

Stakeholder dialogs

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 Sustainability Index, VÖNIX, Sustainalytics, ISS ESG, CDP) contact RBI once a year to update their rating results and obtain feedback.	ad hoc and regular
Dialogs with the Raiffeisen regional banks	Dialog on current topics at Supervisory Board meetings (e.g. "fit&proper" units) and other bilateral meetings. Raiffeisen Sustainability Initiative under the lead of the Austrian Raiffeisen Association (Österreichischer Raiffeisenverband) with the aim of best practice sharing and common projects. Cooperation with "Raiffeisen Campus" on ESG topics and trainings.	ad hoc and regular
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
Annual General Meeting	Report of the Supervisory Board on the non-financial report and responses to shareholder questions on ESG topics.	annually
RBI Sustainability Council		
Digital and personal meetings	The Sustainability Council is responsible for supporting the further development of RBI's sustainability agenda in an advisory capacity and evaluating its sustainability performance. It is composed of internal and external experts and RBI decision-makers (see page 29 ff.).	bi-annually
Customers & other external stakeholders		
Raiffeisen Research ESG services	Research services covering news and analysis with an ESG focus on: ESG monthly Green Deal Publication, daily Vienna Calling (extra part for ESG Newsflow), also coverage of all ESG bond new issues, ESG Bonds Screener, ESG Specials. All coverage publications (Equity, Credits) include an ESG part including scoring.	regular
ESG Consultancy for institutional and corporate customers	RBI offers tailored sustainable financing solutions for institutional clients and companies. RBI offers a regular and continuous dialog on ESG developments and the realization of ESG-related transactions throughout the Corporates and Investment Banking product universe (debt capital markets incl. bonds, loans and Schuldscheindarlehen, ABF, fund finance, mergers & acquisitions, and equity capital markets) including support and information on new ESG regulations. This takes place in close cooperation and coordination with ESG experts and the respective customer relationship managers (see page 96 ff.).	regular
ESG best practice sharing	RBI ESG experts across all areas within the bank share their knowledge in lectures and presentations on RBI's best practice in sustainable finance, sustainability management or special ESG topics in the course of university programs, courses of private education companies, associations, management consultancies or other institutions referring to sustainable development subjects.	regular
ESG events & activities	Principles for Responsible Banking (UN PRBs): Participation of RBI in dedicated working groups, especially as part of the "2030 Core Group". Topics include Climate Change and Adaptation, Circularity, Biodiversity, Financial Inclusion and Human Rights. Intensive stakeholder dialog and discussion with other global member banks and the United Nations Environment Programme Finance Initiative (UNEP FI).	regular
	United Nations-supported Principles for Responsible Investment (UN PRI): Active dialog with the PRI community via the participation of Raiffeisen Capital Management (RCM) and of RBI's Elevator Ventures.	regular
	Raiffeisen Capital Management (RCM) engagement process: Activities including exercising voting rights and actively communicating with listed companies on ESG issues (see page 122 f.).	regular
	Raiffeisen Capital Management (RCM), as a member of the FfB Foundation, is involved in knowledge building and transfer between financial institutions and the development of relevant industry standards. Additionally, RCM is a founding member of Nature Action 100, a global investor engagement initiative dedicated to the protection and restoration of biodiversity.	regular
	Vienna Initiative: Active participation in webinars focused on climate-related risks and opportunities.	regular
	OeKB service platform: Continuous exchange and further development of the ESG Data Hub established in 2022, which supports companies in preparing all relevant sustainability data.	regular
	Dialogs with non-governmental organizations (NGOs) advocating for human rights.	ad hoc

