



Health, Safety, and Security

Health, safety, and security constitute an integral part of our commitment to conducting our business in a responsible way. We continuously aim to improve our employees' health and ability to work through integrated health management. We build on sustainable safety measures to protect people by providing a safe and healthy workplace and ensuring the safety and reliability of our plants. We also protect people and assets from the possibility of intentional malicious threats.

OMV's long-term business success is dependent on our ability to continually improve the quality of our business activities while protecting people, the environment, assets, and our reputation. The Health, Safety, and Security strategic focus area emphasizes reducing health and safety risks for OMV employees and customers, as well as protecting assets, information, and operations against any threat. Particularly in times of geopolitical unrest, our Company's resilience is dependent on our emergency and crisis management capabilities.

Health, Safety, and Well-Being

Material Topic: Health, Safety, and Well-Being

Reducing health and safety risks for OMV employees, customers, and third parties, such as communities, and promoting physical and mental health in an integrative way

Key GRIs

- ▶ GRI 403: Occupational Health and Safety 2018
- ▶ GRI 416: Customer Health and Safety 2016

NaDiVeG

- ▶ Employee and social concerns

Most relevant SDGs





Ensuring the health, safety, and security of our employees, contractors, and assets is essential for OMV. Employee health and well-being are the foundation for successful company performance, as they are core elements of ensuring the ability to work. OMV aims to adhere to the highest standards to provide its employees and contractors with a safe workplace.

OMV's HSSE vision is "Committed to Zero Harm – Protect People, Environment, and Assets." This vision is embedded in the [HSSE Policy](#), which is OMV's public commitment to health, safety, security, and the environment. Our chemicals subsidiary, Borealis, is committed to implementing the guidelines of the Responsible Care Global Charter, which is the chemical industry's voluntary initiative aimed at continuous improvement in health, safety, and environmental performance.

The OMV Group HSSE strategy sets out the mid-term strategic goals and targets to support the Group's business strategy. The HSSE Strategy 2025 is based on a framework that was developed in 2012 and has since been regularly updated. As the OMV Group comprehensively updated its transformational business strategy (OMV Strategy 2030) in 2022 and bearing in mind the substantial changes ongoing in the regulatory environment, a major review of the HSSE strategy was conducted during 2023, resulting in an updated HSSE Strategy 2030. While proven HSSE management concepts will be continued and further developed, it was identified that HSSE culture, contractor management, and parts of safety and environmental management need a stronger and updated strategic focus over the coming years.

The strategy revision process included a large number of stakeholders. Changes in the business, specifically the new low-carbon and recycling businesses, were discussed during 13 meetings with the responsible managers of the various areas. A SWOT analysis was conducted over several weeks with numerous subject matter experts and the involvement of over 50 senior managers at two dedicated workshops. The massive emerging changes driven by international regulations, such as sustainability reporting and environmental management, were evaluated to find strategic responses to how to handle them in future. And finally, the proposed updates to the strategy were discussed with all Executive Board members of OMV, OMV

Petrom, and Borealis in a unique half-day on-site workshop. Executive management challenged the proposed strategic targets and provided steering and backing for their implementation.

The updated HSSE Strategy 2030 is strongly linked to the company Values and can be summarized as follows:

- ▶ **We care** about safety and the physical and mental well-being of our people; for the planet we live on; for the people we interact with; for our locations and assets.
- ▶ **We're curious** about our future partners, contractors, and technologies so we can develop the business relationship together to achieve the highest HSSE standards.
- ▶ **We progress** to enable the successful transformation of our company toward sustainability and to become the industry leader in HSSE.

While we are able to build on a solid foundation for the further strategic development of the various HSSE disciplines and their integration in the business, we have identified key areas that will receive a much higher focus in terms of how we manage HSSE in the business in future.

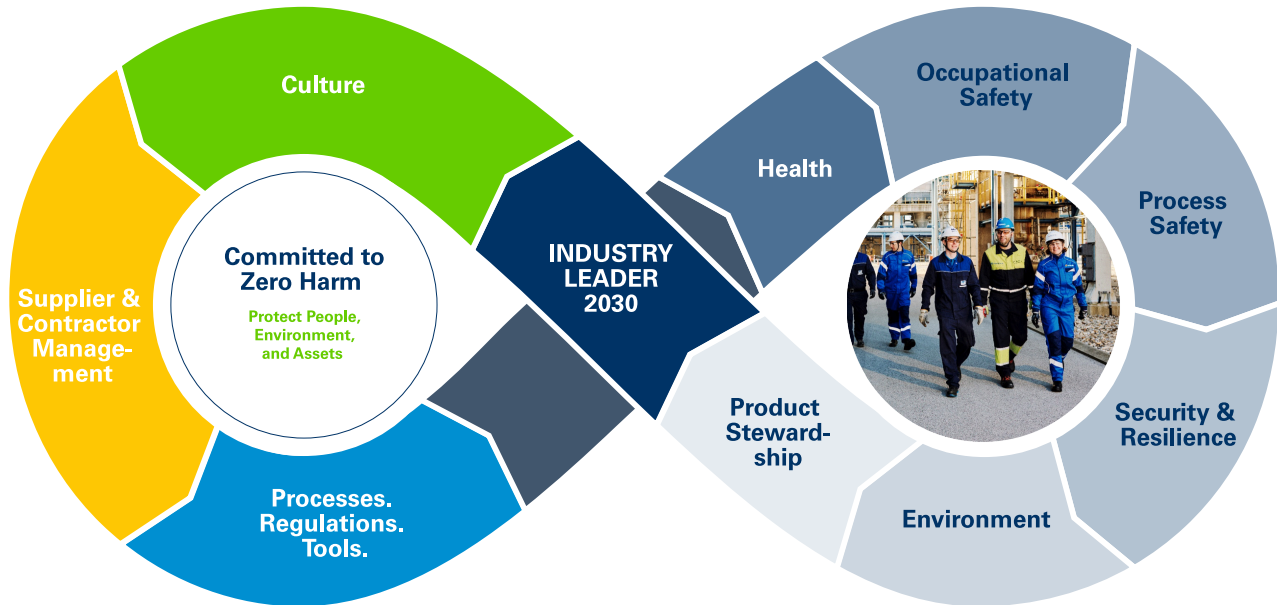
- ▶ The aim is to develop a company culture where HSSE shapes decision-making at any time and at every level, based on highly committed leaders, a competent workforce of employees and contractor employees, and an atmosphere of openness where everybody has the confidence to speak up.
- ▶ Given the high degree of contractor work in our business, we will further strengthen our supplier and contractor management capabilities. We aim to improve the selection process to ensure that only contractors with appropriate HSSE capabilities work with us. When needed, we will put effort (e.g., training, supervision) into helping contractors reach the expected HSSE performance levels. We will focus on long-term relationships with our key contractors based on mutual trust and develop their HSSE culture jointly.
- ▶ We will leverage the opportunities afforded by new technologies to improve our systems and tools to manage HSSE, including product stewardship.



