currently strongly 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 bring cost savings as well, 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, the Group ESG & Sustainability Management department at RBI AG, but also Facility Management and the sustainability officers at the subsidiary banks in Central and Eastern Europe are primarily responsible for implementing and evaluating the achievement of the targets. Accordingly, RBI's due diligence process is diversified and includes, among other things, compliance with internationally recognized ISO standards, building certification and environmental labels (see also page 150). 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 also page 150). The annual supplier survey is another important pillar of this process, with the infringement of environmental regulations being a particularly relevant element (see also page 144). Finally, the Environmental Committee (see also page 147) is an important advisory body with responsibility for passing on new findings with regards to greenhouse gas emissions and the environmental impact of the impact categories from RBI AG to the subsidiary banks in Central and Eastern Europe. Employees are trained on the key action areas (see page 150) 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 102-15, -44;  
GRI 201-2;  
GRI 301-1, -2

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, and promoting the renewable energy 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, reputation 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 due to delivery delays, are reduced by purchasing regional products. This risk is minimized with a regional procurement share of around 77 per cent at RBI. The impact of core business on the environment is described in the "Responsible Banker" chapter starting on page 48.

GRI 102-11, -15,  
-44;  
GRI 103-2, -3;  
GRI 201-2

PRB 6

## Environmental policy

RBI has had an environmental policy since 2015. As a sustainably operating banking group, the traditional Raiffeisen values were the central point of reference for its design. The contents of the environmental policy are included in the sustainability guiding principles of RBI in the areas of product ecology, inhouse ecology and climate-friendly society, as published on the website at [www.rbinternational.com/sustainabilitymanagement](http://www.rbinternational.com/sustainabilitymanagement). For example, in the area of inhouse ecology, it states that RBI is committed to continuously improving its performance for the environment - and as far as possible and reasonable - beyond the legal requirements.

GRI 103-2



TCFD

## Travel policy

RBI's travel policy contains rules for traveling to events and conferences and defines framework 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.

GRI 103-2



# Purchasing

GRI 103-1 RBI AG has around 2,000 suppliers, which mainly provide services to the Head Office in Vienna and to RBI. The biggest expenses are in the areas of IT, facility management, consulting, and marketing. Suppliers are selected and classified according to selected criteria, with sustainability criteria being included in this process through aspects such as regionality.

GRI 102-11, -16;  
GRI 103-2



All RBI suppliers must comply with the RBI Code of Conduct (CoC) and its principles, which, among other things, include compliance with the law, the prohibition of corruption and bribery, respect for the fundamental rights of employees and environmental regulations. Since 2021, RBI has attached a fundamentally revised RBI Supplier Code of Conduct to contracts. This was also rolled out throughout RBI in CEE in 2021. In exceptional cases comparable supplier codes of conduct are accepted as part of the contract.

Find more at:  
[www.rbinternational.com/sustainability-management](http://www.rbinternational.com/sustainability-management)

GRI 103-2

Purchasing for RBI is partly carried out via RBI AG or for subsidiaries via ZHS Office- & Facilitymanagement GmbH (ZHS). The latter performs the following tasks for RBI AG: building & property administration, building management, energy management, space & relocation management, event support, purchasing of office supplies, waste management and environmental protection.

GRI 103-2 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.

GRI 102-43;  
GRI G4-DMA  
(former FS5) 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 from RBI, proceedings due to the infringement of environmental regulations, and indicators on mobility (km/tkm<sup>2</sup>).

GRI 103-3 77 per cent of RBI's suppliers responded, and a total of 128 top suppliers (based on 80 per cent of RBI AG's expenditure or 52 per cent of the RBI Group's expenditure in 2020) were surveyed. The feedback shows the following results:

- 57 per cent of suppliers have environmental certificates (e.g. ISO 9001 or ISO 14001) and 46 per cent have social standards for their company.
- 45 per cent of suppliers publish their environmental and social data. Around 27 per cent of suppliers have this data audited.
- 41 per cent of suppliers have entered into a commitment with respect to sustainable aspects (e.g. UNGC, Diversity Charter).
- Three per cent of suppliers are in proceedings due to the infringement of environmental regulations.

RBI sees the survey as an important step towards raising more awareness among our suppliers and will continue with it.

# Environmental targets

Particularly relevant 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), from the combustion of mobile sources (such as from the company's own fleet), from 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 caused 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.

With reference to the UN Climate Change Conference in Paris (COP 21), RBI has set itself the target of reducing its inhouse related CO<sub>2</sub> emissions by 40 per cent by 2030 and 65 per cent by 2050 (Scope 1+2 and separately for Scope 3). As well as an annual reduction in CO<sub>2</sub> of at least 2.5 per cent, this will be achieved by means of improved energy efficiency (30 per cent energy saving by 2050), a proportion of green energy of 60 per cent (100 per cent is currently not currently possible due to the shortage of available renewable energy in the Eastern Europe region), a reduction in business travel (hardly any air travel by 2050) and information measures for employees, who are key players when it comes to achieving the environmental targets. The base year for target attainment is 2011.

GRI 103-2;  
GRI 305-5

PRB 5; PRB 6



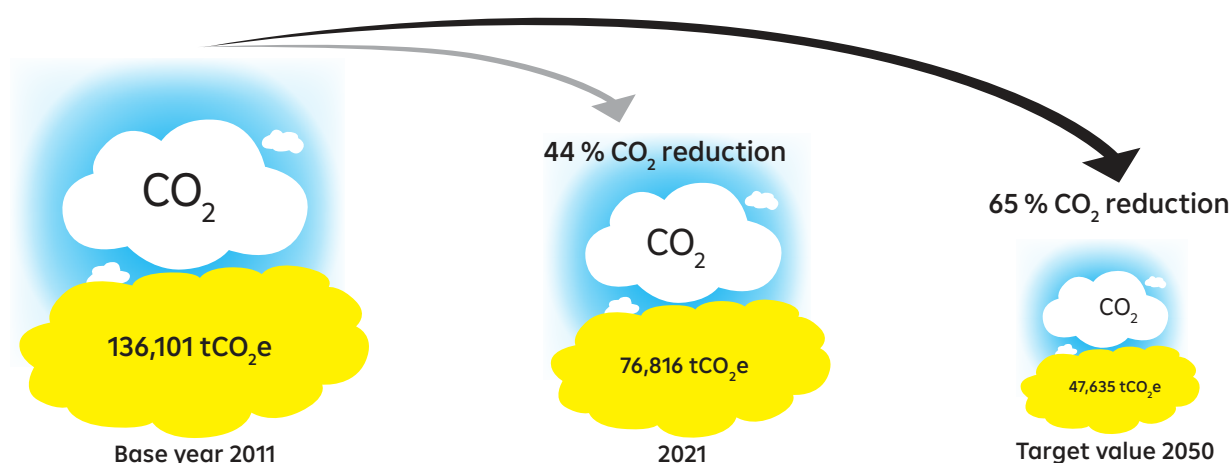
Since 2011, CO<sub>2</sub> emissions have already been reduced by 44 per cent in Scope 1 and Scope 2 and by 44 per cent in Scope 3. Overall (Scope 1-3), this means that emissions have fallen by 44 per cent since 2011. RBI is well on the way to achieving the defined reduction targets by 2030. COVID-19 meant that 2020 and 2021 were extraordinary years. With more people working from home, energy consumption at the office locations decreased significantly. Consumption levels are expected to increase next year, with lower CO<sub>2</sub> reductions as a result.

At 42 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.

Find more at:  
[www.rbinternational.com/sustainability-management](http://www.rbinternational.com/sustainability-management)

## Target path CO<sub>2</sub> reduction of RBI

TCFD





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 RBI AG in accordance with ISO 14064-3 since 2013.

The Environmental Committee, Group 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.

GRI 102-11;  
GRI 201-2

The distribution of the Scope 1-3 emissions shows that CO<sub>2</sub> emissions have been successfully reduced across all three scopes since 2011. On account of its size, RBI AG has a considerably lower carbon footprint than the group as a whole. It has also purchased exclusively green electricity since 2011 and continuously implements energy-saving measures. As such, there is limited capacity for a further reduction in emissions. The biggest action area at RBI AG 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 key figures".

## Compliance with legal regulations



TCFD

Compliance with legal regulations is subject to a stringent procedure that is defined in the management system. In 2021, there were no fines for non-compliance with environmental laws at the Vienna sites. At the subsidiary banks in Central and Eastern Europe, there was one fine for water and wastewater pollution. The penalty was less than € 3,000.

### Overview of measures

Topic	Measure	Austria							CE			SEE					EE				
		RBI AG	RBSK	RKAG	RL	Valida	RCB	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBBG	RBKO	RBHR	RBRO	RBRB	RBBY	RBRU	AVAL
Compliance	No fines for non-compliance with environmental laws	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Please see the list of abbreviations for the complete company designations.



# Environment committee



In accordance with their responsibility for environmental measures, the Management Boards of RBI AG 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 RBI AG 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.



# Greenhouse gas emissions in detail


GRI 103-1 The data is collected for RBI, which includes the subsidiary banks in CEE, RBI AG in Austria and the material Austrian subsidiaries (see page 11).













GRI 103-3; GRI 305-1,-2,-3,-5  
 Average CO<sub>2</sub>e emissions (calculated using the emission factor ecoinvent v3.4) for 2021 amounted to 76,816 tonnes (location-based), a reduction of 44 per cent compared with 2011 (the first reporting date). Of this figure, 4,827 tonnes of CO<sub>2</sub>e (six per cent) was allocated to Scope 1, 41,064 tonnes (54 per cent) to Scope 2 (location-based) and 30,925 tonnes to Scope 3 (40 per cent). The reduction compared to 2011 in Scope 1 amounts to minus 55 per cent. In Scope 2, emissions have fallen by 42 per cent since 2011, while Scope 3 has seen a reduction of 44 per cent. Emissions were reduced by 12 per cent compared with the previous year.

GRI 103-3 As in the previous year, quantitative data relating to inhouse ecology was collected using the "ESG-Cockpit" software. Since the 2019 financial year, the environmental figures have included the data for the head offices as well as the branches in CEE, thus covering more than 90 per cent of all employees. The data for the branches has been extrapolated backwards for 2018 and 2011. The calculation was based on the Scope 1-3 changes in the respective regions and the changes in the employees in the respective countries. The base year 2011 was also recalculated on the basis of the current group structure.

GRI 103-2 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.

GRI 103-2 TCFD Management activities that have a steering effect 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 Board 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 103-2; GRI 305-3  
 COVID-19 meant that 2021 and 2020 were extraordinary years. Many people began working from home, leading to reduced consumption at the office locations. We expect CO<sub>2</sub> emissions to increase again in 2022. The reductions in the areas of water, paper, energy, business travel and waste meant that 10,316,790 kg of CO<sub>2</sub>e was saved compared with the previous year. This corresponds to the CO<sub>2</sub> emissions caused by the annual electricity consumption of around 1,242 four-person households. CO<sub>2</sub>e savings of 59,284,830 kg have been achieved since 2011. This corresponds to the CO<sub>2</sub> emissions caused by the annual electricity consumption of around 7,139 four-person households.

Reductions in 2021 from the previous year 2020		Reductions in 2021 from the base year 2011	
	64,800,000 liters of water		250,470,000 liters of water
	4,827,804 sheets of paper		729,574,797 sheets of paper
	5,732,245 kWh of energy		57,674,299 kWh of energy
	18,617,185 pkm driven		54,478,335 pkm driven
	411,500 kg of waste		4,689,020 kg of waste
	10,316,790 kg of CO <sub>2</sub> This corresponds to the CO <sub>2</sub> emissions that are emitted by around 1,242 four-person households* through their annual electricity consumption.		59,284,830 kg of CO <sub>2</sub> This corresponds to the CO <sub>2</sub> emissions that are emitted by around 7,139 four-person households* through their annual electricity consumption.

\* Source: [www.epa.gov/energy/greenhouse-gas-equivalencies-calculator](https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator)

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 corporate environmental protection indicators as well as further details:

TCFD



At 58,661 tCO<sub>2</sub>e, energy consumption accounts for around 76 per cent of emissions (down eleven per cent compared with the previous year and 39 per cent compared with 2011) 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 190 GWh in 2021. The average energy consumption per employee per year is 4,349 kWh. RBI's proportion of green energy is 42 per cent.

GRI 302-1, -4;  
GRI 305-1, -2,  
-3, -5

Mobility generates 7,087 t of CO<sub>2</sub>e, which corresponds to around nine per cent of emissions (30 per cent less than in the previous year and 63 per cent less than in 2011). 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 25 million pkm in 2021 (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 580 pkm.

GRI 305-1,  
-3, -5

At 6,359 tCO<sub>2</sub>e, material consumption accounts for around eight per cent of emissions (up seven per cent on the previous year and down 46 per cent compared with 2011), making it the third biggest source of emissions. The impacts are solely in Scope 3. The proportion of recycled materials in paper purchasing is 71 per cent. In total, RBI used around 1,603 tonnes of paper in 2021. Paper consumption per employee amounted to 7,365 sheets per year.

GRI 301-1, -2;  
GRI 305-3, -5

At 4,502 tCO<sub>2</sub>e (up four per cent on the previous year and down 34 per cent compared with 2011), waste accounts for around six per cent of emissions. The impacts are solely in Scope 3. The quantity of waste produced at RBI amounts to 6,796 tonnes per year or 156 kg per employee and consists of around 98 per cent non-hazardous waste. Around 70 per cent of waste is brought to landfill sites, approximately 19 per cent is incinerated and around nine 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 at the canteens) and longer-lived 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;  
GRI 306-1, -2,  
-3

Parcel delivery and the transport of goods accounts for less than one per cent of emissions at 207 tCO<sub>2</sub>e (a comparison with 2011 is not possible because this indicator was not recorded for the entire group in 2011). 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 (exclusively fresh water from the municipal pipe network) takes last place at 89 kg CO<sub>2</sub>e, thereby causing almost zero per cent of all emissions. The effects are exclusively apparent in Scope 3. Total water consumption in 2021 amounted to 279 million liters, or 6,401 liters per employee per year. The consumption data was collected via water meters. Water consumption does not lead to any significant impairment of water sources. None of the office locations is in a country where water is scarce, and all of the office locations have access to water. 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. The watering of plants in outdoor areas is kept to a minimum.

GRI 103-1, -2, -3;  
GRI 303-1, -2,  
-3, -5;  
GRI 305-3, -5

# Environmental measures

GRI 103-1,  
-2, -3

The central measures in the environmental areas of greatest importance for RBI are presented in brief in the overview below.

## Overview of measures

Topic	Measure	Austria						CE			SEE						EE				
		RBI AG	RBSK	RKAG	RL	Valida	RCB	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBBG	RBKO	RBHR	RBRO	RBRS	RBBY	RBRU	AVAL
Environmental certificates	ISO 14001	✓*	✓*	✓*	✓*	✓*	✓*	✓	✓												
	ISO 50001									✓											
	Energy audit	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓					
Energy savings and efficiency	LED	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Light sensors	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Evening/weekend mode	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Computer/printer with energy labels	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓
	Adaptions in heating/cooling	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Other measures	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Renewable energy	Green electricity in the power mix	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓		✓	✓					
Business travel & commuting	Support of public transportation	✓	✓	✓	✓	✓		✓		✓		✓				✓	✓	✓	✓	✓	
	Web and video conferencing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Bicycle parking spaces	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Fleet	Fleet cars with low CO <sub>2</sub> emissions	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	
	E-cars, hybrid vehicles	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓			✓	✓	
Material consumption	Measures for reducing consumption	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Paper with an environmental label	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Waste	Waste separation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓**	✓	✓	✓	✓	✓	✓	✓	
	Waste management system	✓	✓	✓	✓	✓	✓		✓	✓		✓			✓	✓	✓	✓	✓	✓	
	Increase of recycling waste	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓		✓	✓			✓	✓	
Water	Measures for reducing consumption	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	
Employee information	e.g. in the form of training and via intranet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Please see the list of abbreviations for the complete company designations.

\* ISO 14001 Facility Management

\*\* Only paper

\*\*\* Waste outsourced

# Overview of key performance indicators

The inhouse ecology key figures of RBI and RBI AG are shown in the following table. Since the 2019 fiscal year, the environmental figures have included the data for the head offices as well as the branches of the subsidiary banks in Central and Eastern Europe, thus covering more than 90 per cent of all employees. The data for the branches has been extrapolated backwards in order to improve comparability with the prior-year figures and the base year. Extrapolation is also performed when a subsidiary bank enters key figures for the first time that it was not possible to collect in previous years due to insufficient data quality. This means the figures shown are not comparable with last year's report.