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	UNGC Business & Human Rights Accelerator: RBI head office participation in the UN Global Compact program organized by UNGC aiming to support the global business community to move from policy to action to respect and support human rights by enacting an ongoing human rights due diligence process and to show best practice cases around different industries setting concrete targets to address their salient human rights risks.	monthly between January and December
	Raiffeisen Capital Management (RCM): ESG Investment Day (expert presentations and roundtables) & Fund Manager Update on Raiffeisen Sustainability Mix and ESG Income.	annual
	RBI event: 10th RBI Schuldschein Day with company presentations (Swietelsky AG, AT & S Austria Technologie & Systemtechnik AG, Porsche Holding, PALFINGER AG, vc trade) and an extensive exchange between issuers and investors.	annual
	RBI event: Raiffeisen Bank International's Elevator Lab & Blockchain Hub organized a 48-hour Loyalty Solutions Hackathon, bringing together tech innovators to enhance customer retention in banking. Participants, spanning UX/UI design, development, marketing, and crypto-banking, were encouraged to explore concepts beyond banking norms, incorporating trends like ESG and Sustainable Development Goals.	one-off
	Raiffeisen Bank International's Elevator Lab partnered with Female Founders to host "Lead Today. Shape Tomorrow.", an event uniting startups, investors, and innovation leaders for an inclusive future in entrepreneurship.	one-off
	Raiffeisen Bausparkasse: press talk/presentation of a research study by SPECTRA on "Sustainable building and living in Austria".	one-off
	Raiffeisenbank a.s., Czech Republic and the Czech Agricultural University collaborated on a successful project developing sustainable products for retail clients, including a carbon calculator.	one-off
	Raiffeisenbank a.s., Czech Republic hosted a conference entitled "Sustainable Finance: a 360° view" at Raiffeisenbank at its Prague headquarters. The aim of the conference was to provide a comprehensive view of sustainability from the perspective of the private sector, to present what opportunities and obstacles they see in sustainability.	one-off
	Raiffeisenbank a.s., Czech Republic was a partner in this year's CEE Sustainable Finance Summit in Prague, bringing to Prague influential personalities in the development of ESG in Europe. Our colleagues attended the event and shared know-how on the development of the topic of sustainable finance.	one-off
	On the occasion of the 20th anniversary in Kosovo, Raiffeisen Bank Kosovo organized a two-day ESG Summit with a focus on "The Green Economy Transition" on 15 and 16 June 2023, in Pristina.	one-off
	Exchange with the Umweltbundesamt on circularity and with WWF on biodiversity as well as subsequent internal seminars.	one-off
Employees		
Trainings & exchange	RBI head office and subsidiary banks in Central and Eastern Europe: Internal education sessions for credit officers and relationship managers on ESG standards, green and social transactions, and best practices in the context of corporate clients and loan classification. The topics covered include climate change, Sustainable Development Goals (SDGs), greenhouse gas emissions (GHGs), CEBS strategy, and ESMS system.	regular
	RBI ESG Academy: 13 online modules for all employees on Sustainable Finance, ESG Risk Management, Products, Regulation, Human Rights and Sustainable Management according to the strategic pillars of RBI's sustainability strategy (see page 16).	regular
	Workshops on measures and activities to implement the ESG business strategy in the company.	regular
	Financial literacy plays a vital role in enabling individuals to make well-informed financial decisions. RBI is therefore committed to enhance knowledge about the topic through educational programs, workshops, and resources.	regular
	Kathrein: Several trainings covering a range of topics including ESG stocks, market outlook, sustainable finance integration, institutional investors, sustainable investing strategies, and updates on various ESG funds and initiatives.	regular
	RBI's commitment to sustainable investment is emphasized through discussions, dialogs and videos covering topics such as the Raiffeisen ESG Euro Corporates fund, infrastructure shares, emerging markets.	regular

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Employees	Instant messenger on RBI's latest ESG news (posted and discussed on an internal Viva Engage platform).	regular
	Regular meetings are conducted to discuss and educate about current non-financial reporting requirements and upcoming ones, such as the Corporate Sustainability Reporting Directive (CSRD).	regular
	RBI head office and subsidiary banks in Central and Eastern Europe: In addition to collecting and reporting inhouse ecology data, meetings and presentations serve as forums for discussing methodologies, measures, and available options aimed at reducing carbon emissions.	regular
	Raiffeisen Capital Management (RCM): ÖGUT training to become certified advisors on sustainable investments as well as ongoing (online) trainings on sustainable finance.	regular
	ESG ambassador calls in all business lines, risk areas and Sustainability Officers of all subsidiaries.	monthly or quarterly
	RBI head office: Several ESG Finance trainings and "SkillUp!ESG" sessions organized by RBI's ESG Competence Center for business lines on ESG products, green dashboard or developments in material sectors for RBI employees.	bi-annually
	Topic-specific sustainability summit for 1-2 days for all subsidiaries in different board areas (Retail, Corporate, Risk, Sustainability Officers).	annual
	Innovation day workshop on "AI as an enabler for ESG Performance" with Tetranomics, a leading force in fostering a multidimensional responsible economy, bringing together economic potential and sustainable impact in businesses.	one-off
	Raiffeisen Kapitalanlage GmbH: 5th Raiffeisen Sustainability Symposium: Infrastructure of the Future.	one-off
	Hybrid workshop run by Risk & Sustainable Finance areas for all subsidiary banks on: a) open exchange on material ESG topics and latest developments and b) practical training on the implementation of ESG-relevant tools.	one-off
	Raiffeisen Bank JSC, Ukraine: Sustainable Agriculture training form Sustainalytics and presentation on ESG and Sustainability for the Agriculture Financing department.	one-off