Overview of the Updates to the HSSE Strategy 2030

HSSE Strategy 2030

Strategic Goals



Rollout and implementation of the updated HSSE strategy began in Q4/23. The data reported in the OMV Sustainability Report 2023 is therefore still based on the 2025 HSSE strategy.

HSSE management is governed by the internal HSSE Directive, which defines key expectations in compliance with internal HSSE regulations at various levels of the organizational structure, as well as across Group and local functions. This internal Directive sets out the principles and rules for the management of HSSE-related risks and activities throughout the life cycle of the Group's business and activities, including capital projects, mergers, and acquisitions. The Directive also defines key HSSE responsibilities for all OMV Group employees, partners, and contractors. It additionally stipulates the continuous improvement of HSSE performance. The HSSE Directive defines core aspects of HSSE management, grouped into twelve elements revolving around the Plan-Do-Check-Act cycle. For each element, the HSSE Directive defines the approach to follow for effective HSSE management.

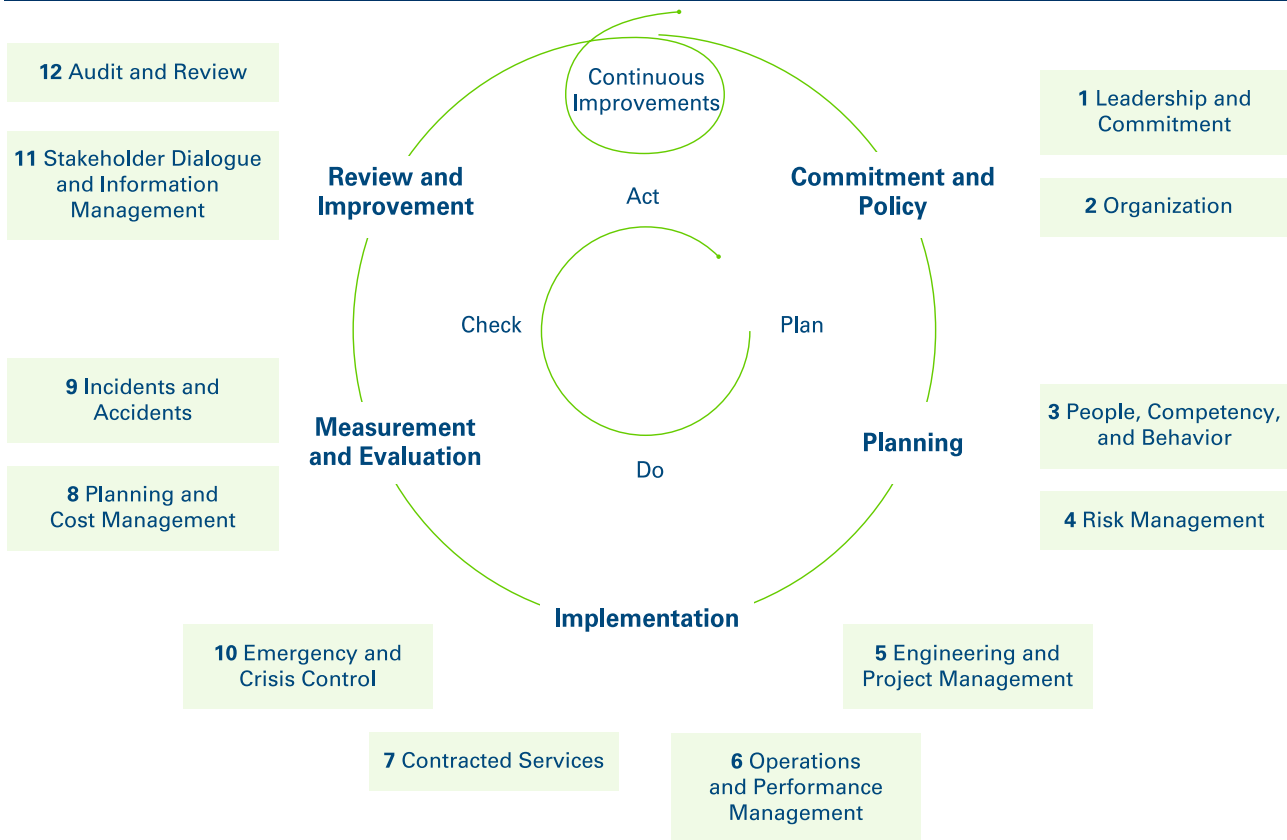
Other corporate regulations governing the topic are HSSE Risk Management, Process Safety Management, Occupational Safety Management, Contractor HSSE Management, Management of Hazardous Substances, and Personnel Transportation, as well as Reporting, Investigation, and

Classification of Incidents, which together provide the framework for safety management. Our Major Accident Prevention Policy sets out the overall aims and guidelines for controlling the risk of a major accident as part of the OMV Group's operations. Acknowledging that the risk of major accidents in onshore or offshore operations related to oil and gas extraction, transportation, refining, and distribution activities is significant, and recognizing that such major accidents can have severe consequences for the environment and affected persons, OMV firmly believes that a strong awareness of HSSE embedded in the company culture is the foundation for all its operations and relationships with contractors. Our Contractor HSSE Management Standard defines the minimum requirements for integrating HSSE issues into all phases of the contract life cycle and into the contractor management process. This standard aims to define a structured process for the HSSE management of contractors, from selection through contract close-out. All 15 Group HSSE regulations have been implemented at Borealis, following an intensive alignment process conducted in 2021.

The HSSE strategy is implemented by means of annual plans and targets. In a combined top-down and bottom-up process, 43 local annual HSSE plans are developed and monitored centrally.



Core Aspects of HSSE Management



Governance

The health and safety of the people who work for us are key priorities at OMV. The HSSE strategy and its implementation are aligned with and fully embedded in the corporate strategy and the corporate governance structure. Leadership responsibility is assigned to the members of the Executive Board. The Executive Board's remuneration is subject to a Health & Safety Malus (read more in Sustainability Governance). In 2022, focus areas related to safety were defined, with an Executive Board member assigned as the owner of each. For instance, one OMV Executive Board Member serves as the focus topic owner for process safety performance in the OMV Group. In regular update meetings, the owners discuss updates on process safety challenges and achievements.