GRI 102-48;  
GRI 301-1, -2;  
GRI 303-5;  
GRI 305-1, -2,  
-3, -4, -5;  
GRI 306-2, -3,  
-4, -5

TCFD

	RBI*					RBI AG	
	2021	2020	Change to previous year	Base year 2011	Change from 2021 to 2011	2021	2020
<b>Material</b>							
Non-recycled paper in t	464	510	-9 %	1,745	-73 %	5	10
Recycled-paper in t	1,139	1,117	2 %	3,498	-67 %	9	19
Total paper in t	1,603	1,627	-1 %	5,244	-69 %	14	30
Paper consumption in sheets/employee	7,365	7,502	-2 %	18,699	-61 %	800	1,842
<b>Energy</b>							
Total energy consumption in MWh	189,729	195,461	-3 %	247,403	-23 %	16,525	16,146
Share of renewable electricity	42 %	38 %	12 PP	31 %	36 PP	100 %	100 %
Total energy consumption in kWh/employee	4,349	4,495	-3 %	4,403	-1 %	4,826	4,996
<b>Water</b>							
Water consumption in million liters	279	344	-19 %	530	-47 %	19	29
Water consumption in liters/employee	6,401	7,914	-19 %	9,426	-32 %	5,447	9,075
<b>Waste</b>							
Hazardous waste for incineration in t	0.1	0.0	25 %	0.2	-74 %	0.0	0.0
Hazardous waste for landfill in t	2	4	-50 %	7	-70 %	0.0	0.0
Hazardous waste for recycling in t	3	3	16 %	31	-89 %	0.5	0.4
Non-hazardous waste for incineration in t	1,285	1,135	13 %	3,795	-66 %	235	262
Non-hazardous waste for landfill in t	4,730	4,860	-3 %	6,020	-21 %	0.0	0.0
Non-hazardous waste for recycling in t	622	980	-37 %	1,303	-52 %	167	233
Old electronic devices for recycling in t	154	221	-31 %	329	-53 %	4	0.6
Total hazardous waste in t	5	7	-22 %	38	-86 %	0.5	0.4
Total non-hazardous waste in t	6,637	6,979	-5 %	11,118	-40 %	402	495
Waste in kg/employee	156	166	-6 %	204	-24 %	119	153
<b>Business travel</b>							
1,000 pkm total	25,285	43,902	-42 %	79,763	-68 %	1,812	6,599
Business travel in pkm/employee	580	1,010	-43 %	1,419	-59 %	529	2,042
<b>CO<sub>2</sub> emissions<sup>1</sup></b>							
Scope 1 emissions in t	4,827	6,444	-25 %	10,623	-55 %	246	256
Scope 2 emissions location-based in t	41,064	46,445	-12 %	70,690	-42 %	1,811	1,622
Scope 2 emissions market-based in t	46,212	50,782	-9 %	74,648	-38 %	3,351	3,344
Scope 3 emissions in t	30,925	34,244	-10 %	54,788	-44 %	1,205	1,816
Scope 1+2 emissions location-based in t	45,891	52,889	-13 %	81,313	-44 %	2,057	1,878
Scope 1-3 emissions location-based in t	76,816	87,133	-12 %	136,101	-44 %	3,262	3,695
Scope 1+2 emissions location-based in kg/employee	1,052	1,216	-14 %	1,447	-27 %	601	581
Scope 1-3 emissions location-based in kg/employee	1,761	2,003	-12 %	2,422	-27 %	953	1,143
<b>Fleet</b>							
CO <sub>2</sub> emissions of the fleet in g/km	117	118	-1 %	216	-46 %	126	133
<b>Purchasing</b>							
Procurement from local suppliers	77 %	83 %	-7 PP	n.a.	n.a.	90 %	84 %

\* Due to a change in data availability the values for network banks RCB, Kathrein, RBAL, RBRS and AVAL were recalculated for the previous years and the base year. The values consist of the figures for the companies listed in the Overview chapter (Report scope and data collection).

<sup>1</sup> CO<sub>2</sub> emissions for all years are calculated on the basis of the ecoinvent v3.4 factors.

Field of action Engaged citizen:

As a designer of a sustainable society and the environment

HOW CAN THE IMPACT OF CORPORATE SOCIAL RESPONSIBILITY BE MEASURED?

What is the role of social innovation?

WHAT IS THE BEST APPROACH TO PROMOTING SOCIAL ENTERPRISES? HOW CAN

Is trust the key to success?

RBI BEST SUPPORT

HOW CAN WE ENSURE THAT NO ONE IS LEFT BEHIND?

FINANCIAL EDUCATION?

What influence does corporate citizenship have on a company's image?

WHAT

Does corporate volunteering help communities to get their voice heard?

What culture do we need in order to create

ARE THE

an environment in which people are no longer discriminated against?

ARE OUR EFFORTS ENOUGH TO ACHIEVE

RESPONSIBILITIES OF A

THE TARGET OF 1.5 DEGREES?

Is corporate citizenship an engine for global justice and the inclusion of vulnerable groups?

GOOD CORPORATE CITIZEN?

CAN PANDEMICS PREVENT THE GLOBAL SUSTAINABLE DEVELOPMENT GOALS FROM BEING ACHIEVED?

HOW IMPORTANT IS CORPORATE CITIZENSHIP WHEN IT COMES TO BEING THE MOST RECOMMENDED

WHAT MEMBERSHIPS WILL DO THE MOST TO HELP ACHIEVE THE FUTURE WE WANT TO SEE?

FINANCIAL SERVICES GROUP?

Do we need a new economic system that takes greater account of human rights?

How can the different functions and services in the ecosystem be preserved?

WHAT IS THE ROLE OF GOVERNMENTS WHEN IT COMES TO ACHIEVING A JUST TRANSITION?

## Interesting facts at a glance

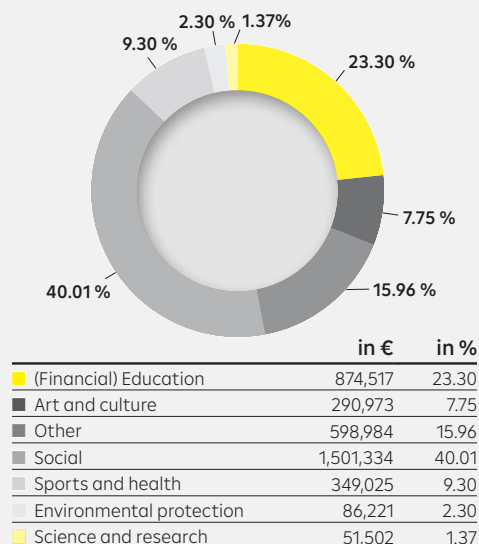
The numerous actions of the engaged citizen predominantly contributed to the SDGs 3, 4 and 10.



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.

### Monetary donations of RBI 2021, by topic\*



\* Breakdown as recorded in the "ESG-Cockpit" monitoring tool

Investments in the community in 2021 totaled around € 3.8 million. The donation focus was on social projects.

Key indicator (in €)	2021	2020	2019
Investments in the community	3,797,900	4,649,000	2,326,329

### Particularly noteworthy projects



**"Nicole"** is a pilot project of RBI AG's first internal start-up. The financial education project was awarded with the EfmA Accenture Global Banking Innovation Awards 2021.



The project **"Raiffeisen GALLERY"** of the Raiffeisen BANK d.d. Bosna i Hercegovina serves for the promotion and strengthening of art.



**Stepic CEE Charity – Powered by RBI Group** supports children, young people and women in Central and Eastern Europe through educational activities.



**Partnership of Raiffeisen BANK d.d. Bosna i Hercegovina with the SUMERO** association supports people with mental disabilities.



The non-profit program **"CO2MPENSATING BY PLANTING"** from the **Raiffeisenbank Austria d.d. together with the Scout Association of Croatia**, aimed at addressing companies, organizations and everyone who wants to minimize or eliminate their carbon footprint by planting trees.

In active dialog with politicians and public administration, we advocate sustainable framework conditions. Via selected memberships and activities, we become involved in organizations that promote sustainable business and the relevant framework conditions.



In January 2022, RBI AG committed to the Partnership for Carbon Accounting Financials (PCAF). The PCAF Global GHG Accounting and Reporting Standard provides financial institutions a calculation approach to uniformly determine the greenhouse gas emissions and intensity of six asset classes in a uniform manner.



# 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.

Within our value system, corporate engagement is a fixed element of our culture. 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 and national foundations such as the Tatra banka Foundation and the Stepic CEE Charity for example. 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, 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. RBI aims to counteract social problems, promote cultural life, and protect the environment. This approach is set out in its guiding principles. 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 24) forbids any Group employee from using charitable contributions as a condition or means of influencing decisions or public officials under any circumstances.

Find more at:  
[www.rbin-ternational.com/en/sustainability/governance/guiding-principles.html](http://www.rbin-ternational.com/en/sustainability/governance/guiding-principles.html)

Climate change and environmental degradation are unquestionably urgent issues with a massive impact on society. Thanks to the Sustainable Development Goals (SDGs) and the Paris Climate Agreement, which aims to limit the increase in the global average temperature to well below 2°C above preindustrial levels and ideally to 1.5°C, sustainability is a topic that is now enjoying greater priority in a number of areas. With the European “Green Deal”, Europe is aiming to become the first climate-neutral continent by 2050. This will involve transforming Europe into a modern, resource-efficient and competitive economy where economic growth is decoupled from resource use and where no people or regions are left behind. In its role as an engaged citizen, 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 48 et seq.).

RBI AG is a founding member of the Raiffeisen Sustainability Initiative (see page 170), which was founded in 2007 as a climate protection initiative, and it implements various projects and measures in the area of sustainability and environmental protection. At the subsidiary banks in Central and Eastern Europe, too, environmental protection projects are not only raising awareness, but also giving rise to a growing number of opportunities to actively protect the environment – such as planting trees or supporting bicycle rentals.

PRB 3 Cooperation with the relevant socio-political representatives and stakeholders is extremely important, as new systems that also mean a new quality of economic activity can only be created through cooperation (see pages 169-171, “Memberships and voluntary commitments”). One of the current topics is the advance of digitalization. To interpret this as a purely technological advance – the provision of new tools to make people's lives easier – would be overly simplistic. The digital shift is being accompanied by extensive changes in society. From RBI's perspective, digitization 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”.

At RBI AG, a policy that applies to all employees governs the procedure for donations, sponsorship and advertising requests as well as memberships. Most recently revised at RBI AG for RBI in 2019, 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;
- 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:

PRB 4

- 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.

Accordingly, 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 more than 70 years ago, 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 30 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.

## Impacts, risks and opportunities

GRI 103-1, -2, -3

The considerable importance of engagement with society and the environment and the high expectations of internal and external stakeholders in this respect are repeatedly confirmed in various surveys. RBI makes a positive contribution to society 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. RBI's stated aim is to establish responsible corporate governance and promote sustainable innovation – including by strengthening the economic locations served by the Group as a whole. RBI creates and secures jobs and promotes sustainable business through selected memberships and activities in organizations. As a player in the financial industry, RBI is committed to helping people to learn more about handling money (see pages 157-161). 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.

RBI also contributes to society by initiating corporate volunteering projects, supporting a wide range of social projects, and entering into partnerships with NPOs and NGOs. With these projects, RBI supports efforts to reduce inequality and poverty, often with the active involvement of numerous employees. In this way, it helps to preserve social order, which is only possible by satisfying the need for things such as lifelong learning, employment and prosperity. Via select memberships and activities, RBI becomes involved in organizations that promote sustainable business and the relevant framework conditions. At the same time, it offers sustainable financial products and services in a way that supports its customers in their transformation toward a sustainable future, thereby making a positive contribution to society. As such, RBI considers its activities as an engaged corporate citizen to involve opportunities, such as a positive impact on its reputation, but no significant risks.

# Supported projects and initiatives

GRI 201-1  
PRB 4



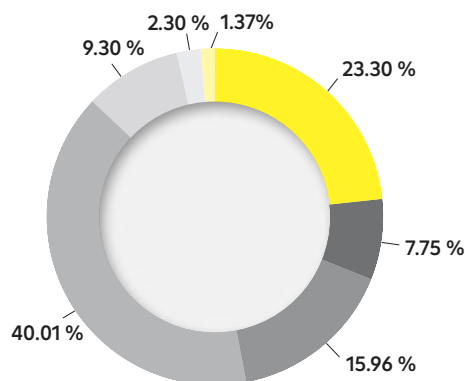
RBI invested a total of about € 3.8 million in the community in 2021, thereby supporting projects in the communities in which it is active as a bank. The projects supported are diverse and have different focal points depending on the respective countries.

Key indicator (in €)	2021	2020	2019
Investments in the community	3,797,900	4,649,000	2,326,329

G4-FS16

## Percentages of monetary donations by the RBI in 2021, by topic\*

	in €	in %
(Financial) Education	874,517	23.30
Art and culture	290,973	7.75
Other	598,984	15.96
Social	1,501,334	40.01
Sports and health	349,025	9.30
Environmental protection	86,221	2.30
Science and research	51,502	1.37



\* Breakdown as recorded in the "ESG-Cockpit" monitoring tool

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 contribution to societal development, they are also included in this report.

To meet its social responsibility, RBI decided years ago not to restrict itself to only a few major aid projects, but instead to place factors such as personal commitment and regional societal challenges at the forefront of its decisions. RBI and its employees are involved in a wide range of projects and initiatives by providing financial support or fostering contacts. Every region has unique projects that improve people's lives at a local level.

In line with the principle of 'helping others to help themselves', RBI provides support in the fields of education, science and research, art and culture, sports, as well as charitable initiatives and environmental activities, often in cooperation with various NGOs. In total around 870 partners were supported in 2021.

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An overview of the measures implemented in the "Engaged citizen" area by country can be found below:

### Overview of measures

Topic	Austria						CE				SEE				EE				
	RBI AG	RBSK	RKAG	RL Valida	RCB	Kathrein	TBSK	RBCZ	RBHU	RBAL	RBBH	RBBG	RBKO	RBHR	RBRO	RBRB	RBBY	RBRU	AVAL
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	✓						✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Please see the list of abbreviations for the complete company designations. The data of RBAL also includes Raiffeisen INVEST.

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 the pandemic, many corporate volunteering projects could not be carried out in 2021.

The examples selected for this chapter are a sample of the many initiatives within the Group.

## COVID-19

One positive aspect of 2020 was that it showed us how important sustainability is for our future existence. The COVID-19 health crisis kept people in suspense in 2021 and exacerbated the existing fault lines in society. The coronavirus has thrown even greater light on social inequality. Accordingly, many of the RBI Group's projects in 2021 focused more on humanitarian and economic aid and less on renewed support for the healthcare system like in 2020. For example, Kathrein Privatbank AG supported Rotary Club Klosterneuburg with a charity golf tournament to raise funds for coronavirus relief.



© Jan Sedivý

Having been the main sponsor of the Czech National Theater for a number of years, Raiffeisenbank a.s. in the Czech Republic took an entirely different approach, launching an online communication campaign to support the country's cultural institutions (theaters, cinemas, concert venues, etc.) while they were closed. The core aim of the online video, which was produced in cooperation with the National Theater (and which featured David Matásek, one of the best-known Czech actors, as well as several theater employees), was to make people see beyond the actors who are the public face of the theater and draw attention to the other skilled employees who work in the cultural sphere (e.g. lighting specialists, make-up artists, technicians, and

cloakroom attendants).

Raiffeisenbank shared the video on social media and invited people to tell them what culture means to them. Each comment was converted into financial support for the National Theater. The video post was shared virally, with Raiffeisenbank generating around 16,000 interactions, 857,000 post views and 292,000 video views on social networks. Thanks to the large number of post shares – more than 1,900 – the message of the video quickly reached a wide audience. The campaign was accompanied by posts by journalists and on the communication channels of partners like the creative agency DDB and the Czech National Theater itself.

By contrast, Priorbank JSC in Belarus again focused on supporting hospitals with medical equipment, medical products and the purchase of COVID-19 tests.

The restrictions imposed as a result of the pandemic meant there were still fewer opportunities for voluntary work and engagement. The virtual projects that RBI has added to its range of programs will undoubtedly remain in place as an alternative in the future, but they have also shown that not everything can be done digitally.

## 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 projects with the aim of improving education and hence ensuring equality of opportunity.

One example of this is RBI AG's current support for the establishment of the Coding School 42 in Austria, a free training program that has been offered since 2013. The school is open to all age groups without prior IT knowledge. The selection process emphasizes equal opportunities in order to give those young people who have been left behind by the conventional school system a future in the digitization industry. As part of an intensive interaction with RBI AG specialists as of September, 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.



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With its peer-to-peer education model and disruptive pedagogy, the Coding School 42 has already achieved impressive results in over 20 countries.

Find more at:  
[www.youtube.com/watch?v=5b-Mn-1r8Rd8](https://www.youtube.com/watch?v=5b-Mn-1r8Rd8)

Raiffeisen BANK d.d. Bosna i Hercegovina launched an education initiative to raise awareness of the importance of sustainability and ESG (environmental, social, governance) issues and strengthen financial literacy in Bosnia and Herzegovina with the production of a series of videos for the "Financial News" show, which is broadcast in prime time every evening on two national TV stations and published on the bank's YouTube channel, on social media and on the intranet. Two videos have been produced to date and more are planned. The first video about responsible banking aims to explain the importance of this concept, which encompasses the way in which a bank deals with the environment and the society in which it operates. Being a responsible bank means addressing investors, increasing customer and employee satisfaction, and creating new jobs and greater transparency. The second video illustrates Raiffeisenbank's commitment to responsible banking through the implementation of sustainability and ESG activities. Raiffeisenbank seeks to offer its customers sustainable financial products and services in a way that supports them in their transformation toward a sustainable future. Furthermore, the bank also contributes to reducing CO<sub>2</sub> emissions. Additionally, Raiffeisen BANK d.d. Bosna i Hercegovina has set up a new "Sustainability & ESG" section on its website including information, infographics and the aforementioned videos.