Group HSSE is responsible for coordinating health and safety topics across the Group. Group HSSE is led by the VP HSSE, who reports directly to the Chief Executive Officer. The OMV Group HSSE department is organized into specialized teams with experienced experts in the following areas:

- ▶ Development and implementation of OMV's HSSE strategy, regulations, and processes

- ▶ HSSE risk assessment
- ▶ Incident investigation
- ▶ HSSE data analysis and reporting
- ▶ Health management
- ▶ Occupational safety management
- ▶ Process safety management
- ▶ Security and resilience management
- ▶ Environmental management

This is supplemented by local HSSE officers at each site, along with local subject matter experts. For example, at each refinery, we have a dedicated employee who heads the process safety management. This individual is in direct contact with and actively collaborates and communicates with all departments that manage process safety as part of their daily business. This individual also receives process safety guidance from a centralized Process Safety Advisor overseeing the whole of the Refining business unit. In addition, there are HSSE departments at OMV Petrom and Borealis that oversee their specific issues and coordinate their local HSSE officers and experts. The OMV Petrom and Borealis HSSE departments report functionally to the VP HSSE at Group level.



In line with the HSSE Directive, clear roles and responsibilities are defined for all staff, line management, and senior management. Line management is responsible for ensuring that HSSE issues are integrated into all business decisions and activities. They are required to demonstrate commitment and leadership by acting as role models and taking appropriate measures to control and manage all HSSE risks in their spheres of responsibility. OMV's HSSE management includes interaction with employees or their representatives (works councils, trade unions) as a channel of engagement regarding issues that are particularly important and necessary for improvement. For instance, Borealis has HSE Forums at each location, where employee representatives are consulted and informed about the HSE management system. The HSSE department organizes HSSE Days for OMV's various units to inform employees about HSSE topics.

Health

The physical and mental health and well-being of our employees are the foundations for a successful company. Health management at OMV follows both a strategic and an operational system. Its success depends on leadership, commitment, and participation at all levels and functions in the organization, from medical specialists and partners to employees.

Specific Policies and Commitments

We have established an OMV health care standard to ensure a high level of care for employee health across the Company. OMV's internal Group Health Standard describes the main principles, roles and responsibilities, and lines of communication within the OMV Group. The standard provides a framework for managing preventive health measures and curative health care, as well as collaboration among HSSE specialists. It supplements local legal requirements, allowing us to establish a harmonized level of health care services and access to medical facilities at all OMV sites.

The Group Health Standard governs the work of operative medical service providers in relation to the following areas:

- ▶ Planning of human resources, medical facilities and services, and local health plans
- ▶ Operational health risk assessment and management, emergency preparedness, preventive initiatives such as targeted health promotion campaigns, health programs and training sessions, and curative care
- ▶ Minimum equipment and materials for our clinics – both on land and offshore – such as electrocardiograms (ECGs), defibrillators, suction units, rescue devices, and emergency medication

- ▶ Checks and audits of medical suppliers (laboratories, partner clinics, pharmacies), hygiene in food facilities, customer satisfaction
- ▶ Reporting
- ▶ Collaboration with contractors and subcontractors on health and safety

Management and Due Diligence Processes

Risk Assessments

OMV applies its own risk management standard, which provides for a thorough assessment of possible risks, including health-related risks. We have therefore developed guidelines – based on international guidelines from IOGP/Ipieca – for health risk assessments covering such risks as harm from chemical agents, psychological strain, physical injuries, and others.

Preventive Care

OMV maintains or works with a total of 45 medical units across all locations where we have operating facilities. To mitigate occupational health risks, our medical staff carries out specific preventive examinations in accordance with the legal regulations of the countries in which we operate. These examinations include blood tests for employees working with specific hazardous substances and hearing tests for employees exposed to noise. We offer general health screenings to our workforce. In 2023, a voluntary screening and check-up service for cardiovascular issues was offered to all OMV Group colleagues based at the head office in Vienna, and similar check-ups were offered at many other clinics for employees in other workplaces and countries. In addition, we run seasonal campaigns to provide free vaccinations against flu and tick-borne encephalitis in affected areas. In 2023, COVID-19 vaccinations and boosters were offered once again.

Audits

A special health audit program developed by the Corporate Health Management department serves as an evaluation tool to ensure that our common corporate health care standard is implemented and followed throughout the Group. The program stipulates that all clinics and medical partners be audited every three years, and clinics also report on a self-conducted audit every year. In 2023, after most of the COVID-19 related travel restrictions were lifted, Corporate Health Management was once again able to perform health audits in Romania, Czech Republic, New Zealand, Serbia, and Bulgaria; all other clinics carried out self-audits. Audit results serve as the basis for identifying areas for further improvement and analyzing the effectiveness of our health management approach.



Community Engagement

The presence of OMV's first aid facilities benefits the local population, as it often provides necessary medical help in remote areas where medical services might not be easily or quickly accessible (e.g., in Yemen). In 2023, OMV's first aid facilities supported 1,737 individuals in the local population in need of urgent care. From this perspective, our assistance to the local population ensures a positive impact outside OMV's operational boundaries, thereby contributing to building a good relationship with our neighbors. Read more about our engagement on SDG 3, Good Health and Well-Being, in the [Community Investments](#) section.

2023 Actions

In 2023, COVID-19 prevention was still on the agenda of medical staff in some countries (e.g., Romania, Germany, and Austria), where it was legally possible for vaccinations to be administered at workplaces.

- 15** clinics audited by OMV Corporate Health²⁰
- 51,729** voluntary health screenings²⁰
- 5,352** vaccinations²⁰
- 102,518** medical consultations²⁰
- 17,582** occupational health examinations²⁰
- 21,887** physiotherapy treatments²⁰
- 1,864** psychological consultations²⁰

In fall 2023, doctors and other health care professionals came together and discussed the main challenges, such as mental health issues and the latest developments in emergency medicine. The focus topics for preventive care for 2023 were discussed and a plan for implementation developed.

Every year, we organize health promotion activities to enhance the knowledge of our employees on health-related issues.

- ▶ At the Health Circle in Gänserndorf, Austria, employees gather regularly to address work-related health issues and create customized solutions in collaboration with the local health team.
- ▶ The Corporate Health and Learning departments have developed a new collaborative initiative to raise awareness of health issues over the last few years. In 2023, webinars were held focusing on issues such as ideas for achieving a better work-life balance, while another was organized to discuss the promotion of mental health.

- ▶ Locally in some countries, face-to-face health promotion sessions were able to take place, with the main topics including a breast cancer awareness campaign that continued in Romania and offers free and voluntary breast ultrasounds, followed by the availability of a specialist doctor examination in case of abnormalities.

Outlook

In collaboration with a task force from the health committee of IOGP/Ipieca, we will elaborate a guideline and training materials for the relationship between mental health and leadership. Emphasis will be placed on raising awareness of this relationship and how to improve it. The first pilot training session are scheduled to for the second half of 2024 so that training can be organized at all our workplaces starting in 2025.

Occupational Safety

OMV aims to adhere to the highest standards to provide its employees and contractors with a safe workplace. This is not only a moral obligation but also necessary for seamless operations, without costly shutdowns or delays due to incidents.

The OMV Group's Reporting, Investigation, and Classification of Incidents Standard clearly outlines the systematic approach to be followed (beyond local/national laws) and the regulations and roles, responsibilities when notifying, reporting, investigating, and classifying incidents within the OMV Group, together with identifying appropriate preventive and corrective actions. OMV Group's HSSE Directive covers all HSSE terms and definitions, including work-related injuries for all OMV Group employees and contractors.

Management and Due Diligence Procedures

Risk Assessments and Audits

Major risks and the respective mitigation measures are evaluated and monitored within the Enterprise-Wide Risk Management (EWRM) process, and documented in a Group-wide database (Active Risk Management System; ARMS). They are reported to top management twice a year or as necessary whenever issues arise. Senior management are directly involved in the review of risks identified as a top priority. Sites are audited regularly based on a Group-wide HSSE audit program. For example, in 2023 we had an HSSE Management System Audit at the Burghausen refinery. The audit showed good implementation and application of the 12 HSSE management elements. Recommendations from the audit contributes to continuous improvement.

²⁰ Data excluding Borealis, but including Borealis Head Office, Vienna



Incident Reporting and Investigation

All employees and contractors are encouraged to bring any unsafe conditions and behaviors to the attention of line management in order for them to identify and resolve potential issues that might otherwise lead to future incidents or accidents. We acknowledge these suggestions for improvement submitted by employees and contractors locally.

All incidents, hazards, HSSE walks, audits, findings, and defined actions are reported and tracked within a central HSSE reporting tool (OMV Synergi). Online training is regularly organized via the My Success Factors learning platform to ensure the effective use of the tool, e.g., by highlighting the importance of the quality of data input.

Dashboards for the most significant HSSE data and relevant KPIs (e.g., LTIs, TRIs, HiPos, process safety events, and action status) have been set up and made available to various management levels Group-wide. Since 2016, all Tier 1 and Tier 2 process safety events have been transferred to our centralized reporting tool to enable trend analysis and sharing of findings from past events. Our aim here was to increase awareness of OMV Synergi entries to boost their quality and transparency, and to improve data owner accountability.

We continue to investigate incidents and accidents using the knowledge of our incident investigator pool members and other technical experts. In 2023, we again trained more than 104 colleagues during a one-day incident investigation training session. In addition to the training, a Community of Practice Meeting was organized for incident investigators. This event is used for communicating experiences and findings from incident investigations across the Group.

Our aim regarding incident investigation is to find the root causes of incidents and to carry out suitable and necessary measures to prevent the occurrence of more severe incidents in the future. Here, the focus is not only on incidents that have occurred but also on near misses that, under slightly different circumstances, could have the potential to lead to serious accidents. In parallel, the focus remains on verifying the effectiveness of actions implemented in previous years after severe and high-potential incidents (HiPos), including process safety incidents. In this way, OMV Synergi is updated with information about safety events that have happened over the last few years to help foster learning from past incidents. The incident investigation process has been further developed, and a sub-process to share HSSE information and promote our lessons learned as an organization has also been established. Our Incident Investigation Panel meets quarterly to obtain a

clear overview of the whole process and to implement practical measures for its improvement.

Training, Awareness Raising, and Safety Promotion Activities

All staff are required to be familiar with the HSSE Policy, internal HSSE regulations, and relevant legislation. They actively contribute to and further develop HSSE awareness as part of our corporate culture, for example by stopping and reporting unsafe or irresponsible acts and conditions and reporting any incidents and non-compliance. OMV employees at all levels are regularly trained in their roles and responsibilities.

Education and training are important for informing workers and managers about workplace hazards and controls so they can work more safely and be more productive. After the update and Group-wide alignment of our Life-Saving Rules (LSR), we ran an intensive program of face-to-face rollout workshops led by line management to reach all employees and contractor employees. Furthermore, the LSR are presented and discussed regularly during awareness programs, workshops, management walk-arounds, and safety walks, as well as during various meetings. Practical LSR training will be continued and delivered systematically in the Safety Centers, for which the training concept and material have been fully reviewed and updated. Based on this, existing Safety Centers will be redeveloped, and new ones created in 2024.

We believe that promoting an open dialogue and establishing a culture in which health and safety are integrated into every employee's role are effective ways to empower people to work safely. Workers are engaged in initiating, implementing, evaluating, and improving health and safety programs. They work closely with their managers to find joint solutions to common problems, which helps managers pinpoint issues while motivating and encouraging workers to improve their own safety. To concentrate on quality over quantity in terms of reporting, HSSE walks, safety walks, and action close-outs continued throughout 2023. In addition, efforts to make safety a top priority in the minds of employees were continued. More attention is focused on improving the HSSE walks and safety walks by encouraging open dialogue while they're in progress. This promotes understanding of the challenges in the operating fields and increases trust between the workforce and management.

Focus on Contractor Safety

The safety of our contractors is just as important as the safety of our own employees. For this reason, we have established processes that require contractors to work according to our standards. Our Contractor HSSE Management Process begins when we issue the scope of work



with information about HSSE requirements and the HSSE key performance indicators (KPIs). The process continues through the tender stage with the HSSE evaluation and capability audit, if needed. Once the contract terms are agreed and the contract is awarded, and before work begins at the site, we reinforce our expectations and requirements during kick-off meetings, HSSE induction, site specific training, and other joint meetings.

The presence of contractors at our sites is monitored around the clock using an electronic registration system (e.g., in the refineries) or paper sign-in system (e.g., attendance sheet, permit to work, and induction sheet). During the contract period, we monitor our contractors by way of audits, inspections, joint HSSE or safety walks, service quality meetings, forums, and workshops, using the outcomes to share information and encourage improvement of our HSSE performance as a team. To increase the awareness and knowledge of contract owners, contract holders (i.e., the beneficiaries in need of external services), procurement staff, and HSSE experts regarding our Contractor HSSE Management Process, we have continued to deliver specific training explaining how HSSE requirements and tools are embedded in the source-to-contract process. Having trained over 800 people on Contractor HSSE Management between 2019 and 2022, the training program continued with e-learning and webinars, as well as individual coaching and counseling for selected sourcing projects. Contract owners, contract holders, and procurement staff were the main target group of these training sessions.

2023 Actions

37% of our sites are certified to ISO 45001 (covering **29%** of OMV employees).

91 formal joint health and safety committees comprising management and worker representatives were organized at OMV Group sites.