Find more at:  
[www.youtube.com/watch?v=-avmVhWrV3c](https://www.youtube.com/watch?v=-avmVhWrV3c)

RBI also 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, especially among young people.

RBI 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 and apps. Across various projects, considerable effort goes into improving individuals' everyday lives and, through financial education, to laying the foundations for the responsible handling of money in the future.



Find more at:  
[www.nicole-knows.io](https://www.nicole-knows.io)



"Nicole" is a pilot project of RBI AG's first internal start-up. Currently still in the test phase, it helps users to manage their money in the future.



The platform collects anonymous information about different people's financial behavior and other sources (e.g. national statistics) and gives users reliable, data-driven and practical insights that they can use in handling their own money. The platform provides information on personal money management and financing options as well as general information about key financial topics.

"Nicole" was developed from a customer perspective using a design thinking approach and addresses three problem areas that the research phase identified as being central to personal financial management:

#### 1. Self-confidence.

"How can I spend or save sensibly? I often make decisions then find myself wondering whether I have done the right thing. I wish I could access more professional advice, ideally based on smart data\*." (\* Data records prepared for direct and efficient use.)

#### 2. Transparency.

"How am I supposed to know whether my financial decisions are good decisions when money is still a taboo subject? I wish I could find out how people like me spend and save their money."

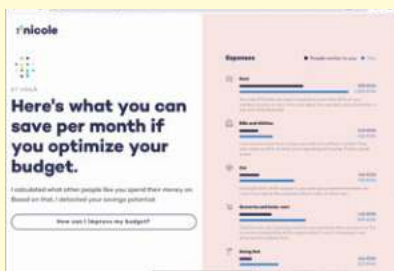
#### 3. Financial literacy.

"Everything is so complex and dynamic nowadays. It is almost impossible to keep up with it all. I would really like to learn more about money so that I can make well-founded decisions."



A focus on benchmarks and peer learning allows users to understand their own personal finances better and see how other people act in similar situations. Hearing other people's stories of success and failure gives people more self-confidence for their own financial decisions.

The potential of this project has also been recognized by an external jury: On 18 November 2021, "Nicole" received a gold medal at the annual Efma Accenture Global Banking Innovation Awards.



© TBSK

A growing number of schools in Slovakia are requesting high-quality teaching material on general financial literacy, an interdisciplinary topic that the national curriculum requires to be taught at every level of education. Tatra banka, a.s., has a long-standing partnership with the non-profit education organization Edulab in this area. In 2021, the financial literacy project "World Phenomena Money" was developed for primary school children on the basis of BBC educational videos. The aim is to provide teachers with attractive materials that they can use to familiarize pupils with this complex topic. As the partner for the "Money" module, Tatra banka gives pupils the opportunity to expand their financial knowledge through high-quality video

content in order to improve their skills in this specific area. The module answers elementary questions about money, what it is for, and how it affects our everyday lives. To make the content appealing to pupils, the high-quality videos are used in combination with various activities and interactive exercises. This enables them to learn critical thinking, joined-up thinking, reading comprehension, and teamwork. 100 schools (4,000 pupils) have already received the "World Phenomena Money" teaching materials free of charge.



© RBAL

The "Financial Literacy in the Digital Age" project supported by Raiffeisen Invest Albania is aimed at informing young people about digital financial services. More than 200 pupils from three different secondary schools in Tirana participated in five training sessions on this topic. The training focused on the use of innovative solutions like contactless payments and mobile applications. The pupils were also given tips on carrying out banking transactions.

In addition, ABC Tirana Club realized the "Apply Electronic Payment" project with the support of Raiffeisen Invest and in conjunction with the Faculty of Economics of the University of Tirana. Held for the third time, the project provides students with information on business and financial literacy. The first two information campaigns were developed in 2019 ("Buying and Selling Solely in the National Currency, the Lek") and 2020 ("DeCash-izim vs Informality").



The aim of the campaign is to inform the public, raise awareness of electronic payments, and present the positive effects and consequences for people's everyday lives as well as the impact on the country's economic and financial development. It also seeks to motivate experts to actively participate in the discussion of the topic and invites public and private institutions to contribute with information and awareness campaigns.



© RBBG

One financial literacy initiative that has enjoyed considerable interest among pupils and their parents and teachers right from the start is "Learning from a Bank", a project by Raiffeisenbank (Bulgaria) EAD. Since 2017, Raiffeisenbank has worked with children and young people to prepare them for managing their finances and show them what they can do with modern banking. Under agreements with various schools and universities, experts from Raiffeisenbank present the different banking and financial topics in person. The initiative is also held at the SOS Children's Villages in Tryavna, which are long-standing beneficiaries of Raiffeisenbank's charity campaign, "Choose to Help". In response to the pandemic, the "Learning from a Bank" initiative and its delivery have been digitalized, including the production of three teaching videos. Additionally, Raiffeisenbank has entered into a partnership with the education platform "Ucha.se", giving it access to a wide audience of more than 1,000,000 students, parents and teachers, and 225,588 parents and pupils.

A successful partnership has also been established with the "Atanas Burov" foundation, which supports prospective students in Bulgaria. As part of the cooperation, Raiffeisenbank has developed the lessons for a summer academy.



© Junior Achievement Romania

In the 2021/22 school year, Raiffeisen Bank S.A. in Romania delivered a financial literacy program at Romanian schools for the 11th year in a row in partnership with Junior Achievement Romania. Pupils were taught about financially responsible behavior through learning by doing and hybrid teaching modules. Practical activities, exercises, simulations and debates helped them to discover the tools and basic principles of financial planning and draw up a personal budget that is appropriate for their age. The program encompasses two phases: 1. The "Diligent, Clever and Prudent Kids' Club", which helps primary school children to develop financial skills through module-based learning by doing. 2. The "ABC of Banking", which teaches

secondary school students about finance through hybrid learning that combines traditional tools with interactive digital resources. Thanks to around € 120,000 in financial assistance, the content was delivered to a total of 19,694 pupils and 800 teachers at 451 primary schools in 239 towns and cities in Romania as well as more than 25,000 pupils at 149 secondary schools in the 2020/2021 school year. The program will be expanded in the 2021/2022 school year to include a "Train the Trainer" program, which will train 60 teachers to deliver financial expertise to their pupils.

Find more at:  
[www.zlatka.in/gb](http://www.zlatka.in/gb)

The online financial literacy platform "Zlatka.In", a project of Raiffeisenbank a.s. in the Czech Republic, has already been included in the national register of financial education projects by the Ministry of Finance of the Czech Republic. This means it meets the standards for financial literacy and can be officially used in school lessons. Since 2017, Raiffeisenbank a.s. has financed the development of Zlatka.In, which is available free of charge to pupils and teachers in English and Slovakian and which is seeing rising visitor numbers each year. In 2020, the website was expanded to include a module enabling secondary schools to use it in addition to the existing target audience of

primary school pupils, parents and teachers. The new module gives pupils the opportunity to try out roles that they might want to take on in real life, e.g. entrepreneur. Work in 2021 focused on redesigning the website and making it mobile friendly.

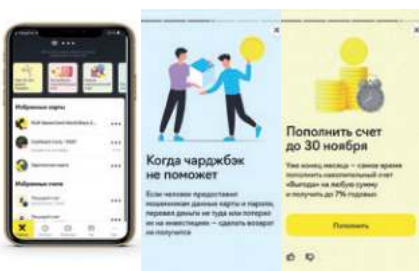
As well as teaching financial literacy through play, the website promotes a humanistic mindset. Among other things, children learn how to handle money using virtual "coins" that they earn for solving tasks, which they can choose to collect or spend on items. With this Raiffeisenbank a.s. conducted a donation campaign on the website for the third time. This allowed children to voluntarily "spend" their virtual coins in the form of a donation to charitable organizations. Raiffeisenbank converted this amount into "real" money and donated it to the organizations selected by the children. Around 700 children participating in the campaign raised some € 12,000 for socially disadvantaged children.





© RBBH

As part of the agreement on credit facilities to finance women-led small and medium-sized enterprises, Raiffeisen BANK d.d. Bosna i Hercegovina and the EBRD (European Bank for Reconstruction and Development) held online seminars for the second year in succession with Raiffeisen Bank employees participating as speakers. In addition to financial expertise, the "Women in Business" program promotes women's participation in business in general and helps women to gain the skills, knowledge and resources they need to take the next step. The two webinars were entitled "COVID Crisis Management: Liquidity Management – Defensive Tactics" and "Effectively Promoting Small Businesses on Social Networks".



© RBRU

AO Raiffeisenbank in Russia uses various channels to share financial expertise with the public. Having originally intended to use the "Stories in the App" pilot project to provide customers with information on a wide range of topics, it established that financial knowledge and personal financial management were far more popular than the other content. Accordingly, AO Raiffeisenbank decided to dramatically increase the proportion of financial literacy topics. Customers are now provided with general information on financial topics and can access personalized financial management directly via the Raiffeisen app.

AO Raiffeisenbank also provides information on the R-Media website for anyone who wants to understand their finances better. In addition to money, business, investment, real estate, tax and lifestyle topics, employees write about financial products and publish articles about budgeting, managing and investing money, and taking advantage of tax incentives and deductions. Since early 2021, the online articles (e.g. how a credit rating is determined; how to buy an apartment with a mortgage charge; how to become debt-free) have been read more than a million times.



Find more at: [www.raiffeisen-media.ru](http://www.raiffeisen-media.ru)

## 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. Despite the extensive restrictions imposed as a result of the pandemic, some events were still held as normal in 2020 or switched to creative online formats.



Since 2009, Raiffeisen BANK d.d. Bosna i Hercegovina has partnered with the Academy of Fine Arts Sarajevo, the oldest educational institution of its kind in Bosnia and Herzegovina, to arrange the "Raiffeisen GALLERY" project for the promotion and strengthening of art. The project aims to give young, up-and-coming artists a platform for presenting their work to the public.



Every student has the opportunity to present their work in the Raiffeisen GALLERY at Raiffeisen Bank's head office in Sarajevo. The best students are nominated by the Academy and awarded a one-off grant by the bank. Raiffeisen Bank and the Academy of Fine Arts continue their partnership every year by signing a memorandum of continuation. This also serves as an opportunity to jointly present the most successful student works from the respective year. To date, almost 70 different exhibitions of young artists have taken place at the Raiffeisen GALLERY. Public interest in the project has grown over the years and the number of works purchased has also risen significantly.





© Flakon Zharku

In 2021, Raiffeisen Bank Kosovo J.S.C. again engaged in cultural activities by supporting one of the country's most important cultural events – the Chopin Piano Fest. The European Festivals Association (EFA) supports the annual Chopin Piano Fest "Prishtina", which did not take place last year due to the COVID-19 pandemic. The music festival, whose artistic staging of piano music is appreciated by critics, the media, fans and a growing audience in equal measure, brings together respected local and international pianists. The event includes concerts, masterclasses for students, and a symposium dedicated to the life and work of a composer and pianist who is commemorated around the world every year. As part of the 2021 festival, Raiffeisen Bank initiated

and supported its own workshops and masterclasses for young artists. The bank enabled students at universities and secondary schools to participate in cultural education activities by supporting the "EduWeek".

In 2021, Raiffeisen Bank Kosovo J.S.C. also supported the largest and most important event in the Kosovo film industry, the Prishtina International Film Festival (or "PriFest" for short), for the 13<sup>th</sup> consecutive year. PriFest serves as a meeting point for everyone involved in the film industry, allowing them to come together, develop ideas, explore new possibilities and advertise their services. Every year, the film program includes the latest films from around the world and special programs focusing on topics such as human rights, tolerance, and the lack of acceptance for minorities in society. It is the only festival in the Balkans to have a special film program for LGBTIQ (Lesbian, Gay, Bisexual, Transsexual, Intersex and Queer). PriFest has supported the production of numerous films from Kosovo. One example is the very successful film "Hive", which has won awards at various international festivals.

Raiffeisen Bank also supported "Vepra e saj" by Alketa Xhafa Mripa, a book that tells the story of female Albanian pioneers from Kosovo with the aim of helping to strengthen the role of women in society. The book includes the personal stories of 100 women who pursued their dreams with inexhaustible effort and desire: the dreams of courageous women who believed in their talent, their passion, and their ability to leave a mark in all areas of Kosovan society – from art to education, health, business, science and sport, right through to different forms of activism.



© Priorbank, Svetlana Sushkevich

Lubcha Castle is a landmark of the Grodno region in Belarus, erected at the turn of two architectural eras – Gothic and Renaissance. The 16<sup>th</sup> century architectural monument is located in the town of Lubcha. It was owned by influential Belarusian families. Since 2008, Priorbank JSC has been funding the restoration of this historical monument. The construction work is mainly being performed on a voluntary basis by students from Belarusian universities. In 2021, work concentrated on the erection of the northern defensive wall, installing and cladding the dome, and strengthening the embankment along the Neman River.



© Andreeva Maria

AO Raiffeisenbank in Moscow actively supports projects aimed at creating a shared cultural space between Russia and Austria. For example, it provided funding of some € 12,500 for the 10<sup>th</sup> anniversary edition of the "New Austrian Cinema Festival", which took place at the Muzeon summer cinema in Moscow from 8-12 September 2021. The festival showed four new films from Austria, starting with a new take on a classic – the world première of "Royal Game", adapted from the novella "Chess story" by Stefan Zweig. The festival program included various formats and genres, such as the drama "Fox in a Hole" and the documentary portrait of designer Bruce Mau, "Risks and Side Effects", which addresses the topics of health and marriage.

AO Raiffeisenbank also provided around € 5,100 in funding for the ITMO University cultural project "Grounding" at the biggest international technological art festival "Ars Electronica". Ars Electronica was founded in Linz, Austria, in 1979. It moved beyond the city boundaries for the first time in 2020 with events in dozens of cities around the world. The theme of the "Ars Electronica" 2021 was "A New Digital Deal": digitalization as a new challenge for society.

In an environment of rapid change in which technology is increasingly penetrating and altering our reality, it is time to rethink the foundations of an unstable digital world and find new footholds. 19 artworks, created by artists from eight countries and five Russian cities, gave visitors unexpected opportunities for interaction.



© Bogdan Verozub "Watch Ukrainian!"

Raiffeisen Bank Aval JSC supports a number of art initiatives in Ukraine. This includes the Ivan Franko National Academic Drama Theater, a Ukrainian language theater in Kyiv that was founded in 1920. It is one of the biggest and best-known theaters in Ukraine and plays host to the country's best actors. Raiffeisen Bank Aval JSC has been supporting the development of the theater and the theatrical arts in Ukraine for more than 20 years. Raiffeisen Bank also regularly gives its customers and employees the opportunity to go to the theater.

The "Austrian Film Week" brings the best and most illustrious Austrian films of recent years to Ukraine. The film festival took place for the 10th time in 2021. Raiffeisen Bank Aval JSC has been supporting its screenings throughout the country for the past five years.

In 2021, Raiffeisen Bank Aval JSC again sponsored the "Watch Ukrainian!" project run by the "Ukraine Cinema Development and Support – Watch Ukrainian!" association, as well as the "Open Night Film Festival". With its engagement over the past five years or so, Raiffeisen Bank has been supporting Ukrainian cinemas and giving Ukrainian directors the opportunity to present their work to the festival audience. The funding of some € 21,100 in 2021 went toward a prize fund for the winner of the festival.

## Social initiatives

The majority of the projects carried out during the reporting period were social initiatives. In conjunction with various national and international cooperation partners (such as Caritas), socially disadvantaged children and young people, along with single women, made up the majority of those offered aid.



### Stepic CEE Charity – Powered by RBI Group



© Stepic CEE Charity

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.

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 Stepic CEE Charity implements these goals - in particular the goals concerning No Poverty (SDG 1), Quality Education (SDG 4), and Reducing Inequalities (SDG 10)<sup>1</sup>. In this way, the Charity contributes to a sustainable transformation in Central and Eastern Europe.



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<sup>1</sup>[www.un.org/sustainabledevelopment/sustainable-development-goals](https://www.un.org/sustainabledevelopment/sustainable-development-goals)

The more access people have to education, the greater their opportunities for a life free from poverty and discrimination. With an eye on the COVID-19 pandemic, the year 2021 again showed how important it is to invest in digital education. School closures illustrated the extent of the digital divide – and the importance of rethinking education with a digital mindset. The focus needs to be on digital solutions for pupils and overcoming the digital gap. As part of the annual "Future in your schoolbag" campaign<sup>1</sup>, which took place for the ninth time, the Stepic CEE Charity equipped 200 children in Gjilan, one of the biggest cities in Kosovo, with learning tablets and school materials. (A further 400 children in Romania received schoolbags and school materials). Thanks to numerous donations and the tireless support of Raiffeisenbank Kosovo, they can now participate in regular lessons again. The learning tablets, which will also be of great importance after they complete their schooling, enable disadvantaged pupils to keep up with their peers in terms of digital education.

Girls and women are disproportionately affected by educational poverty and dependency. More than 130 million girls around the world do not attend school<sup>2</sup>. With the "Omamas boost education in Slovakia – Women for a better society" initiative<sup>3</sup>, the Charity aims to strengthen women's independence and empower them to change their communities. The "Omamas" come from highly disadvantaged minority communities and are trained by professional educators. They help more than 300 children aged six and under to gain what they lack in terms of language and motor skills, learning capacity, and more. Women are more likely to reinvest what they have into the education and well-being of children and their families (known as the "multiplier effect"<sup>4</sup>). In other words, when you boost the education and power of women, they boost the conditions around them.

For the first time in over 20 years, extreme poverty is on the rise again<sup>5</sup>. This development is hitting the poorest countries the hardest – such as Albania, where more than a third of the population is affected by poverty. A quarter of Albanians are aged between 15 and 29, and many of them have not completed their schooling and do not have a job. The Charity's project, "A better future for children in Albania"<sup>6</sup>, supports 50 children and young people who belong to this generation with poor prospects. Raiffeisen Bank Sh. A. in Albania has signed up this project, whose overriding aim is to empower children, young people and their families to have decent lives within their communities. To achieve this, employees engage in activities such as improving the children's physical and psychosocial health and ensuring they receive a basic education and acquire the skills they require for adult life. Another aim is to improve common living conditions by making family members aware of their responsibility both within their family and within society as a whole. To this end, a range of activities have been developed, such as discussions with children on a range of (often problematic) topics like hygiene, vaccinations, school and community. Parents are invited to meet with teachers at health centers and at various specialists. Furthermore, support is also provided in school as well as for the organization of various awareness campaigns, vocational education courses for young people, and more besides.



© Raiffeisen KAG

The partnership between Raiffeisen Kapitalanlage-Gesellschaft m.b.H. (Raiffeisen KAG) and the Lichtblickhof has been in place for several years now. Two years ago, Raiffeisen KAG became the sponsor of the therapy horse Miakoda and built a small animal enclosure as a corporate volunteering activity. Although COVID-19 meant that voluntary work was suspended last year, Raiffeisen KAG provided funding for the roofing of a horse shelter including a windbreak and the construction of a new entrance gate. Raiffeisen KAG resumed its corporate volunteering activities at the Lichtblickhof in 2021. On two days in September, around 25 dedicated employees helped to relocate and set up the office and a therapy room including accommodation for a carer.

<sup>1</sup> [www.stepicceecharity.org/en/schoolbag-campaign2021](http://www.stepicceecharity.org/en/schoolbag-campaign2021)

<sup>2</sup> [www.bbc.com/news/education-51769845](http://www.bbc.com/news/education-51769845)

<sup>3</sup> [www.stepicceecharity.org/en/omama-empowerment](http://www.stepicceecharity.org/en/omama-empowerment)

<sup>4</sup> [www.undp.org/content/seoul\\_policy\\_center/en/home/sustainable-development-goals/goal-5-gender-equality](http://www.undp.org/content/seoul_policy_center/en/home/sustainable-development-goals/goal-5-gender-equality)

<sup>5</sup> [www.reuters.com/article/us-imf-worldbank-poverty-idUSKBN26S2RV](http://www.reuters.com/article/us-imf-worldbank-poverty-idUSKBN26S2RV)

<sup>6</sup> [www.stepicceecharity.org/en/projects/better-future-children-albania](http://www.stepicceecharity.org/en/projects/better-future-children-albania)



Privacy hedges were also installed around the new building so that the equine-assisted therapy can continue in a protected environment.

In 2021, the fund company made a financial donation to the extension of the therapy facility. Some of the families using the facility come to the Lichtblickhof from different regions. Two accessible apartments now offer overnight accommodation, with dedicated access allowing the therapy horses to be taken directly to the areas outside the apartments.



© RBCZ

For the first time Raiffeisenbank a.s. in the Czech Republic introduced an internal subsidy to support employees who do voluntary work in their spare time. The subsidy forms part of a project entitled "Rajfka pomáhá" (RB helps) and is administered by Nadace Rozvoje občanské společnost (NROS), one of the biggest charitable organizations in the Czech Republic. A total of 23 applications were submitted, with eleven projects being selected by the jury (four members of the jury were RBCZ employees, including Raiffeisenbank Management Board and Supervisory Board members as well as the Director of NROS). The total amount granted to the eleven selected projects was around € 15,600. Accompanied by an internal communication campaign, employees were asked to vote on three of the eleven projects to receive



additional funding of around € 1,200 in total.



The partnership between Raiffeisen BANK d.d. Bosna i Hercegovina and SUMERO, the association of organizations working to strengthen people with intellectual disabilities, has taken various forms since 2005 and represents an example of a successful contribution to the local community. The bank supported



© RBBH

the construction of a center for people with intellectual disabilities that opened in 2016. The center includes a "Raiffeisen room" dedicated to education and empowerment. The aim is to improve the skills and rights as well as the status and quality of life of people with intellectual disabilities in Bosnia & Herzegovina. This partnership has also supported the establishment of a personal assistance service that enables 140 people in ten municipalities throughout the country to live independently.

In recent years, Raiffeisen Bank's managers and employees have organized numerous activities for SUMERO and provided the corresponding equipment. As the pandemic meant this was not possible in 2021, the bank instead supported SUMERO through PR activities. It assisted in advertising SUMERO in the media and social networks of the bank and in raising awareness of its support of the projects supported.



Raiffeisen BANK d.d. Bosna i Hercegovina has a long-standing practice of inviting associations and institutions to apply in the context of a "Public Invitation" for support for their projects once a year. This public invitation results in numerous applications. The rules state that the bank supports projects for children and disabled people in the areas of charity, culture, education, sport, and environmental and ecological projects. This initiative has been extremely successful since it was first launched in 2007, with the bank supporting more than 670 different projects to date. In 2021, 33 projects received financial support totaling around € 48,600.



© Evgeniy Ignatov "Kind Caps"

AO Raiffeisenbank in Russia focuses on social initiatives with a particular view to supporting older people. The "Raiffeisen Step Challenge", which AO Raiffeisenbank held for the first time in 2020, is more than just a competition. For a whole month, Raiffeisenbank employees compete to record the most steps. At the end of the month, each step is converted into a donation to a non-profit foundation. In developing the project concept, the organizing team combined various aspects: healthcare, teamwork, and the desire to help a good cause.



In 2020, many participants recorded enough steps to reach all the way to Vienna, with state-run care homes benefiting from the resulting donation. In 2021, the project team decided to hold the “Raiffeisen Step Challenge” under the motto “A journey through Russia”, reflecting the fact that Raiffeisenbank is represented in more than 300 towns and cities in the country. In total, the AO Raiffeisenbank teams walked and ran more than 300,000 km, equivalent to a donation of some € 14,500. AO Raiffeisenbank topped up this amount, meaning that a total of € 22,800 was donated to the Sofioter charitable foundation in 2021. This foundation supports pensioners who live alone or in care homes in small towns and villages in Russia.



AO Raiffeisenbank also holds the “Silver Age” competition to support education projects for older people. Since the competition was launched in 2013, the expert panel has examined 1,507 social projects, 281 of which have been provided with financial support totaling more than € 320,000. In late 2021, non-profit organizations were publicly invited to participate for the ninth time by submitting socially significant education projects via the competition website. In 2021, grants of € 59,300 were provided to the winning projects in addition to funds for organizing and holding the competition.



The “Kind Caps” project has two objectives: to free the world of plastic waste and help children who need support. To support the project employees of AO Raiffeisenbank in Russia collected plastic screw caps from drink bottles for a good cause. The caps were weighed at a plastics recycling plant and the amount paid for them was transferred to the account of the “Volunteers to Help Orphans” charitable fund. In 2021, Raiffeisenbank employees organized a collection at all branches and offices, collecting a total of 490 kg.



In 2021, AO Raiffeisenbank partnered with the Gavrilov Blood Center for the first time to organize a “donors’ day” in Moscow to draw attention to the urgent need for blood donations. Blood donation stations were set up at the two central office locations, Smolenskaya-Sennaya and Nagatino. 86 people donated blood over the course of two days, helping more than 300 people in the process.



© Bogdan Verozub

Since 2018, Raiffeisen Bank Aval JSC in Ukraine has been a partner of the “Kyiv Chestnut Run” charity event. The mass participation running event for company teams and individuals is held to benefit children with heart conditions. In 2021, runners participated in the country’s biggest charity run online and combined their forces to help combat COVID-19 and support Ukrainian doctors and medical facilities. An offline run was also held with the participation of 500 bank employees.

## Sports initiatives

For RBI, sports are not only a part of a brand’s self-image, but also means taking on social responsibility. For this reason, RBI has promoted sports for many decades – from upcoming talent to sports stars.



In 2021, RBI again sponsored the IIHF Ice Hockey World Championships, which were held in the Latvian capital of Riga from 21 May to 6 June. Despite extensive restrictions because of the COVID-19 pandemic, the major sporting event was organized successfully and the live ice hockey matches were broadcast around the world. 16 teams played a total of 64 matches to determine the world champion. More than 983 million viewers watched the matches on TV. RBI has already been confirmed as a sponsor of the forthcoming IIHF Ice Hockey World Championships in Finland in 2022 and Russia in 2023.



© Mowgli Cup

Priorbank JSC in Belarus has been the general partner of the "Mowgli Cup", a gymnastics festival for children aged from three to ten, for a number of years now. The event gives children the opportunity to show off their skills in a big sporting arena. More than 400 young sportspeople took part in the competitions in 2021. For coaches, the event is a good platform for discovering talented children from all around the country. It also helps to popularize gymnastics and a healthy lifestyle, as well as bringing together young sportspeople and fans.



## Environmental initiatives

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 engaging in recovery efforts following natural disasters.

PRB 4



© RBSK

In 2021, Raiffeisen Bausparkasse Gesellschaft m.b.H. implemented its third project to protect wild bees in partnership with the Austrian nature conservation association Naturschutzbund Österreich. The project aims to raise awareness of the importance of bees. In line with its focus on construction and housing, Bausparkasse created 800 nest sites for wild bees for each new land-secured building society loan concluded during the promotional period from 25 January to 5 March. The large wooden nesting aids for wild bees were mainly installed at the edge of flower-rich meadows managed by Naturschutzbund Österreich, allowing certain wild bee species to lay eggs in their natural environment and feed the resulting larvae. Improving the situation for wild bees also positively affects the entire ecosystem on a sustained basis.



© Scouts organization Croatia

Raiffeisenbank Austria d.d. again participated in the largest reforestation campaign in the areas of Dalmatia affected by the devastating forest fires of 2018. 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. Over 8,000 people took part in the campaign since 2018, with more than 100,000 new trees being planted as seedlings and saplings. Crayons known as "Boralice" were also made from the remains of the burnt pine trees. Raiffeisenbank Austria d.d. sponsored the campaign for the third year in succession. In addition to



around € 8,300 in financial support, Raiffeisenbank Austria employees helped to plant various saplings in 2021. All in all, more than 80 volunteers from Raiffeisenbank participated in the "Boranka" campaign.



Another project linking Raiffeisenbank Austria d.d. and the Scout Association of Croatia is the "CO2MPENSATING BY PLANTING" program, which was officially launched on 5 November 2021. The non-profit program is aimed at companies, organizations and everyone who wants to minimize or 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.

The program 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 tree saplings that will be planted throughout Croatia. The overall compensation period is calculated on the basis of the tree saplings selected and the locations at which they are planted. This ranges from at least one year to a maximum of ten years (Raiffeisenbank Austria d.d. plans to offset all of its Scope 1 emissions over a period of five years). Raiffeisenbank was awarded the CO<sub>2</sub>MPENSATING BY PLANTING label for participating in the program.



© Tasuleasa Social

The partnership between Raiffeisen Bank S.A. in Romania and Tasuleasa Social on the “Via Transilvanica” project was renewed for the fourth time in 2021. The project involves a tourist hiking trail similar to the famous “El Camino de Santiago” that covers the route from Putna to Drobeta Turnu-Severin in a unique manner. Visitors can explore the route on foot or by bike, discovering Romanian art, culture and tradition along the way. The project also aims to revitalize local communities. A further 256 kilometers in Caraş-Severin district was waymarked in 2021, meaning that more than 1,000 kilometers of the “Via Transilvanica” is now available for tourists to enjoy. The longest part of the route was waymarked between 2018 and 2021 with the support of the main

sponsor, Raiffeisen Bank. This corresponds to a financial contribution of about € 400,000. In response to positive feedback from tourists and local municipalities, two additional districts, Hunedoara and Alba, will be added to the route by 2022.



© Bogdan Verozub

The “Batteries, give up!” project was launched in Ukraine in the summer of 2013. Raiffeisen Bank Aval JSC signed up to the initiative in 2018. A single battery carelessly discarded outdoors can contaminate up to 16 m<sup>2</sup> of land with toxic substances. As there was no collection point for disposing of used batteries, Raiffeisenbank decided to launch a collection system. Since establishing its own battery collection point, it has encouraged customers, employees and visitors to the bank to follow its lead and also recycle their batteries.

# Sustainable entrepreneurship

GRI 102-12  
GRI 103-1, -2, -3  
GRI G4-FS5

## 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 goes outside the Group to share specific types of knowledge and experiences with others in order to implement innovative ideas for charting a path into the sustainable future of the financial sector and our companies alike.

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 new "Banking made for CEE" platform, RBI aims to contribute to the public debate with ideas, beliefs, facts and figures to contribute to the public debate 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 Group's home market of the RBI Group – 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.

Find more at:  
[www.banking-madeforcee.com](http://www.banking-madeforcee.com)

PRB 4

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 28) and signing up to the Principles for Responsible Banking (starting on page 50) where topics such as sustainability and safeguarding the future are concerned.

## Sustainable entrepreneurship and sustainable innovations

To us, sustainable entrepreneurship means the awareness of responsibilities on one hand, and support for sustainable innovations among our customers (details can be found on page 51 et seqq.) and in society on the other:

- 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.

## Memberships and voluntary commitments

GRI 102-13

Via select memberships and activities, RBI becomes involved in organizations that promote sustainable business and the relevant framework conditions. Some of them are listed below:

### Partnership for Carbon Accounting Financials

In January 2022, RBI committed to the Partnership for Carbon Accounting Financials (PCAF). This is an initiative led by the financial industry. The PCAF Global GHG Accounting and Reporting Standard offers financial institutions a calculation approach to determine and report the greenhouse gas emissions and intensity of six asset classes in a uniform manner. The goal is to enable financial institutions to set science-based targets and bring their portfolios into compliance with the Paris Climate Agreement. [www.carbonaccountingfinancials.com](http://www.carbonaccountingfinancials.com)

## Raiffeisen Nachhaltigkeits-Initiative (Raiffeisen Sustainability Initiative)

With 22 member organizations including RBI AG as one of the founding members, "Raiffeisen Nachhaltigkeits-Initiative" (RNI) – the Raiffeisen Sustainability Initiative – is a platform for and driver of sustainable corporate management and social responsibility. For more than 14 years, initiatives and measures for a future worth living in have been conducted jointly in the action areas of the economy, the environment, and society.

The measures realized in 2021 include, in particular, the continued implementation of the RNI climate strategy with its 21 fields of action in three core areas. In the "Products & Services" area, the RNI member companies aim to increase the proportion of environmentally friendly products and services in the respective portfolio. Goals concerning energy efficiency, greenhouse gas emissions, mobility and renewable energies are pursued in the "Operation, Processes & Strategies" core area. In the "Dialog & Communication" core area, the members aim to play a pioneering role with regard to their competitors in the DACH region when it comes to communication on environmental matters and the climate dialog with stakeholders. The challenge now is to establish the achievement of environmental goals at the companies together with specific key figures and to ensure annual reporting.

RNI again supported the Austria-wide "Jugend Innovativ" (Innovative Youth) competition, to which apprentices and students between the ages of 15 and 20 are invited to submit their ideas, by sponsoring the "Raiffeisen Sustainability Award". At the online awards ceremony for 2021, this category was won by the "Organic straw insulation" project from HTL Braunau, in which the two students developed straw insulation panels using a fully organic bonding agent that is 100 per cent biodegradable. Another annual measure by RNI is the vehicle fleet assessment conducted in conjunction with Raiffeisen-Leasing GmbH. This gives the participating members an overview of their vehicle fleet's average CO<sub>2</sub> emissions as well as a corresponding benchmark. In addition, a science-based targets (SBT) project was launched in conjunction with consultants. The SBT will be used to develop and calculate individual climate targets for companies that are compliant with the results of the Paris Climate Agreement. Work also took place on an overarching RNI human rights policy in cooperation with the Ludwig Boltzmann Institute. [www.raiffeisen.at/nachhaltigkeit](http://www.raiffeisen.at/nachhaltigkeit)

## UNEP

The United Nations Environment Programme was founded in 1972 and is headquartered in Nairobi, Kenya. Its tasks include the evaluation and collection of global, regional, and national environmental data, the development of political instruments for environmental protection, the strengthening of institutions that undertake important environmental management, and the improvement of the quality of people's lives without burdening future generations. [www.unenvironment.org](http://www.unenvironment.org)

The financial initiative UNEP FI (United Nations Environment Programme Finance Initiative) has operated as a global partnership between the Environment Programme of the United Nations and the private financial sector since 1992. Headquartered in Switzerland, it is dedicated to sustainable financing. RBI has been a member of this initiative since 1998. Its membership has since grown to include more than 350 financial institutions and over 100 supporting institutions (other companies in the financial system with sustainability as a key competence). Since it was established, a "global round table" has been held each year with the aim of promoting exchange on sustainability topics.