44,001 unsafe conditions and behavior reports were received in our reporting tool.

In 2023, the number of injured personnel increased among both our own employees and those of contractors. This trend is not only evident within OMV, but also across the whole industry, according to the IOGP position statement “2022 safety trends and responses” dated February 2023. The main reasons for the deterioration of the key safety indicators of our industry include:

- ▶ lingering effects of the COVID-19 pandemic

- ▶ a clear increase in industry activity, with associated aggressive hiring and reduction in collective experience levels
- ▶ geopolitical situation, both in terms of direct stress on both individuals and their organizations, and the workload increase due to energy security imperatives.

To take countermeasures and to improve safety and bring it back to the highest level, various activities and programs have been carried out:

- ▶ In our operations, motivational management and practical training is a key topic to encourage positive behavior. For example, during the 2023 turnaround at the Schwechat refinery and polyolefin production facility, where more than 6,000 contractor employees were on duty every day, special safety behavior was praised and encouraged with a selection of small goodies. More than a thousand foremen were also given practical training in the specially built safety training centers in order to act as a multiplier for safety on site. This helped improve the relationship between the workforce and management and also encouraged safe behavior, leading to an overall positive impact at our sites.
- ▶ A big focus here is on Contractor Safety Improvement. Safety programs with the aim of consolidating and improving safety performance were implemented with a wide variety of contractors. In order to underline their importance, they are supported and managed by senior management as a sponsor.
- ▶ In line with our “Committed to Zero Harm” vision, Borealis developed and implemented stringent measures to improve our safety performance. These include the new B-Safe program, which involves employees and supervisors of main contractors participating in either a three-day training course (all leaders including top management) or a one-day training course (all other employees). The program focuses on proactive intervention to prevent safety incidents, risk identification measures, learning from past incidents, and promoting a heightened awareness of the importance of looking out for others while working.
- ▶ In order to create a better common understanding of what motivates the employees in their daily safety work and, on the other hand, what expectations management has with regard to safety work, the “Day with the crew” initiative was launched at OMV Petrom.

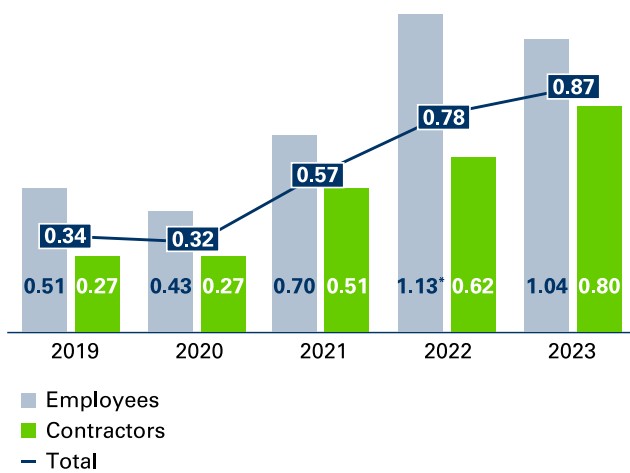


- ▶ In order to draw further attention to the topic of health and safety, on May 2 and 3, 2023, we held a Group-wide session to celebrate the UN World Day for Safety and Health at Work. Around 850 colleagues participated in the two action-packed days at the head office in Vienna. During the event, we informed the participants about the know-how required to optimize workspaces when working from home and how to get your bike fit for the new season. In addition, "Driving" was chosen from the OMV Life-Saving Rules as a focus topic. Additional safety days were held at the various locations, where theory and practice were combined. This was an additional great opportunity for both our own and contractor employees to discuss health and safety in a practical way.
- ▶ The incident investigation panel meets quarterly and consists of the divisional HSSE Managers, the Incident Investigation & Analysis Advisor, the VP HSSE, and the Head of Coordination & Implementation HSSE. They ensure:
 - ▶ the quality of incident investigation reports
 - ▶ the effectiveness of the defined actions
 - ▶ event frequency and trend analysis is reviewed
 - ▶ focus areas for lessons learned are defined and communicated

- ▶ To improve the incident investigation process and ensure that the new incident investigators get the right support, we started 2023 with an Incident Investigators Community of Practice Experience sharing session across the whole OMV Group. This will be continued regularly in 2024.
- ▶ In 2023, action close out focus audits were performed to ensure the continuous improvement process. The specific objectives were to audit the close out of actions resulting from incident investigations and to audit the sharing within the organization and to contractors of (technical/safety) alerts and lessons learned. Regrettably, however, one of our contractor colleagues at an OMV-operated venture lost their life in 2023 during the course of their work for OMV. The contractor colleague in Romania died from injuries sustained during a fire. OMV feels this loss deeply and are determined to learn from this incident, and do everything possible to prevent anything similar from happening again. We continue to work closely with our contractors to help build a strong safety culture at the front line.

Lost-Time Injury Rate

Per 1 mn hours worked



* 2022 figure restated due to reclassification of a case after the audit in 2023.

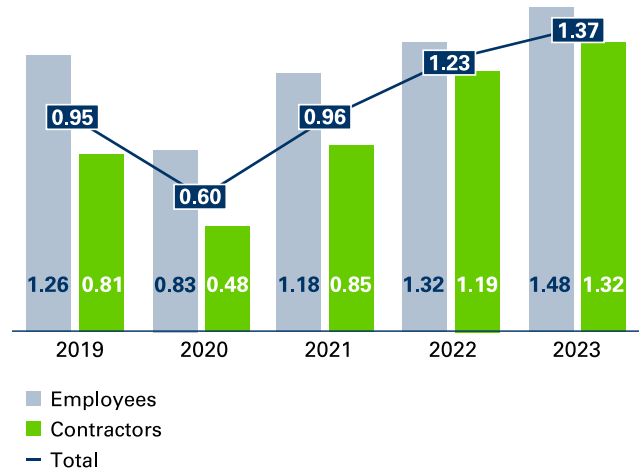
Outlook

The HSSE strategy is implemented by means of annual plans and targets. In a combined top-down and bottom-up process, 43 local annual HSSE plans are developed and monitored centrally.

The occupational safety focus points for the 2024 HSSE plan include:

Total Recordable Injury Rate

Per 1 mn hours worked



- ▶ improvements in HSSE culture,
- ▶ motivational management,
- ▶ training and competencies,
- ▶ contractor performance and subcontractor management, and
- ▶ safe behavior and compliance.