Since early 2021, RBI has been an official signatory of the UN Principles for Responsible Banking – a single framework for a sustainable banking industry developed through an innovative global partnership between banks and the UNEP FI. [www.unepfi.org](http://www.unepfi.org)

## UNGC

The UNGC – United Nations Global Compact – is the world's largest initiative for corporate responsibility and sustainability. It is based on the pledges of CEOs to comply with universal sustainability principles. Those who pledge to uphold the UNGC also declare their support of the UN goals, such as the UN Sustainable Development Goals (SDGs). Sustainable economics and measures to promote social goals are achieved by orienting the strategy and business activities of the companies to the ten principles (in the core areas of human rights, labor, environment and anticorruption) with the help of the UN Global Compact (details can be found on page 17). In this way, signatories of the UN Global Compact contribute to making the globalization process fairer.

The vision of the UN Global Compact is a worldwide movement of sustainable companies and stakeholders. At present, nearly 15,000 companies in over 160 countries have signed up to this initiative. More than 86,650 reports have been written so far, testifying to the high level of commitment. [www.unglobalcompact.org](http://www.unglobalcompact.org)

## VfU

The VfU, or "Verein für Umweltmanagement und Nachhaltigkeit in Finanzinstituten e.V." (Association for Environmental Management and Sustainability), was founded in 1995 and is oriented toward sustainable finance professionals. The association provides its around 50 members with a platform for the professional discussion of strategic and practical issues relating to sustainable finance. RBI AG has been a member since 2006. The association's work focuses on the opportunities and obstacles faced by the financial sector in its key role in financing sustainable growth. It also offers a "safe space" for members to exchange best practices, address new developments, and generate and deepen knowledge. [www.vfu.de](http://www.vfu.de)

RBI also had the following memberships in 2021:

Memberships and voluntary commitments of the subsidiary banks in Central and Eastern Europe		
Aspen Institute Romania	<a href="http://www.aspeninstitute.ro">www.aspeninstitute.ro</a>	RBRO
Bulgarian Business Leaders Forum	<a href="http://www.bbfbg/en">www.bbfbg/en</a>	RBBG
Bulgarian Donation Forum	<a href="http://www.dfbulgaria.org">www.dfbulgaria.org</a>	RBBG
Burov Foundation	<a href="http://www.atanasburov.org/en/home">www.atanasburov.org/en/home</a>	RBBG
Business Leaders Forum	<a href="http://www.blf.sk/en/blf">www.blf.sk/en/blf</a>	TBSK
CDP and CDP Water	<a href="http://www.cdp.net">www.cdp.net</a>	RKAG
Croatian Business Council for Sustainable Development	<a href="http://www.hrpsor.hr">www.hrpsor.hr</a>	RBHR
"Digital Serbia" Initiative	<a href="http://www.dsi.rs/en">www.dsi.rs/en</a>	RBRS
Economy Chamber of the Zenica-Doboj Canton	<a href="http://www.pkzedo.ba">www.pkzedo.ba</a>	RBBH
Eurosif	<a href="http://www.eurosif.org">www.eurosif.org</a>	RKAG
Fondsfrauen	<a href="http://www.fondsfrauen.de/en">www.fondsfrauen.de/en</a>	KATHREIN
Forum Nachhaltige Geldanlagen (Forum for Sustainable Investments)	<a href="http://www.forum-ng.org/en">www.forum-ng.org/en</a>	RKAG
Forum per la Finanza Sostenibile (Italian Sustainable Investment Forum)	<a href="http://www.finanzasostenibile.it/forum-finanza-sostenibile-eng">www.finanzasostenibile.it/forum-finanza-sostenibile-eng</a>	RKAG
Green Bond Principles/Investor	<a href="http://www.icmagroup.org/sustainable-finance/the-principles-guidelines-and-handbooks/green-bond-principles-gbp">www.icmagroup.org/sustainable-finance/the-principles-guidelines-and-handbooks/green-bond-principles-gbp</a>	RKAG
Green Infrastructure Investment Coalition	<a href="http://www.giicoalition.org">www.giicoalition.org</a>	RKAG
Investor Statements re: Green & Climate Bonds	<a href="http://www.climatebonds.net">www.climatebonds.net</a>	RKAG
Kosovo CSR Network	<a href="http://www.csrkosovo.org">www.csrkosovo.org</a>	RBKO
Montreal Carbon Pledge	<a href="http://www.unpri.org/montreal-pledge">www.unpri.org/montreal-pledge</a>	RKAG
Austrian Society for Environment and Technology (ÖGUT)	<a href="http://www.oegut.at/en">www.oegut.at/en</a>	VALIDA
Poradna při finanční tísni	<a href="http://www.financnitisen.cz">www.financnitisen.cz</a>	RBCZ
Raiffeisen Nachhaltigkeits-Initiative (Raiffeisen Sustainability Initiative)	<a href="http://www.raiffeisen.at/nachhaltigkeit">www.raiffeisen.at/nachhaltigkeit</a>	RBSK, RKAG, VALIDA
Romania Green Building Council (RoGBC)	<a href="http://www.rogbc.org">www.rogbc.org</a>	RBRO
Romanian Diversity Chamber of Commerce	<a href="http://www.rdcc.ro">www.rdcc.ro</a>	RBRO
Slovak Compliance Circle	<a href="http://www.slovakcompliancecircle.sk">www.slovakcompliancecircle.sk</a>	RCB, TBSK
UN Global Compact (UN GC)	<a href="http://www.unglobalcompact.org">www.unglobalcompact.org</a>	VALIDA
UN Principles for Responsible Investment (UNPRI)	<a href="http://www.unpri.org">www.unpri.org</a>	RKAG, VALIDA
Association of Austrian Investment Companies (VÖIG)	<a href="http://www.voieg.at/voieg/internet_4.nsf/sysPages/en.html">www.voieg.at/voieg/internet_4.nsf/sysPages/en.html</a>	RKAG

You can find an overview of other memberships on our website at [www.rbinternational.com/en/homepage.html](http://www.rbinternational.com/en/homepage.html)

Sustainability documented and audited:  
for transparency and clarity

What does the audit of the  
sustainability report involve in detail?

ARE THERE ANY LIMITATIONS IN  
THE AUDIT REPORT?

How  
far have  
the PRBs

WHAT

WHAT DOES GRI MEAN FOR FINANCIAL INSTITUTIONS?

MEASURES

been  
advanced?

WHAT GRI INDICATORS  
ARE PLANNED

HAS THE REPORT  
BEEN APPROVED BY  
MANAGEMENT?

ARE REPORTED AND  
FOR THE FUTURE?

What are  
the TCFD  
recommendations?

WHERE CAN THE

INFORMATION BE FOUND?

HOW DO THE TCFD  
RECOMMENDATIONS

WHAT IS THE PROGRESS OF THE

CORRESPOND TO  
OTHER RISK-RELATED  
FRAMEWORKS?

Who prepared the audit report?

























SUSTAINABILITY PROGRAM?

# Sustainability program

## Excerpt from the Sustainability program

SDG	PRB	Objective	Progress	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	Publishing 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 and ESG pioneer</b>					
	1–6	Implementing UNEP FI's six Principles for Responsible Banking (PRBs)		2021: Signing of the UNEP FI's Principles for Responsible Banking, the first Austrian bank to do so  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 and smart target setting for the impact areas climate and resource efficiency 2022	
	1, 5	Including ESG components in the business strategies/compensation systems for management board members		Devising and incorporating ESG KPIs in performance management and the compensation report for RBI AG and the subsidiary banks in CEE	
	2, 5	Reducing RBI's thermal coal portfolio		Implementing the revised Group policy on thermal coal including continuous review cycles	
	2, 5	Focusing on renewable energies		Implementing a new policy on renewable energies and rolling out across the Group	
	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, e.g.: • regarding a reduction path for the oil and gas sectors • regarding the ESG transition of the steel sector and other metal sectors	
	3	Expanding the range of digital products to improve the customer experience despite COVID-19		• Increasing the percentage of digital customers in the retail segment, in particular users of mobile and Internet banking services • Regular newsletters and webinars for institutional customers	
	3	Expanding the range of sustainable products		• Innovations and development of further products (ESG swap, green guarantee facility, etc.) • Devising a Group-wide implementation plan for sustainable debit cards • Launching a green web platform for SMEs • Developing green mortgages	
	2	Publishing the CO <sub>2</sub> emissions from corporate loans		Calculating our CO <sub>2</sub> emissions from corporate loans and continuously improving the data quality	
	2	Publishing the CO <sub>2</sub> emissions for retail customers		Launching a carbon footprint application – at three subsidiary banks in CEE	
	2	Submitting emission reduction targets in the Science-Based Targets Initiative		Calculating the financed emissions as per the PCAF approach and corresponding emission reduction targets for several asset classes	

GRI 102-44;  
Page 173–177

SDG	PRB	Objective	Progress	Measure	Status
<b>Responsible banker – primary objective: Positioning as a responsible banker and ESG pioneer</b>					
	3	Improving our leading market position as an issuer of green bonds and, in future, social bonds		Training on green finance products to increase awareness among relationship managers  Portfolio expansion for future green bonds and social bonds	
	5	Implementing and expanding the topic of sustainable finance within the Group		Enhancing the governance structure and implementing it at the subsidiary banks in CEE Continuous dialog with ESG contact persons for the core business area at all subsidiary banks in CEE Developing and introducing Group ESG policies	
	2	Classifying customer groups based on ESG criteria		Implementing portfolio segmentation and classification and enhancing the internal model for the individual ESG performance measurement of our corporate customers	
	1; 5	Comprehensive consideration of human rights concerns related to the core business		Devising and implementing a Group policy on human rights and establishing the necessary processes	
	4	Developing partnerships for sustainable development in the area of ESG with the start-up community in CEE		Various Elevator Lab projects and initiatives such as <ul style="list-style-type: none"> <li>• cooperation between RBI, RBRO and a local start-up on "ESG solutions in agriculture"</li> <li>• projects to promote women in the start-up world with an ESG focus or with</li> <li>• a 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</li> </ul>	
	2	Increased integration of in-house and external ESG research in the funds managed by Raiffeisen KAG, in-house research clusters on key future topics		Expanding resources in process innovation – ESG database, research on topics and sectors in the context of future topics such as energy and infrastructure	
	2	Expanding the top position and increasing the volume of sustainable investments of Raiffeisen KAG, increasing the share of sustainable fund projects in the entire AuM to over 50 per cent		Launching further funds and adapting existing funds, developing new sustainability concepts	
	1; 2	Development into a fully sustainable, climate-neutral asset management company		Measurement/reduction: carbon footprint, analyses at fund level	



SDG	PRB	Objective	Progress	Measure	Status
<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		2021: Performance of further workshops and training for managers and employees and at team level From 2022: Topic to be integrated further into the development of management staff and established as a part of team development measures in the future	
		Implementation of the Group-wide diversity and inclusion policy as part of establishment as an inclusive employer		Implementation of local diversity strategies	
		Increase in the proportion of women in executive management of the RBI Group to 35 per cent by 2024		2021: Revision and re-prioritization of measures Focus: designing the “new world of work” to be gender-sensitive; talent and career development for women, mentoring Focus on appointment of managers at RBI AG and Management Board members at RBI 2022: Development of individual strategies for all board areas to achieve the target quota; focus on organizational culture, talent management and process design	
		Inclusion of people with disabilities and generation management		RBI AG: Raising employee awareness during training; close cooperation in recruitment with companies that work with employees; development of a generation management concept	
	5	Employee enablement and engagement target rate per company		Development of packages of measures based on the employee surveys conducted in 2021	
		Transformation of RBI into a learning organization		Establishment of a dedicated SharePoint page for employees (incl. tools, templates, etc.); creation of a communication plan with various activities; arrangement of an e-learning festival for 2022	
	5	Comprehensive consideration of human rights concerns in relation to employees		Development and publication of a human rights policy Establishment of the necessary processes	
	4; 5	Raising awareness of sustainability among employees		Continuous development and updating of online training course Establishment and continuation of the RBI ESG Academy	

SDG	PRB	Objective	Progress	Measure	Status
<b>Fair partner/Inhouse ecology – primary objective: Reduction in environmental impacts</b>					
7, 12, 13		Energy reduction	■ ■ ■ ■ ■	Increase in energy efficiency and the proportion of renewable energy	🌊
12, 13		Increase the proportion of energy-efficient office locations	■ ■ ■ ■ ■	Consideration of energy efficiency in new buildings or rent of a building	🌊
13		LED lighting at all locations	■ ■ ■ ■ ■	Replacement of incandescent bulbs with LED lighting	●
7, 13		Increasing the share of renewable energy	■ ■ ■ ■ ■	Foster the purchase of green electricity as far as available and feasible	🌊
7, 13		Reduction in business travel	■ ■ ■ ■ ■	Establishment of videoconferencing systems, software for video and voice calls in the workplace, etc.	🌊
13		More environmentally friendly fleet cars	■ ■ ■ ■ ■	Conversion of fleet to more environmentally friendly vehicles with lower CO <sub>2</sub> emissions	🌊
12, 13		100 % paper with an eco label	■ ■ ■ ■ ■	Increasing the share of paper with an eco-label	🌊
12, 13		Waste management systems at all sites	■ ■ ■ ■ ■	Implementation of a waste management systems at all sites	🌊
12, 13		Increase in proportion of recycled materials in waste	■ ■ ■ ■ ■	Cooperation with partner companies offering corresponding waste recycling	🌊
8, 13		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	🌊
13	5	Revision of RBI's environmental goals	■ ■ ■ ■ ■	Adaptation of the goals according to the latest scientific findings	🌊
12, 13	4	Expansion of employee information	■ ■ ■ ■ ■	Integrate awareness raising information on the intranet and produce a video with the most relevant action fields for the employees	🌊
13		Audit of CO <sub>2</sub> emissions	■ ■ ■ ■ ■	Collection of the inhouse related key figures for calculating the CO <sub>2</sub> e emissions of RBI	🌊
8, 13		Supplier policy	■ ■ ■ ■ ■	Elaboration of a supplier policy for the entire Group, taking into account environmental and human rights concerns	●
7, 8, 12, 13	4	Increase ESG know-how among employees	■ ■ ■ ■ ■	Update of the established ESG online trainings incl. control questions	🌊
7, 13	6	Contribution to the UN climate goals	■ ■ ■ ■ ■	Annual reduction of CO <sub>2</sub> emissions by 2.5 per cent and implementation of appropriate measures	🌊

SDG	PRB	Objective	Progress	Measure	Status
<b>Engaged citizen – primary objectives: Addressing social issues, strengthening democracy, and climate protection measures</b>					
	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)	
	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 2022. (see page 154)	
	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	
	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; 4	Financial literacy		Prioritization of financial literacy measures for children and young people	
	4	Innovative education		Support for the programming school "42"	
	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  
 Status (25% of target achieved per box filled)

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				

# GRI content index

General Disclosures			
GRI Code	Description	Reference	Explanation
<b>Organizational Profile</b>			
102-1	Name of the organization	Publication details	
102-2	Activities, brands, products, and services	13, 52–56, 76–78, 85–86, 90, 93, 95–96 AR RBI: 20–23, 92–93	
102-3	Location of headquarters	Publication details	
102-4	Location of operations	13, 54, 56, 59	
102-5	Ownership and legal form	13 AR RBI: 24–26, 66–68	
102-6	Markets served	52, 54–55, 59	
102-7	Scale of the organization	13, 58–59 AR RBI: 3	
102-8	Information on employees and other workers	138	Temporary workers and security staff do not constitute a substantial part of the activities. The number of employees is shown in headcount unless otherwise stated.
102-9	Supply chain	144	
102-10	Significant changes to the organization and its supply chain	AR RBI: 4, 11, 13, 15, 22, 54	Equa Bank was acquired in the Czech Republic in summer 2021. In November 2021, the Management Board of RBI resolved to sell the Bulgarian subsidiary bank and its participation to KBC Bank.
102-11	Precautionary Principle or approach	4, 50–52, 60–65, 68–70, 86–87, 89–96, 142–144, 146, 154 AR RBI: 11; CoC	
102-12	External initiatives	6, 17–18, 20, 24, 36–37, 50, 69, 77, 79, 83, 92–93, 96, 105, 118, 124–125, 169–171	
102-13	Membership of associations	20, 27, 29, 121, 124, 169–171	Relates solely to the organizations relevant for sustainability.
<b>Strategy</b>			
102-14	Statement from senior decision-maker	4–7	
102-15	Key impacts, risks, and opportunities	4–7, 23, 35, 50–52, 55–57, 107, 118–119, 142–143, 155 AR RBI: 10–13, 15–16, 19, 50–58, 194–201	Voluntary disclosure.
<b>Ethics and Integrity</b>			
102-16	Values, principles, standards, and norms of behavior	17–18, 23–28, 50, 54, 60–62, 64–65, 68–70, 73–74, 109, 113, 118–119, 128, 154–155	
102-17	Mechanisms for advice and concerns about ethics	24–28, 116, 118	Voluntary disclosure.
<b>Governance</b>			
102-18	Governance structure	20–22, 24–25 AR RBI: 14–15, 27–42	
102-19	Delegating authority	20–22, 24–25	Voluntary disclosure.
102-20	Executive-level responsibility for economic, environmental, and social topics	20, 22	Voluntary disclosure. The CEO of RBI is the Chairman of the Sustainability Council. The CRO of RBI is a member of the Sustainability Council.
102-21	Consulting stakeholders on economic, environmental, and social topics	20–22, 41–44, 75–79, 86, 90, 92, 116, 144 AR RBI: 24–25	Voluntary disclosure.
102-22	Composition of the highest governance body and its committees	AR RBI: 27–40	Voluntary disclosure.
102-23	Chair of the highest governance body	AR RBI: 27–32	Voluntary disclosure.
102-24	Nominating and selecting the highest governance body	AR RBI: 28–33, 38, 43–44	Voluntary disclosure.
102-25	Conflicts of interest	AR RBI: 45–46	Voluntary disclosure.
102-26	Role of highest governance body in setting purpose, values, and strategy	4–7, 16, 20–22, 24–25, 113 AR RBI: 32–40	Voluntary disclosure.
102-27	Collective knowledge of highest governance body	4, 21 AR RBI: 13, 15–18	Voluntary disclosure.
102-28	Evaluating the highest governance body's performance	AR RBI: 17, 41 RR 4.2.3. RR 2.4.1.7 et seqq., 2.9 15–16	
102-29	Identifying and managing economic, environmental, and social impacts	4–7, 20–22, 32, 40–47 AR RBI: 24–25	Voluntary disclosure.
102-30	Effectiveness of the risk management process	4–7, 22 AR RBI: 33, 37	Voluntary disclosure.
102-31	Review of economic, environmental, and social topics	4–7 AR RBI: 13–16, 35–40	Voluntary disclosure. The CEO of RBI is the Chairman of the Sustainability Council. The Chairwoman of the Audit Committee is a member of the Sustainability Board.
102-32	Highest governance body's role in sustainability reporting	4, 6, 11, 194 AR RBI: 18, 37, 47	Voluntary disclosure. 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, the Supervisory Board examines the Sustainability Report.
102-33	Communicating critical concerns	21, 116 AR RBI: 24–25, 36–40	Critical concerns are communicated to the Board through various communication channels.
102-35	Remuneration policies	4, 113–114, 173 AR RBI: 38 RR, RP	Voluntary disclosure.
102-36	Process for determining remuneration	AR RBI: 38 RR 4., RP 2.2. et seqq. 6 et seqq., 2.9.	Voluntary disclosure. No external advisor was involved in determining the remuneration.
102-37	Stakeholders' involvement in remuneration	AR RBI: 38 RR 9, RP 2.8. 14, 2.9. 15 <a href="http://www.rbinternational.com/en/investors/events-overview/annual-general-meetings.html">www.rbinternational.com/en/investors/events-overview/annual-general-meetings.html</a>	Voluntary disclosure.