Targets 2025

- ▶ Achieve a Total Recordable Injury Rate (TRIR) of around 1.0 per 1 mn hours worked
- ▶ Achieve zero work-related fatalities

Targets 2030

- ▶ Stabilize Total Recordable Injury Rate (TRIR) at below 1.0 per 1 mn hours worked
- ▶ Achieve zero work-related fatalities

Status 2023

- ▶ TRIR: 1.37 per 1 mn hours worked
- ▶ 1 fatality

Most relevant SDGs



SDG targets:

- 3.9** By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water, and soil pollution and contamination
- 8.8** Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment

Process Safety

Process safety management comprises the systematic use of standardized instructions, practices, and specifications to achieve and maintain safe and reliable production. The fundamental components of this include our organization, resources, management processes, people and equipment performance, the prevailing safety culture, and documented regulations and practices. It covers the management of hazards associated with the chemical and physical properties of the substances we handle in our oil, gas, and chemical activities. OMV and Borealis process large quantities of flammable and/or toxic materials at high pressures and temperatures that, if not properly handled, could potentially lead to serious process safety incidents. In a worst-case scenario, leaks, fires, or explosions could also cause fatalities. Further consequences include a substantial disruption to the supply to customers, along with additional costs. The OMV Group's Process Safety Management Standard serves as a framework and reference for the implementation and maintenance of effective process safety regulations.

Management and Due Diligence Processes

OMV has implemented comprehensive measures to ensure process safety, as detailed below.

Risk Assessments

Process safety risks are systematically assessed through a variety of process hazard assessments such as HAZOP studies, QRAs (Quantitative Risk Assessments), and risk assessments according to the Seveso Directive, which is the main EU regulation dealing with the control of onshore major accident hazards involving dangerous substances.

Recommendations from process hazard analyses (PHAs), audits, reviews, and incident investigations addressing process safety risks are centrally recorded and prioritized systematically in the OMV Group Integrated Risk Register. This is linked to the mid-term planning process to ensure there is budget available to address the recommendations.

Prior to the start-up of a new facility, after major modifications, or following a turnaround, we conduct an independent pre-start-up safety review to ensure that the facility is safe for start-up and operations.

Emergency Management Plans

Process safety incidents could at times affect communities in the vicinity of our operations. For this reason, we have robust emergency management plans in place that are coordinated with the surrounding communities.



Different levels of emergency management plans outline roles and responsibilities, structures, communications, and the interfaces required for emergency and incident management teams. Emergency response plans include specific emergency procedures and alerting and notification requirements to ensure that an emergency response is managed in a coordinated manner.

Inspection and Maintenance

Comprehensive inspection and maintenance programs are carried out by dedicated departments for inspection, maintenance, and plant integrity. They conduct regular inspections of process equipment, pipelines, tanks, and more, and manage safety equipment testing plus plant maintenance and turnarounds.

Investigations and Audits

All incidents are identified and reported in an appropriate and timely manner. Work-related incidents with potential consequences for people, the environment, assets, or our reputation are investigated in a suitable manner to determine direct causes, root causes, and systemic causes so we can learn from them and prevent the recurrence of similar incidents. Tier 1 and Tier 2 process safety events²¹ are measured each year for a consistent overview of the OMV Group's process safety performance. In addition to Tier 1 and 2 process safety incidents, we monitor Tier 3 process safety events for a better assessment of the critical barriers. The monitoring and reporting of Tier 3 events provides an overview of the challenges to safety systems so that weaknesses within the barriers can be identified and corrected at facility level.

Training

Employee competence in the field of process safety is ensured by a well-defined training plan, as well as continuous communication of process safety topics and the sharing of lessons learned and other relevant process safety information. Scenario-based emergency drills involving the site emergency management team are conducted periodically in the refineries in addition to regular drills carried out by the fire service.

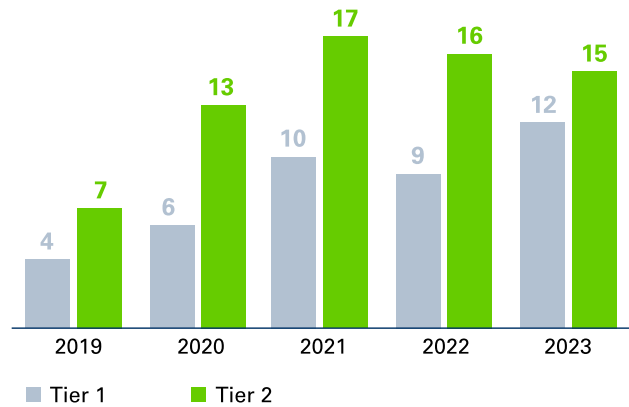
We have set up an OMV Group Process Safety Network and created an online collaboration platform that includes a reference library, discussion board, and other features. We host regular virtual sessions to exchange process safety knowledge across the Group, with participants coming from a variety of OMV countries and working in different fields of expertise. This helps foster continuous learning. Top management participation in these online sessions sends a clear message that process safety is important and demonstrates process safety leadership and commitment.

2023 Actions

In 2023, the number of Tier 1 and Tier 2 process safety events increased slightly. The following key activities were carried out across the Group in 2023:

Process Safety Events, Tier 1 and Tier 2

Number of events



- ▶ A register containing risk reduction measures identified in various process hazard analyses (PHAs), assessments, and safety studies was established in each operated production unit and was populated with data, including from Borealis sites. This provides a consolidated overview to support prioritization and further development of risk reduction plans.
- ▶ The key process safety performance indicators (PSPI) were updated for the OMV Group, and a dashboard was developed to inform management.
- ▶ The Advanced Risk Assessment (ARA) software, a cloud-based tool for process hazard analyses, recommendation tracking, and workflows, was rolled out at OMV.
- ▶ A process safety management (PSM) assessment was carried out offshore in OMV's Energy business segment.
- ▶ A safety deep dive on pre-start-up safety review (PSSR) and pressure testing hazard control in the Schwechat refinery was conducted.
- ▶ Periodic Group Process Safety Committee meetings with Executive Board member involvement took place, where process safety performance, achievements, and challenges were on the agenda.
- ▶ The Group-wide process safety knowledge- and experience-sharing platform was continued, with quarterly half-day events where up to 200 individuals participate in virtual meetings and presentations, including contributions from senior management. The yearly Process Safety Day, a full-day event of sharing experiences and learning, was also held.