	GRI Code	Description	Reference	Explanation
General Disclosures	<b>Stakeholder Engagement</b>			
	102-40	List of stakeholder groups	40	
	102-41	Collective bargaining agreements	116	
	102-42	Identifying and selecting stakeholders	40	
	102-43	Approach to stakeholder engagement	4, 32, 34–35, 40–44, 71–73, 116–117, 144	
	102-44	Key topics and concerns raised	34–35, 42–44, 71, 73–75, 117, 173–177	
	<b>Reporting Practice</b>			
	102-45	Entities included in the consolidated financial statements	11 AR RBI: 216–232	
	102-46	Defining report content and topic Boundaries	11, 32–35	
	102-47	List of material topics	33, 38–39	
	102-48	Restatements of information	10, 12, 65–67, 151	
	102-49	Changes in reporting	32–35	
	102-50	Reporting period	9	
	102-51	Date of most recent report	9	
	102-52	Reporting cycle	9	
	102-53	Contact point for questions regarding the report	9	
	102-54	Claims of reporting in accordance with the GRI Standards	9	
	102-55	GRI content index	178–182	
	102-56	External assurance	195–197	

## Material Topics

### Material Topic: Transparency and disclosure

#### GRI 207 – 2019: Tax

##### Management approach disclosure

207-1	Approach to tax	29–30
207-2	Tax governance, control, and risk management	30
207-3	Stakeholder engagement and management of concerns related to tax	29, 31

##### Topic-specific disclosures

207-4	Country-by-country reporting	31
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### Material Topic: Commitment to society and the environment

GRI 103-1, -2, -3 2016	Management approach	15–20, 23, 50–52, 55–56, 60–63, 65–71, 78, 101–103, 174
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#### GRI 412 – 2016: Human Rights Assessment

412-2	Employee training on human rights policies or procedures	In 2021, 56 per cent of employees received training on human rights as part of compliance training totaling 7,492 hours were invested.
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Human rights aspects are set out in our Code of Conduct, which must be observed by all employees and in all business transactions.

##### Disclosures for the sector

G4-FS14	Initiatives to improve access to financial services for disadvantaged people	101–102
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### Material Topic: Organizational management

GRI 103-1, -2, -3 2016	Management approach	15–20, 23, 51, 53, 59, 69, 71–74, 86–87, 89, 97–98, 174
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#### GRI 417 – 2016: Marketing and Labeling

417-2	Incidents of non-compliance concerning product and service information and labeling	74
417-3	Incidents of non-compliance concerning marketing communications	75

##### Disclosures for the sector

#### Active Ownership

FS11	Percentage of assets subject to positive and negative environmental or social screening	55, 85–86, 89–91, 93, 95, 99, 101	This indicator applies only to companies involved in asset management.
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#### Product Portfolio

G4 DMA (former FS1)	Policies with specific environmental and social components applied to core business	24–25, 52–53, 55, 59, 63–64, 68–71, 73	
G4 DMA (former FS3)	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions	50–51, 55, 64–65, 69–70	The agreed credit terms are also assessed as standard as part of the annual analyses 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	26, 60, 62, 70, 75–79, 102, 112, 115	

GRI Code	Description	Reference	Explanation
<b>Material Topic: Economic added value</b>			
GRI 103-1,-2,-3 2016	Management approach	15–20, 23, 50–57, 66–71, 75–85, 88–96	
<b>GRI 201 – 2016: Economic Performance</b>			
201-1	Direct economic value generated and distributed	57–59	
201-2	Financial implications and other risks and opportunities due to climate change	50–57, 60–62, 64–70, 75–79, 86, 88, 90, 92–93, 95–96, 142–143, 146	
<b>GRI 203 – 2016: Indirect Economic Impacts</b>			
203-1	Infrastructure investments and services supported	67, 71, 80–83, 100	
203-2	Significant indirect economic impacts	50, 53–56, 59, 76, 78–85, 100	
<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	59, 69, 79–85, 98–100 AR RBl: 180 et seqq.	
<b>Material Topic: Sustainability in the core business</b>			
GRI 103-1,-2,-3 2016	Management approach	15–20, 23, 50–57, 60–63, 66–71, 75–85, 90–96, 98–103, 113, 173–174	
<b>GRI 305 – 2016: Emissions</b>			
305-3	Other indirect (Scope 3) GHG emissions	65, 88, 94	
<b>Disclosures for the sector</b>			
<b>Product portfolio</b>			
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	77, 79, 83–85, 98–99	
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	65–66, 79–82, 85, 88–89, 94–95, 98–99	
<b>Material Topic: Regulations and controlling</b>			
GRI 103-1,-2,-3 2016	Management approach	15–20, 23–28, 53, 59–64, 69–71, 75–85, 100–101 AR RBl: 35	
<b>GRI 205 – 2016: Anti-Corruption</b>			
205-1	Operations assessed for risks related to corruption		In 2021, 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	26, 105	
205-3	Confirmed incidents of corruption and actions taken	26	
<b>GRI 206 – 2016: Anti-competitive Behavior</b>			
206-1	Legal actions for anti-competitive behavior, antitrust, and monopoly practices	75	
<b>GRI 418 – 2016: Customer Privacy</b>			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	60	
<b>GRI 419 – 2016: Socioeconomic Compliance</b>			
419-1	Non-compliance with laws and regulations in the social and economic area	28	
<b>Disclosures for the sector</b>			
<b>Labeling of products</b>			
G4 DMA (former FS15)	Policies for fair design and sale of financial products and services	4, 60, 71, 73–74, 100–102	
<b>Material Topic: Risk management</b>			
GRI 103-1,-2,-3 2016	Management approach	23, 50, 52–57, 59–74, 90–91, 95–96, 183	
<b>Disclosures for the sector</b>			
<b>Product portfolio</b>			
G4 DMA (former FS2)	Procedures for assessing and screening environmental and social risks in business lines	60–65, 68, 89–90	
G4 DMA (former FS5)	Interactions with clients, investees and business partners regarding environmental and social risks and opportunities	56, 71–73, 75–78, 97, 100, 103	
<b>Audit</b>			
G4 DMA (former FS9)	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	27–28, 61–62, 64, 66, 68–71, 90, 100–101	

	GRI Code	Description	Reference	Explanation
Responsible banker	<b>Material Topic: Stakeholder engagement</b>			
	GRI 103-1,-2,-3 2016	Management approach	32-35, 40-44, 51, 53, 55, 59-60, 68-69, 71-82, 84-85, 89-92, 96, 100-102	
	<b>Disclosures for the sector</b>			
	<b>Active Ownership</b>			
	G4 DMA (ehemals 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	91	
	<b>Product portfolio</b>			
	G4 DMA (former FS5)	Interactions with clients, investees and business partners regarding environmental and social risks and opportunities	56, 71-73, 75-78, 97, 100, 103	
	<b>Material Topic: Transparency and disclosure</b>			
	GRI 103-1,-2,-3 2016	Management approach	15-20, 23-29, 41-44, 51-52, 56, 59-61, 65-67, 77, 79-85, 97-100, 113	
	<b>GRI 415 – 2016: Public Policy</b>			
415-1	Political contributions	29		
Fair partner – Employees	<b>Material Topic: Employee concerns</b>			
	GRI 103-1,-2,-3 2016	Management approach	15-20, 23, 106-137, 175	
	<b>GRI 401 – 2016: Employment</b>			
	401-1	New employee hires and employee turnover	138-139	
	<b>GRI 404 – 2016: Training and Education</b>			
	404-1	Average hours of training per year per employee	139	
	404-3	Percentage of employees receiving regular performance and career development reviews	139	
	<b>GRI 405 – 2016: Diversity and Equal Opportunity</b>			
	405-1	Diversity of governance bodies and employees	139 AR RBI: 42-43	
	<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	116	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.
	<b>Material Topic: Risk management</b>			
	GRI 103-1,-2,-3 2016	Management approach	107, 118-133	
	<b>GRI 403 – 2018: Occupational Health and Safety</b>			
	403-1	Occupational health and safety management system	107, 127-133	
	403-2	Hazard identification, risk assessment and incident investigation	129-131	
	403-3	Occupational health services	129-132	
	403-4	Worker participation, consultation, and communication on occupational health and safety	129-131	
	403-5	Worker training on occupational health and safety	129-132	
	403-6	Promotion of worker health	129, 132-133	
	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	127, 129	
	403-9	Work-related injuries	130	
	<b>GRI 406 – 2016: Non-Discrimination</b>			
	406-1	Incidents of discrimination and remedial actions taken	25, 118-126	14 incidents of discrimination/harassment were confirmed out of 25 reported and investigated in 2021. Appropriate disciplinary measures in accordance with Group regulations were initiated, up to and including termination.
	<b>Material Topic: Stakeholder engagement</b>			
	GRI 103-1,-2,-3 2016	Management approach	22-35, 40-44, 106-107, 116-117	



GRI Code	Description	Reference	Explanation
<b>Material Topic: Inhouse ecology and Supply chain</b>			
GRI 103-1,-2,-3 2016	Management approach	15-20, 23, 142-145, 148-151, 176 www.rbinternational.com/en/who-we-are/sustainability/inhouse-ecology	
<b>GRI 301 – 2016: Material</b>			
301-1	Materials used by weight or volume	142, 149, 151 www.rbinternational.com/en/who-we-are/sustainability/inhouse-ecology	
301-2	Recycled input materials used	143, 149, 151	
<b>GRI 302 – 2016: Energy</b>			
302-3	Energy intensity	149, 151 www.rbinternational.com/en/who-we-are/sustainability/inhouse-ecology	
<b>GRI 303 – 2018: Water and Effluents</b>			
303-1	Water withdrawal by source	149 www.rbinternational.com/en/who-we-are/sustainability/inhouse-ecology	RBI uses only drinking water (fresh water through the municipal pipeline network) provided by the regional supply. Water consumption does not lead to any significant impairment of water sources.
303-2	Management of water discharge-related impacts	149	Only wastewater comparable to domestic wastewater is generated in the rules. Recovery does not take place.
303-3	Water withdrawal	149	
303-5	Water consumption	149, 151	RBI does not operate in any countries with acute water stress.
<b>GRI 305 – 2016: Emissions</b>			
305-1	Direct (Scope 1) GHG emissions	148-149, 151 www.rbinternational.com/en/who-we-are/sustainability/inhouse-ecology	
305-2	Energy indirect (Scope 2) GHG emissions	148-149, 151 www.rbinternational.com/en/who-we-are/sustainability/inhouse-ecology	
305-3	Other indirect (Scope 3) GHG emissions	148-149, 151 www.rbinternational.com/en/who-we-are/sustainability/inhouse-ecology	
305-4	GHG emissions intensity	151 www.rbinternational.com/en/who-we-are/sustainability/inhouse-ecology	
305-5	Reduction of GHG emissions	145, 148-149, 151 www.rbinternational.com/en/who-we-are/sustainability/inhouse-ecology	
<b>GRI 306 – 2016: Effluents and Waste</b>			
306-2	Waste by type and disposal method	149, 151 www.rbinternational.com/en/who-we-are/sustainability/inhouse-ecology	
<b>Material Topic: Stakeholder engagement</b>			
GRI 103-1,-2,-3 2016	Management approach	32-35, 40-44, 147	
<b>Disclosures for the sector</b>			
<b>Product portfolio</b>			
G4-FS5	Interactions with clients, investees and business partners regarding environmental and social risks and opportunities	144	
<b>Material Topic: Commitment to society and the environment</b>			
GRI 103-1,-2,-3 2016	Management approach	15-20, 23, 154-171, 177	
<b>GRI 201 – 2016: Economic Performance</b>			
201-1	Direct economic value generated and distributed	153, 156	
<b>Disclosures for the sector</b>			
<b>Marketing and Labeling</b>			
G4-FS16	Initiatives to enhance financial literacy by type of beneficiary	156-161	
<b>Material topic: Stakeholder engagement</b>			
GRI 103-1,-2,-3 2016	Management approach	32-35, 40-44, 154-155, 169, 177	
<b>Disclosures for the sector</b>			
<b>Product portfolio</b>			
G4-FS5	Interactions with clients, investees and business partners regarding environmental and social risks and opportunities	169-171	

**Key**

<b>AR</b>	Annual report	<b>CoC</b>	Code of Conduct	<b>DMA</b>	Disclosure on management approach	<b>FS</b>	Financial Sector
<b>GRI</b>	Global Reporting Initiative	<b>RBI</b>	RBI Group	<b>RP</b>	Remuneration Policy	<b>RR</b>	Remuneration Report

# 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 16, 23–39, 32, 45–47
		Chapter Responsible banker (Sustainability in the core business, Business strategy, Raising awareness)	page 50, 51, 54–55, 78–79
		CDP	C1.1
		Annual report	page 27–42
		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 55–57, 60–71
	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 52, 54–55, 55–57, 65–67, 75–76, 79–85, 85–96, 97–99
		Chapter Inhouse ecology	page 142–143
	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 65–67, 68–71, 79–85, 85–101
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 40–44
		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 52, 54–55, 55–57, 57–59, 60–71
	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 52, 60–71, 76–78
<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 54–55
	Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	Chapter Inhouse ecology	page 148–151
		Chapter Responsible banker (Financed GHG emissions)	page 65–67
		CDP	C6, C7.9, C8, C-FS14.1
	Targets used by the organization to manage climate related risks and opportunities	Chapter Inhouse ecology	page 145–146
		Chapter Responsible banker (Responsibility in the core business, Steering approaches, reflecting risks and opportunities)	page 51, 68
		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 54–55, 65–67, 85–96
		Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)	page 54–55, 65–67, 85–96
Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)		page 54–55, 65–67, 85–96	
Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)		page 54–55, 65–67, 85–96	
Chapter Responsible banker (Business strategy, Financed GHG emissions, Sustainable investment)		page 54–55, 65–67, 85–96	
CDP		C6.10	

PRB 6

# Regulatory disclosure obligation in accordance with article 8 of the EU Taxonomy Regulation

The EU Taxonomy Regulation 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>1</sup> to publish information on how and to what extent their economic activities qualify as environmentally sustainable under the Taxonomy Regulation. The NFRD applies to the RBI Group. The disclosure requirements for the 2021 and 2022 financial years (the latter to be included in next year's report) relate solely to Taxonomy eligibility. The second step in the disclosure process, the specific Taxonomy alignment, will then 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 (2) of the Delegated Regulation<sup>2</sup> supplementing the EU Taxonomy Regulation<sup>3</sup>. 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: 13.11 %
2. Exposures to Taxonomy non-eligible economic activities/total assets: 4.19 %
3. Exposures to central governments, central banks, supranational issuers and exposures from derivatives/total assets: 30.27 %
4. Exposures to non-NFRD undertakings<sup>5</sup>/total assets: 34.37 %
5. Exposures in the trading portfolio/total assets: 1.64 %
6. Exposures in on-demand interbank loans/total assets: 3.18 %

## 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 € 195.68 billion at year-end 2021.

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> 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.

<sup>2</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>3</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>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".

## 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 € 25.65 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, retail exposures (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. Due to the current lack of such data provided by our clients (such disclosures are not expected to be available until the first half of 2022 when the respective clients have published their non-financial reports) and the fact that the purpose of the activities financed by RBI cannot be clearly classified and allocated in line with the EU Taxonomy, we were unable to include exposures with NFRD counterparties in the numerator for KPI #1 for the purposes of the mandatory disclosure in accordance with article 8 of the EU Taxonomy Regulation.

We will address the development of this KPI this year as part of the mandatory qualitative disclosures required by Annex XI of Delegated Regulation (EU) 2021/2178. We are aware that improving data quality is key to being able to identify Taxonomy-eligible exposures. This EU Taxonomy "Regulation" applies in particular to exposures whose specific activities can be allocated in accordance with the EU Taxonomy (financing whose use of proceeds is known) and exposures whose exact purpose is not known and for which the KPIs disclosed to RBI by its NFRD clients are used for classification purposes.

## 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 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. This is due to the current lack of available data for the Taxonomy-relevant KPIs of the counterparties, as well as the fact that we have yet to conclusively roll out a systematic classification of our exposures (known purpose) with regard to the economic activities covered by the Taxonomy.

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).

<sup>1</sup> [www.ec.europa.eu/info/sites/default/files/business\\_economy\\_euro/banking\\_and\\_finance/documents/sustainable-finance-taxonomy-article-8-report-eligible-activities-assets-faq\\_en.pdf](http://www.ec.europa.eu/info/sites/default/files/business_economy_euro/banking_and_finance/documents/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 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).

### 3. KPI #3 – Exposures to central governments, 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.

### 5. KPI #5 – Exposures in the trading portfolio/total assets 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.

Further details 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 – KPI #1 and KPI #2

**Taxonomy-eligible exposures (KPI #1):** For voluntary disclosure purposes, 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>. 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 € 27.2 billion, with KPI #1 increasing slightly to 13.90%

<sup>1</sup> [www.ec.europa.eu/sustainable-finance-taxonomy](http://www.ec.europa.eu/sustainable-finance-taxonomy)

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 3.40 %<sup>1</sup>.

<sup>1</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

Having signed up to the UNEP FI Principles for Responsible Banking (PRBs) in early 2021, the following table contains all of the relevant information on RBI's reporting and self-assessment obligations in the first year after becoming a signatory. 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).

Reporting and Evaluation Requirements	High-level summary of RBI's response	Reference to detailed information
 <b>Principle 1: Alignment</b> <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 relevant national and regional frameworks.</b>		
<p>1.1. Describe (high-level) your bank's <b>business model</b>, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across the main geographies in which your bank has operations or provides products and services.</p>	<p>Raiffeisen Bank International regards Austria and Central and Eastern Europe (CEE) as its home market. In Austria, it is a leading commercial and investment bank for the 1,000 top companies in the country. 13 markets in the region are covered by subsidiary banks. The Group also includes numerous other financial service providers in areas such as leasing, asset management and M&amp;A. All in all, around 46,000 RBI employees look after 19 million customers at more than 1,770 business outlets, most of them in CEE. RBI AG's shares have been listed on the Vienna Stock Exchange since 2005.</p>	<p>Overview/About RBI</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>
<p>1.2. Describe how your bank has aligned and/or is planning to align its <b>strategy</b> to be consistent with and contribute to society's goals, as expressed in the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.</p>	<p><b>Vision 2025</b></p> <p>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. Group-wide strategic implementation is based on the strategic roadmap, which compiles 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. The objectives derived are applied from Management Board level right through to the individual employees. They are included in the compensation targets for the Management Board members and the performance agreements for employees. RBI is one of the signatory companies of the UN Global Compact (UNGC), meaning it has committed to consistently complying with the ten UNGC principles of responsible business.</p> <p><b>Sustainability strategy</b></p> <p>RBI pursues the clear strategic objective of being a pioneer in the area of sustainability in its core markets. It strives not only to offer sustainable financial services to its customers in Austria and CEE, but also to support them as they transition to sustainable business models. RBI has chosen to realize its efforts by adopting a holistic approach across all customer groups. RBI defines its sustainable orientation in line with the European regulations, and in particular the EU Taxonomy Regulation.</p> <p>In order to improve the effectiveness and scope of our sustainability management across RBI as a whole, we have published the Group-wide sustainability strategy "We create sustainable value". This strategy consists of nine core action areas within which we focus our Group-wide sustainability management. We seek to continuously improve our sustainability strategy in order to systematically address these core areas, which are also important to our stakeholders.</p>	<p>Management/ Sustainability concept/ Mission and Vision 2025</p> <p>Management/Sustainability concept/ Our values and principles</p> <p>Responsible banker/Business strategy</p> <p>Responsible banker/ Sustainable Finance Initiative</p> <p>Management/Sustainability concept/ Our sustainability strategy</p>



## Reporting and Evaluation Requirements

## High-level summary of RBI's response

## Reference to detailed information



### 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.**

#### 2.1. Impact Analysis:

Show that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfills the following elements:

- **Scope:** The bank's core business areas, products/ services across the main geographies that the bank operates in have been as described under 1.1. have been considered in the scope of the analysis.
  - **Scale of Exposure:** In identifying its areas of most significant impact the bank has considered where its core business/its major activities lie in terms of industries, technologies and geographies.
  - **Context & Relevance:** Your bank has taken into account the most relevant challenges and priorities related to sustainable development in the countries/ regions in which it operates.
  - **Scale and intensity/salience of impact:** In identifying its areas of most significant impact, the bank has considered the scale and intensity/salience of the (potential) social, economic and environmental impacts resulting from the bank's activities and provision of products and services (your bank should have engaged with relevant stakeholders to help inform your analysis under elements c) and d))
- Show that the bank has identified and disclosed its areas of most significant (potential) positive and negative impact and has identified strategic business opportunities in relation to the increase of positive impacts / reduction of negative impacts

An **analysis of the sustainability impact** of the portfolio was conducted in the first year after RBI became a signatory of the PRBs. This was performed using the UNEP FI Portfolio Impact Analysis Tool, which determines the positive and negative impacts with a view to the Sustainable Development Goals (SDGs) and the Paris Climate Agreement.

The portfolio impact analysis looked at RBI's **business activities** (consumer, business and corporate 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 (RBI is among the top ten banks for consumer and corporate banking in a number of countries):

- **Consumer banking** with a share of around 35 per cent
  - **Business banking** with a share of around 21 per cent
  - **Corporate banking** with a share of the overall portfolio of around 34 per cent
- RBI's credit exposure taken into account based on industry classification can be found in the Annual Report 2021 on page 188, while the retail credit exposure by products can be found on page 182. Kosovo was the only country to be excluded from the analysis, as it was not covered by the tool.

The industries defined as negative key sectors for the 22 impact areas in UNEP FI's **key sector mapping** were prioritized as part of data collection. This mapping provides insights as to which sectors and industries are key in terms of achieving and/or undermining the 22 impact areas. The country needs in connection with the 22 impact areas and the Sustainable Development Goals were also reported.

As a **result** of the extensive data analysis, RBI identified **two impact areas** of strategic importance that are highly relevant in all three business areas (corporate, SME and retail banking): **"Climate protection" (SDG 13)** and **"Resource efficiency" (SDG 12)**.

The findings have already been presented and discussed at various internal **stakeholder dialogs**, including at the **RBI Group meeting**, an event attended by the board members and first level managers from all of the subsidiary banks in CEE, the subsidiaries in Austria and head office.


Responsible banker/Impacts, risks and opportunities

Annual Report ([www.rbiinternational.com/en/investors/reports/annual-reports](http://www.rbiinternational.com/en/investors/reports/annual-reports))

#### Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Impact Analysis:

Recognizing, evaluating and monitoring the effects of RBI's measures is part of our sustainability strategy and is constantly being adjusted. The UNEP FI Impact Tool provides us with the analyzes we need to continuously improve our practices and processes. We have performed our impact analysis and identified the key impacts associated with our retail and commercial banking portfolios.

Reporting and Evaluation Requirements	High-level summary of RBI's response	Reference to detailed information
<p><b>2.2. Target Setting:</b></p> <ul style="list-style-type: none"> <li>Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified "areas of most significant impact", resulting from the bank's activities and provision of products and services.</li> <li>Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. The bank should have identified a baseline (assessed against a particular year) and have set targets against this baseline.</li> <li>Show that the bank has analysed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/climate change/society's goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets.</li> </ul>	<p>Work on defining the targets for the two impact areas that have been identified as being highly relevant to all three business areas – "<b>Climate protection</b>" (SDG 13) and "<b>Resource efficiency</b>" (SDG 12) – will continue in 2022. This will also be reflected in the <b>strategic roadmaps</b> for the individual board areas, in the defined ESG KPIs and, ultimately, in the compensation report in subsequent years.</p> <p>The <b>sustainability program</b> sets out numerous measures for defining these targets in a specific and fact-based manner.</p> <p>The <b>Science Based Targets</b> project plays an important role when it comes to "Climate protection" (SDG 13). <b>Biodiversity</b> and <b>circular economy</b> are seen as contributing to "Resource efficiency" (SDG 12) and are being pursued. The further development of <b>specific sector policies</b> is also an important concern. Internal frameworks have already been defined for thermal coal, nuclear power, military equipment and gambling. Furthermore, we are currently working on specific policies for industries with high CO<sub>2</sub> emissions (e.g. oil and gas, steel), for other sensitive areas such as tobacco, and for sectors that help us to increase our positive impact (e.g. renewable energies). We are also working on a policy for the active integration of human rights.</p>	<p>Responsible banker/ Impacts, risks and opportunities</p> <p>Management/ Sustainability concept/ Mission and Vision 2025</p> <p>Sustainability program</p> <p>Responsible banker/ Risk and lending</p>
<p><b>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Target Setting:</b> RBI will set itself SMART targets in the areas of climate change and resource efficiency and will also further develop additional measures in both the environmental and social areas.</p>		
<p><b>2.3. Plans for Target implementation and Monitoring:</b></p> <ul style="list-style-type: none"> <li>Show that your bank has defined actions and milestones to meet the set targets.</li> <li>Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.</li> </ul>	<p>RBI's business model is geared toward the high-level strategic goal of creating long-term value. Target implementation is managed by means of an effective measurement and monitoring process in risk management.</p> <p>RBI focuses on managing environmental and climate-related risks and is continuing to expand its handling of social and governance risks. These internal measurement and monitoring mechanisms are also reviewed by the European Banking Authority and the European Central Bank as part of its climate risk stress tests as well as the Supervisory Review and Evaluation Process (SREP).</p>	<p>Responsible banker/ Risk and lending</p>
<p><b>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Plans for Target Implementation and Monitoring.</b> RBI introduces meaningful mechanisms for monitoring and controlling the ESG requirements on both a quantitative and qualitative level with a focus on ESG risks as a prerequisite for proper planning of the implementation of the goals. We will publish about the concrete target implementation and monitoring and the associated measures in our next report.</p>		
<p><b>2.4. Progress on Implementing Targets:</b></p> <ul style="list-style-type: none"> <li>For each target separately: Show that your bank has implemented the actions it had previously defined to meet the set target. Or explain why actions could not be implemented / needed to be changed and how your bank is adapting its plan to meet its set target.</li> <li>Report on your bank's progress over the last 12 months (up to 18 months in your first reporting after becoming a signatory) towards achieving each of the set targets and the impact your progress resulted in. (where feasible and appropriate, banks should include quantitative disclosures)</li> </ul>	<p>Since becoming a signatory of the PRBs in January 2021, we have conducted a combined materiality and impact analysis. We have initiated a long-term plan for integrating sustainability into our business strategies to an even greater extent. This is reflected in the strategic roadmaps and ESG KPIs for the individual board areas.</p> <p>In 2021, strategic objectives for "Climate protection" (SDG 13) and "Resource efficiency" (SDG 12) were defined on the basis of the impact analysis. We will publish details of the specific progress made in implementing these objectives in the next report.</p>	<p>Responsible banker/ Risk and lending</p> <p>Responsible banker/ Impacts, risks and opportunities</p>
<p><b>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing Targets.</b> 2022 will be the first year of implementation of the targets under the PRBs and we will publish progress in our 2022 Sustainability Report.</p>		

Reporting and Evaluation Requirements	High-level summary of RBI's response	Reference to detailed information
 <b>Principle 3: Clients and Customers</b> <b>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.</b>		
<p><b>3.1.</b> Provide an overview of the <b>policies and practices</b> your bank has in place and/or is planning to put in place to promote responsible relationships with its <b>customers</b>. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.</p>	<p>The <b>Code of Conduct (CoC)</b> 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.</p>	<p>Management/ Governance and compliance/ Code of Conduct</p>
<p><b>3.2.</b> Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/implemented, products and services developed, and, where possible, the impacts achieved.</p>	<p>RBI focuses on its <b>employees' ESG expertise</b>. An internal <b>ESG Academy</b> has been established to meet the growing demand for knowledge in the area of sustainability, particularly with regard to sustainable finance. This online platform includes online sustainability competence training comprising ten different modules, which has been rolled out throughout the Group. <b>Green Finance Days</b> were also held at six subsidiary banks in CEE. More than 800 colleagues received training on ESG issues, thus increasing internal awareness and reinforcing the importance of this topic for RBI. Regulatory training and specific ESG training also took place in the business areas.</p>	<p>Fair partner/ Employees/ Further development/ Employees' sustainability and ESG expertise</p>
	<p>RBI considers <b>proactive stakeholder engagement</b> to be key to successful cooperation and the further development of sustainability. This also applies in our <b>cooperation with customers</b>. RBI AG's <b>ESG advisory team</b> offers extensive and intensive advice on different sustainability formats, tailored to the customer's business model and sustainability strategy (e.g. advice on ESG ratings, sustainable financial products and support for financing transactions, including with a focus on <b>preventing greenwashing</b>). RBI AG also engages in a regular and continuous dialog with its institutional clients on ESG developments and the realization of ESG-related transactions throughout the investment banking product universe. In its retail banking business, it focuses on developing products and services that will allow it to better provide retail customers with sustainability-oriented solutions.</p>	<p>Responsible banker/ Sustainable Finance Initiative</p>
	<p>Digital skills have been strengthened and <b>financial education initiatives</b> established for different age groups and through a variety of channels, in many cases involving employees in corporate volunteering programs.</p>	<p>Engaged citizen</p>
 <b>Principle 4: Stakeholders</b> <b>We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.</b>		
<p><b>4.1.</b> Describe which <b>stakeholders</b> (or groups/types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/ results achieved.</p>	<p>In <b>identifying the core action areas</b>, we rely on our group perspective as well as the perspectives of our stakeholders, who include our employees, customers, <b>shareholders</b> and suppliers, as well as non-governmental organizations and a number of other contacts.</p> <p>We carry out a multi-stage <b>materiality analysis</b> 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 <b>dialog</b> with our stakeholders.</p>	<p>Management/ Stakeholder inclusion and management/ Sustainability concept/ Sustainable corporate governance</p>
	<p>In addition, partnerships with NGOs, the promotion of volunteering programs and support for educational and social initiatives contribute to a sustainable society.</p>	<p>Engaged citizen</p>

## Reporting and Evaluation Requirements

## High-level summary of RBI's response

## Reference to detailed information



### Principle 5: Governance & Culture

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

**5.1. Describe the relevant governance structures, policies and procedures** your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.

**5.2. Describe the initiatives and measures** your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, amongst others.

#### 5.3. Governance Structure for Implementation of the Principles

Show that your bank has a governance structure in place for the implementation of the PRB, including:  
a) target-setting and actions to achieve targets set  
b) remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected.

In 2021, RBI further intensified its efforts to **strengthen its strategic orientation as a responsible banker**. The Management Board is supported in its ESG decisions by the cross-functional, cross-divisional **Responsible Banking steering group**, which cooperates with the Management Board with the aim of ensuring an agile organizational structure. The steering group is composed of the relevant divisional heads from all board areas and is supported by a cross-functional **operating task force** that also monitors compliance with the PRBs on a project basis and reports to the steering group. The inclusion of all relevant divisions serves to ensure vigilance with regard to ESG risks in the bank's operations and value chains, as well as the comprehensive implementation of sustainability.

**Specific ESG topics** in the various areas with a direct connection to PRB steering are addressed in agile workgroups known as **speedboats**.

At Group level, **ESG ambassadors** for the individual business areas have been appointed **at the subsidiaries in CEE and Austria** in order to ensure a standardized and coordinated approach throughout RBI.