²¹ Tier 1 and Tier 2 process safety events classified according to API RP 754



- ▶ The OMV Energy segment completed a digital Maintenance and Integrity Dashboard that provides an overview of compliance with safety-critical equipment maintenance while also displaying up-to-date maintenance statistics.
- ▶ The OMV Energy segment has been utilizing the newest technologies on the market to inspect pipelines that are usually difficult to access.
- ▶ Tier 1 and 2 analyses were performed at Borealis. The results were presented to the Borealis Process Safety Committee and key focus areas were identified based on the analysis.
- ▶ Borealis carried out a quantitative risk assessment (QRA) in Beringen, and the results were communicated to the local management team (LLT). An action plan is being developed.
- ▶ At Borealis, “blue audits” were conducted as planned at the following sites: Burghausen (Germany), Antwerp (Belgium), Stenungsund HC & PO (Sweden), and Itatiba (Brazil). The results will be presented to the local management teams and the Operation Assurance Committee.
- ▶ Borealis started the rollout of a Process Safety Roadmap, which is a five-year plan of critical Process Safety activities needed to close identified gaps in process safety management, in a structured way across all locations, followed by training.
- ▶ Borealis continued to develop the Group’s process safety competency by conducting Process Safety in Design and Hazard Study Leader training and following up with Process Safety Basics e-learning, which the OMV Group shared with Borealis.
- ▶ We will continue to thoroughly analyze and learn from process safety events and promote the sharing of knowledge across all our divisions.
- ▶ We aim to reduce the number of process safety events at all our sites across the globe. Our continued efforts will focus on process hazard analyses (PHAs), the implementation of technical risk reduction measures identified in those PHAs, audits, and other process safety assessments, while maintaining and monitoring the performance of existing safeguards.
- ▶ We will continue to develop and follow process safety roadmaps, i.e., five-year plans with activities in the area of process safety, at facility level, and to define and plan necessary process safety activities for upcoming years. Process safety roadmaps help to ensure that key aspects of the process safety management system are delivered.
- ▶ We will enhance our tools to identify and assess hazards more effectively and address these risks in a systematic way.
- ▶ We will continually improve our training provision and will emphasize process safety content to build process safety competence and culture in the workforce and increase risk awareness.
- ▶ Borealis will continue process safety event (PSE) Tier 1 and Tier 2 analysis and expand it to Tier 3 events, including an impact assessment to identify the greatest opportunities for risk reduction and develop an action plan.
- ▶ The Borealis HSSE group will perform internal health checks on process safety-related elements and a process safety review as part of the Borealis blue audits.
- ▶ Borealis will conduct Quantitative Risk Analysis (QRA) in Stenungsund, Sweden, to evaluate all possible release scenarios in terms of probability and consequences, and to identify risk profiles at various locations inside and outside the site, with the aim of reducing the overall exposure of employees and contractors.

Outlook

To continue to improve our process safety performance, we will take the following actions in the coming years:



Target 2025 and 2030

▶ Maintain leading position in Process Safety Event Rate

Status 2023

▶ 0.23²²

Most relevant SDG



SDG target:

3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water, and soil pollution and contamination

Product Safety

OMV assumes responsibility for delivering safe, high-quality products. At the same time, we continuously work on exploring ways to reduce the environmental impact of the life cycle of our products. We take a holistic approach to product safety, with technologically advanced solutions used to deliver safe, top-quality products, at the same time as taking action to ensure the responsible use of our products.

Product safety is also particularly important for our C&M segment, which encompasses our chemicals subsidiary Borealis. When not properly handled, chemical substances, or products containing them, can pose risks to health, safety, and the environment. These risks include potentially negative health effects such as sensitization, irritation, or intoxication; physical hazards such as fires, explosions, or exposure to dust; and environmental hazards such as bioaccumulation or persistence.

Specific Policies and Commitments

Our internal Management of Hazardous Substances standard stipulates measures to ensure regulatory compliance and guarantee that risk assessments are conducted for all products or for hazardous substances contained in products.

REACH Compliance

We have established appropriate processes and workflows to ensure our compliance with EU regulations on the Registration, Evaluation, and Authorization of Chemicals (REACH) and on the Classification, Labelling, and Packaging (CLP) of substances and mixtures, as well as with

the Toxic Substances Control Act in the United States. We are committed to maintaining and updating our mandatory registrations to keep up with relevant regulatory developments. To this end, we closely follow the guidance published by the European Chemicals Agency and participate in the REACH consortia (Concawe, Lower Olefins and Aromatics, Fuel Ethers, Co-processed Refinery Products, Phenol and Derivatives, Melamine, FARM [Fertilizer and Related Materials], Eurogypsum, etc.), as well as in working groups through oil and chemical industry trade associations.

In addition to keeping REACH registrations up to date, Borealis also follows the developments on authorizations and restrictions under REACH, such as the planned restriction with regards to synthetic polymer microparticles (better known as microplastics). The drafted restriction foresees a ban on placing products containing microplastics on the market but derogates the use of plastic pellets on industrial sites. However, there are planned supply chain communication and reporting obligations toward the European Chemicals Agency (ECHA) that will apply for Borealis polyolefin products.

Banned Substances

Borealis has a Banned Substances List that contains more than 220 substances and substance groups that may not be used in our production processes and products. The Banned Substances List can be found on the [Borealis website](#).

Responsible Care®

Borealis is committed to the principles of Responsible Care® and enforces high product stewardship standards to

²² Process Safety Event Rate: number of Tier 1 and Tier 2 PSEs per 1 mn hours worked. Work hours from the corporate functions General Management (OMV)/Executive Office (OMV, OMV Petrom, Borealis), and Corporate Finance (OMV)/Finance Office (OMV, OMV Petrom, Borealis) are excluded.



ensure that its products do not pose a risk at any stage along the value chain.

Management and Due Diligence Processes

Risk Assessments

Borealis has adopted a hazardous chemicals strategy. This follows the precautionary principle of continuously assessing the risk potential of all substances used in Borealis' products to identify critical chemicals no longer permitted to be used or that can be replaced by safer alternatives. This includes all substances that were already classified as substances of very high concern (SVHCs) according to REACH and other comparable legislation outside the EU, or that fulfill the criteria to be considered as SVHCs in the future. The risk evaluation utilizes a tailor-made analysis and assessment tool that ranks the substances according to their overall risk. It considers related HSE risks and regulatory aspects, evolving stakeholder concerns, the technical feasibility of substitution, and the financial consequences of doing so, such as the costs of required innovation, approval, and modifications to technical equipment. Substances with the highest identified risk are further assessed by the Product Stewardship Council. The Council selects the substances to be evaluated using the Borealis Risk Matrix, which is a proprietary ranking tool to evaluate risks in detail. These assessments enable Borealis to identify, mitigate, and manage the risks posed by hazardous chemicals.

Quality Control

All incoming chemicals used in Borealis' products are assessed, rated, and documented to ensure legal compliance before they are approved for use. Local teams then perform additional assessments at each plant to ensure the chemicals meet plant-specific requirements and comply with national or community-related legislation. This process ensures that the procurement organization does not purchase any substance before Group Product Stewardship has reviewed and approved it. Once materials are approved for purchase, they are subject to Borealis' quality control measures to ensure they continue to comply with the agreed material properties. Detailed information is documented for all materials regarding their composition and their hazardous constituents. Proper documentation of the raw materials used is a key element of high-quality Borealis product compliance statements, such as safety data sheets (SDSs) and application-related statements, including those on medical use, food contact, drinking water, and the origin of raw materials.