Effective implementation and support for the management of significant positive and negative impacts is provided by various internal policies and due diligence processes, the most important of which are listed here (further details can be found in the specific chapters of the report):

- **Sustainability mission statement**  
[www.rbinational.com/en/sustainability/governance/mission-statement](http://www.rbinational.com/en/sustainability/governance/mission-statement)
- **Strategic roadmap/Vision/Mission**  
Key initiatives that are evaluated on a quarterly basis
- **Group-wide Code of Conduct**  
[www.rbinational.com/en/who-we-are/governance-and-compliance/code-of-conduct](http://www.rbinational.com/en/who-we-are/governance-and-compliance/code-of-conduct)
- **Environmental targets in inhouse ecology**  
at RBI (Paris-aligned)
- **Group policies on thermal coal and nuclear power**  
as well as additional sector-specific policies in development
- **ESG rulebook** providing uniform Group-wide definitions of green and social transactions in the RBI Group (corporate banking). The definitions are primarily based on the EU Taxonomy Regulation (test phase in 2021, mandatory from 2022).
- **ESG risk framework** as an overview and guide for the most important risk management measures that have been planned and initiated with the aim of ensuring compliance with market and regulatory expectations
- **Remuneration report and Group policy on performance management**  
in addition to sustainable performance targets as part of the compensation policy at Management Board level

Management/  
Sustainable corporate governance

Management/  
Sustainability concept

Management/  
Vision and Mission 2025

Management/  
Governance & compliance/  
Code of Conduct

Fair partner/ Inhouse ecology/  
Environmental targets

Responsible banker/  
Environmental aspects

Responsible banker/  
Risk and lending

Responsible banker/  
Risk and lending

Fair partner/Employees/  
Performance and Management/  
Sustainability concept/  
Mission & Vision 2025

**Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Governance Structure for Implementation of the Principles.** RBI has established a governance structure, policies and procedures to ensure that the PRB Principles are implemented effectively, including managing significant impacts and setting and monitoring targets. The cross-departmental Responsible Banking Steering Group as an advisory body for the Management Board and the operational Task Force guarantee the implementation and monitoring of the principles.

Reporting and Evaluation Requirements	High-level summary of RBI's response	Reference to detailed information
<div style="display: flex; align-items: center;">  <div> <p data-bbox="268 405 783 434"><b>Principle 6: Transparency &amp; Accountability</b></p> <p data-bbox="268 436 1374 488"><b>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.</b></p> </div> </div>		
<p data-bbox="165 517 517 557"><b>6.1. Progress on Implementing the Principles for Responsible Banking</b></p> <ul style="list-style-type: none"> <li data-bbox="165 562 544 701">• Show that your bank has progressed on implementing the six Principles over the last 12 months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in minimum two areas (see 2.1-2.4).</li> <li data-bbox="165 705 544 822">• Show that your bank has considered existing and emerging international/regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.</li> <li data-bbox="165 826 544 943">• Show that your bank has implemented/is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/regional good practices and has made progress on its implementation of these Principles.</li> </ul>	<p data-bbox="568 517 1129 584">Since becoming a signatory in January 2021, RBI has made progress toward implementing the six PRB principles in various respects, as outlined in the disclosures on <b>principles</b> 1-5.</p> <p data-bbox="568 595 1129 663">In particular, reference is made to the "Responsible banker" chapter, which includes a detailed discussion of developments in the core business in the area of climate protection.</p> <p data-bbox="568 674 1129 719">The "Inhouse ecology" chapter also reports on the annual reduction in Scope 1-3 CO<sub>2</sub> emissions and the corresponding measures.</p> <p data-bbox="568 730 1129 797">The following is a list of the most important <b>international and national practices</b> which RBI has signed up to and which it applies in order to achieve the targets arising from its impact analysis in particular:</p> <ul style="list-style-type: none"> <li data-bbox="568 808 1129 853">• <b>UN Global Compact:</b> RBI is one of the signatory companies of the UN Global Compact (UNGC).</li> <li data-bbox="568 864 1129 954">• <b>GRI:</b> The Consolidated Non-Financial Report has been prepared in accordance with the GRI Standards: Core option. The GRI standards are internationally recognized standards for sustainability reporting promulgated by the Global Reporting Initiative.</li> <li data-bbox="568 965 1129 1010">• <b>Task Force on Climate-related Financial Disclosures (TCFD):</b> RBI has published the TCFD information in its Sustainability Report since 2020.</li> <li data-bbox="568 1021 1129 1088">• <b>Sustainable Development Goals:</b> We focus on those SDGs that are most material and relevant to our business activities and that best complement our sustainability strategy.</li> <li data-bbox="568 1099 1129 1144">• <b>IFC/MIGA standards</b> are applied in the environmental and social risk process at seven subsidiary banks.</li> <li data-bbox="568 1155 1129 1245">• <b>Science Based Targets initiative:</b> As a signatory of the Science Based Targets initiative – an internationally recognized framework for defining companies' CO<sub>2</sub> targets on the basis of the "GHG Protocol" (Greenhouse Gas Protocol) – RBI is committed to adopting science-based targets.</li> <li data-bbox="568 1256 1129 1323">• <b>PCAF:</b> RBI is a member of the Partnership Carbon Accounting of Financials Initiative (PCAF), a standard for measuring the greenhouse gas emissions of portfolios.</li> <li data-bbox="568 1335 1129 1424">• <b>Human rights:</b> In connection with its membership of the Raiffeisen Sustainability Initiative, RBI is working with the renowned <b>Ludwig Boltzmann Institute</b> (<a href="https://gmr.lbg.ac.at/">https://gmr.lbg.ac.at/</a>) to develop a human rights policy. This policy is set to be implemented throughout the Group in 2022.</li> </ul> <p data-bbox="568 1435 1129 1626">RBI also applies all relevant EU and national legislative texts with relevance to responsible banking. In particular, it should be noted that this report constitutes RBI's Consolidated <b>Non-Financial Report</b> (pursuant to sections 267a and 243b of the Austrian Commercial Code). As a listed company, RBI AG observes and is committed to the principles of the Austrian <b>Corporate Governance Code</b> (January 2021). It also appropriately implements the relevant <b>compliance legislation</b> (e.g. in the areas of money laundering and combating corruption and bribery).</p> <p data-bbox="568 1637 1129 1682">The <b>regulatory disclosure</b> in accordance with the EU Taxonomy Regulation is also published in this report for the first time.</p>	<p data-bbox="1153 595 1406 640">Responsible banker/ Sustainability in the core business</p> <p data-bbox="1153 674 1406 719">Fair partner/ Inhouse ecology/ Environmental targets</p> <p data-bbox="1153 730 1406 775">Overview/ About the Report</p> <p data-bbox="1153 808 1406 853">Management/Sustainability concept/ Our values</p> <p data-bbox="1153 864 1406 909">Overview/ About the Report/ GRI and GRI Index</p> <p data-bbox="1153 965 1406 1010">Overview/ About the Report/ TCFD and TCFD Index</p> <p data-bbox="1153 1021 1406 1066">Management/ Material topics/ Sustainable Development Goals</p> <p data-bbox="1153 1099 1406 1144">Responsible banker/ Risk and lending</p> <p data-bbox="1153 1155 1406 1200">Responsible banker/ Risk and lending</p> <p data-bbox="1153 1256 1406 1301">Management/ Sustainability concept/ Sustainable corporate governance</p> <p data-bbox="1153 1335 1406 1379">Sustainability program</p> <p data-bbox="1153 1480 1406 1525">Overview/ About the Report</p> <p data-bbox="1153 1536 1406 1581">Management/ Governance and compliance</p> <p data-bbox="1153 1637 1406 1729">Overview/ About the Report and Regulatory disclosure in accordance with Article 8 of the EU Taxonomy Regulation</p>
<p data-bbox="165 1760 1406 1805"><b>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking</b></p> <p data-bbox="165 1809 1406 1917">RBI reports transparently on the implementation of its ESG strategy, processes and policies based on a set of standards and laws whose number, scope and level of detail have steadily increased and are evolving. In the first year after signing the Principles for Responsible Banking, we can report significant milestones in all six principles in terms of progress in implementing the PRBs. RBI will continue its efforts in the coming months and years and continuously improve the implementation of the Principles for Responsible Banking.</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 "core") 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, 15 February 2022

The Management Board



**Johann Strobl**

Chief Executive Officer responsible for Group Marketing, Active Credit Management, Group ESG & Sustainability Management, Legal Services, Chairman's Office, Group Communications, Group Executive Office, Group People & Organisational Innovation, Group Internal Audit, Group Investor Relations, Group Financial Reporting & Steering, Group Finance Task Force, Group Finance Services, Group Subsidiaries & Equity Investments, Group Tax Management, Group Treasury, Sector Marketing sowie Group Strategy



**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 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 Advanced Analytics, Group Compliance, Group Corporate Credit Management, Group Regulatory Affairs & Data Governance, Group Risk Controlling, Group Special Exposures Management, International Retail Risk Management, RCB Retail Risk Management and Sector Risk Controlling Services



**Andrii Stepanenko**

Member of the Management Board responsible for International Premium & Private Banking, International Retail Customer Success & Monetization, International Retail Lending, International Digital Business & Omnichannel Experience, Digital Bank, International Retail Payments and International Small Business Banking & CX

# 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 2021  
15th February 2022

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 consolidated non-financial report according to §§ 243b and 267a UGB (“NFI report”) for the financial year 2021, which has been published as Sustainability Report 2021 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 “Core” 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 “Core” 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 the sustainability report in a way that is free of material misstatements – whether due to fraud or error.





**Raiffeisen Bank International Aktiengesellschaft, Vienna**  
*Independent Assurance Report on the Non-financial Report according to §§ 243b and 267a UGB  
 as of 31 December 2021  
 15th February 2022*

### Emphasis of Matter

We refer to the disclosures in “Regulatory disclosure obligation in accordance with article 8 of the EU Taxonomy Regulation” starting on page 184 of the non-financial statement, in which the legal representatives have set out their understanding of the regulations and the delegated legislation adopted in this regard. Both the disclosures as well as the delegated legislation issued in this regard are based on wordings and terms that are subject to significant uncertainties in their interpretation and for which there are no authoritative sources available for clarification. The legal representatives are responsible for the selection of these interpretations as well as their reasonability. Due to the inherent risk that ambiguous legal terms may be interpreted differently, an assessment of legal conformity with regulations is subject to uncertainties. Our conclusion is not modified in respect of this matter.

### 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 “Core” 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 the site RBCZ as well as on the site Valida Holding AG.



**Raiffeisen Bank International Aktiengesellschaft, Vienna**  
*Independent Assurance Report on the Non-financial Report according to §§ 243b and 267a UGB  
 as of 31 December 2021  
 15th February 2022*

- 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;
- 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, "Core" 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. Furthermore, it is 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 of the Company. Third party data used for the disclosure of financed CO<sub>2</sub> emissions of corporate loans and for CO<sub>2</sub> reduction of the Green Bond portfolio was also not part of our engagement.

#### **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 that 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, 15th February 2022

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>AIFMD/AIFMG</b>	Alternative Investment Fund Managers and Amending Directives/Alternative Investmentfonds Manager-Gesetz
<b>AML</b>	Anti Money Laundering
<b>ALR</b>	Annual Leadership Review
<b>ASVG</b>	Allgemeines Sozialversicherungsgesetz (Austrian General Social Insurance Act)
<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>AVAL</b>	Raiffeisen Bank Aval JSC, Ukraine
<b>BBC</b>	British Broadcasting Corporation
<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>BMSVG</b>	Betriebliches Mitarbeiter- und Selbstständigenvorsorgegesetz (Austrian Corporate Employee and Self-Employed Pension Act)
<b>BWG</b>	Bankwesengesetz (Austrian Banking Act)
<b>CCS</b>	Carbon Capture and Storage
<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>CMC</b>	Certified Management Consultant
<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 <sup>st</sup> Climate Conference 2015 in Paris)
<b>CORP</b>	Corporate Banking
<b>CRD</b>	Capital Requirements Directive
<b>CRO</b>	Chief Risk Officer
<b>CSIO</b>	Chief Sustainability Investment Officer
<b>CSR</b>	Corporate Social Responsibility
<b>CSSP</b>	Center for Social and Sustainable Products AG
<b>CX</b>	Customer Experience
<b>DAC</b>	Directive on Administrative Cooperation
<b>DACH</b>	Deutschland, Österreich und Schweiz (Germany, Austria and Switzerland)
<b>DCA</b>	Digital Customer Acquisition
<b>DGNB</b>	Deutsche Gesellschaft für Nachhaltiges Bauen (German Sustainable Building Council)
<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>EFA</b>	European Festival Association
<b>EIB</b>	European Investment Bank
<b>EM</b>	Emerging Markets
<b>EMAS</b>	Eco Management and Audit Scheme
<b>EMD</b>	Electronic Money Directive
<b>EMEA</b>	Europe, Middle East, Africa
<b>EMI</b>	European Movement International
<b>ESG</b>	Environment Social Governance
<b>E&amp;S</b>	Environmental & Social
<b>ESMA</b>	European Securities and Markets Authority
<b>ESMS</b>	Environmental and Social Management System
<b>EstG</b>	Einkommensteuergesetz (Austrian Income Tax Act)
<b>ESC</b>	European Staff Council
<b>EU</b>	Europäische Union (European Union)
<b>EUROSIF</b>	European Sustainable Investment Forum
<b>FATCA</b>	Foreign Account Tax Compliance
<b>FATF</b>	Financial Action Task Force
<b>FAQ</b>	Frequently Asked Questions
<b>FI</b>	Financial Information

<b>FinAnKo</b>	„Richtlinie Ethische Geldanlagen“ der Österreichischen Bischofskonferenz und der Ordensgemeinschaft Österreich (“Ethical Investment Guidelines” of the Austrian Bishops’ Conference and the Religious Orders of Austria)
<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>FX</b>	Foreign Exchange
<b>FY</b>	Financial Year
<b>GAR</b>	Green Asset Ratio
<b>GDP</b>	Gross Domestic Product
<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>HIV</b>	Human Immunodeficiency Virus
<b>HR</b>	Human Resources
<b>HTL</b>	Höhere Technische Bundeslehranstalt (Higher Federal Technical College)
<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>IIHF</b>	International Ice Hockey Federation
<b>IMAS</b>	Institut für Markt-Sozialanalysen Ges.m.b.H. (Institute for Market and Social Analysis Ges.m.b.H.)
<b>ISO</b>	International Organization for Standardization
<b>ISS</b>	Institutional Shareholder Services
<b>ITMO</b>	state-supported university in Saint Petersburg, specializing in IT, Optical Design and Engineering
<b>IU</b>	IU Internationale Hochschule in München
<b>JC</b>	Joint Committee
<b>Kathrein</b>	Kathrein Privatbank AG
<b>KfW</b>	Kreditanstalt für Wiederaufbau
<b>Km</b>	Kilometer
<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>LED</b>	Light-emitting diode
<b>LGBTIQ+</b>	Lesbian, gay, bisexual, transsexual, intersexual and queer
<b>MAS</b>	Multi Asset Strategy
<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>MS</b>	Microsoft
<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>NPP</b>	Nuclear Power Plant
<b>NPS</b>	Net Promoter Score
<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>PACTA</b>	Paris Agreement Capital Transition Assessment
<b>PAP</b>	Product Approval Process
<b>PCAF</b>	Partnership for Carbon Accounting Financials
<b>PKG</b>	Pensionskassengesetz (Pension Fund Act)
<b>pkm</b>	Passenger kilometers
<b>P&amp;OI</b>	Group People & Organisational Innovation
<b>PSD</b>	Payment Service Directive
<b>PRB</b>	Principles for Responsible Banking
<b>PRI</b>	Principles of Responsible Investment
<b>QI</b>	Qualified Intermediary
<b>RBAL</b>	Raiffeisen Bank Sh.A., Albania

<b>RBBG</b>	Raiffeisenbank (Bulgaria) EAD
<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 in 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>RCB</b>	Raiffeisen Centrobank AG
<b>RCM</b>	Raiffeisen Capital Management
<b>respACT</b>	austrian business council for sustainable development
<b>RETAIL</b>	Retail Banking
<b>RKAG</b>	Raiffeisen Kapitalanlage-Gesellschaft m.b.H.
<b>RL</b>	Raiffeisen-Leasing GmbH
<b>RNI</b>	Raiffeisen Nachhaltigkeits-Initiative (Raiffeisen Sustainability Initiative)
<b>ROE</b>	Return on Equity
<b>RoGBC</b>	Romania Green Building Council
<b>SASB</b>	Sustainability Accounting Standards 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>SME</b>	Small and medium Enterprises
<b>SREP</b>	Supervisory Review and Evaluation Process
<b>SRI</b>	Socially Responsible Investment
<b>SWIFT</b>	Society for Worldwide Interbank Financial Telecommunication
<b>t</b>	metric tonne
<b>TAC</b>	Taxonomy Alignment Coefficient
<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>	Tonne kilometer
<b>TOM</b>	Target Operating Model
<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>UNGC</b>	United Nations Global Compact
<b>UN PRI</b>	UN Principles for Responsible Investment
<b>US</b>	United States (of America)
<b>USD</b>	United States Dollar
<b>Valida</b>	Valida Holding AG
<b>VPDG</b>	Verrechnungspreisdokumentationsgesetz (Transfer Pricing Documentation Act)
<b>V.E</b>	Vigeo Eiris
<b>VfU</b>	Verein für Umweltmanagement und Nachhaltigkeit in Finanzinstituten e.V. (Association for Environmental Management and Sustainability)
<b>VÖIG</b>	Vereinigung Österreichischer Investmentgesellschaften (Association of Austrian Investment Fund Management Companies)
<b>VÖNIX</b>	VBV Österreichischer Nachhaltigkeitsindex (sustainability index of the Vienna Stock Exchange)
<b>WKO</b>	Wirtschaftskammer Österreich (Austrian Economic Chamber)
<b>WU</b>	Wirtschaftsuniversität Wien (Vienna University of Economics and Business)
<b>ZHS</b>	ZHS Office- & Facilitymanagement GmbH





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