Safety Data Sheets

Safety data sheets (SDSs) are available on the [OMV](#) and [Borealis](#) websites. These documents are regulated under REACH and include comprehensive informa-

tion on potential health, safety, and environmental issues. In addition, they inform customers and employees about how to handle and use our products safely. Borealis actively follows its suppliers' SDSs and the harmonized classification process to ensure it always has accurate and up-to-date SDS and label information for our products.

2023 Actions

The OMV Group aims to become a global leader in circular economy solutions with a strong focus on increasing the use of sustainable fuels (e.g., Sustainable Aviation Fuel; SAF) and renewable feedstocks.

Borealis' activities regarding the circular economy and exploring sustainable feedstock result in new product safety and compliance aspects to consider and solve. Both existing and planned legal frameworks, for example following the EU Commission's Green Deal, require industry and brand owners to use post-consumer recycled (PCR) materials for their products. Group Product Stewardship is providing support by generating an overview of applicable legislation and available industry standards to produce a risk assessment and analytical testing strategy so we can confirm compliance and the suitability of Borealis' Circular Economy Solutions portfolio.

In 2023, Borealis

- ▶ categorized different types of recycle feedstock for mechanical recycling and defined the required compliance and safety documents and analytical testing for each category;
- ▶ used a newly implemented IT tool to report relevant products to the EU Poison Centres, prior to the deadline for industrial use mixtures with certain human health hazards;
- ▶ prepared registration dossiers for about 50% of the substances imported to Turkey, enabling continued market access for Borealis' product portfolio after the official postponement of the registration deadline from end 2023 to 2026 and beyond;
- ▶ assessed and implemented the new requirements for plastics that come into contact with food in the EU, Switzerland, China, Japan, and the Mercosur region across its food contact product portfolio by providing updated Declaration of Compliance with Food Contact Regulations documents to customers; and
- ▶ confirmed that all substances in Borealis products that come into contact with drinking water are listed in the draft positive list for starting materials, additives, and process chemicals for such materials in the EU.



Outlook

Our Group objective is to drive sustainability by minimizing the potential hazards and risks associated with our portfolio. In 2024, the OMV Group will:

- ▶ generate and provide data to enable the EU authorities to make informed decisions on legislation that is under review, such as the REACH Regulation, the Food Contact Regulation, and the Drinking Water Directive and its national implementation;
- ▶ continue to implement the requirements of new legislation globally, including continued preparation work for registration in Turkey, registration of 100–1,000 t substances in South Korea, and support for customers in Taiwan with the registration of PEC 1 substances; and
- ▶ ensure that REACH registrations for cracker feedstock also cover higher percentages of alternative non-fossil feedstock than currently described by the Concawe consortium.

Security, Emergency, and Crisis Resilience

Material Topic: Security, Emergency, and Crisis Resilience

Protecting people, assets, operations, information, and reputation against any threats, incidents, or crises, thereby ensuring business continuity

Key GRI

- ▶ GRI 410: Security Practices 2016

NaDiVeG

- ▶ Employee and social concerns

Most relevant SDG



The purpose of OMV’s security activities is to protect the OMV Group’s personnel, assets, information, operations, value, and reputation against threats. The Security, Emergency, and Crisis Resilience material topic encompasses two facets: corporate physical security and information security.

OMV’s core commitments to security are laid out in the HSSE Policy. We protect against crime, malicious acts arising from geopolitical threats, and business crime. Furthermore, we develop resilience to respond to and recover from incidents and ensure business continuity.

Governance

Group HSSE is responsible for coordinating physical security and resilience activities across the OMV Group. Group HSSE is led by the VP HSSE, who reports directly to the Chief Executive Officer. In high-risk countries, we have dedicated Country Security Managers and Asset Protection Experts on site to add additional expertise. IT Security is handled by the Group IT & Digital Office led by the Chief Information Officer. The CIO reports directly to the Chief Financial Officer. The Group CIO is

supported by the Group CISO and Group IT/OT Governance team.

Corporate Security

An unstable geopolitical environment in 2023 combined with complex new and ongoing regional conflicts, not only in the Middle East but also in Europe, resulted in Corporate Security continuing to invest significant resources in ensuring resilience and security in areas that we had previously considered low risk, but without losing focus on our employees and assets in the Middle East and North Africa. In addition to the challenges of operating securely in Yemen, Tunisia, and Libya, the enduring threat of terrorist attacks in Europe and elsewhere has not diminished. Political extremism, organized crime, and the increasing convergence of cyber risks with physical threats necessitated the Corporate Security department’s unrelenting focus on a robust yet flexible security strategy to enable OMV to continue operating in dynamic environments with asymmetric threats.



Specific Policies and Commitments

The OMV Group’s internal Security Management Standard lays out a comprehensive range of security regulations, plans, procedures, measures, and systems. The document utilizes the IOGP best practice guidelines, along with other industry best practice (ASIS and UK Security Institute), to enable the OMV Group to more effectively detect, deter, protect against, prevent, record, and investigate threats. Corporate guidelines on Issue Motivated Groups (IMGs) were updated, as was a position paper on Unmanned Aerial Systems (UASs).

Management and Due Diligence Processes

The OMV Group has a unique, agile, and proven security management system that is regularly reviewed, amended, or enhanced as the situation requires.

Risk Assessments

The philosophy of collecting security information and assessing it as a preventive security instrument remains a fundamental principle of the Corporate Security strategy. This concept affords us the ability to anticipate or instantly respond to a broad spectrum of geopolitical events, regional conflicts, and isolated incidents. Effective interaction with government and local security agencies further augments this approach with the reliable corroboration of facts on the ground.

OMV’s security risk assessment platform continues to provide real-time oversight of OMV’s asset risk exposure levels and can be quickly adjusted in response to geopolitical or security events, as well as enabling the dissemination of security-critical information in real time.

Human Rights and Community Engagement

The OMV Group’s human rights policies and actions remain crucial to guaranteeing a secure and harmonious working environment. We provide human rights training to local security employees and third-party contractors. Effective community engagement at a local level remains a powerful security mitigation measure in regions experiencing conflict or instability. In high-risk countries, OMV’s local security and community engagement strategies are tightly integrated, promoting effective policies, mutual respect, and transparency with all local stakeholders. In turn, they contributed directly to OMV’s stable and secure operating environment in 2023. This cooperation encourages a precautionary approach to early detection and resolution of local grievances.

Audits

To ensure the effectiveness and appropriateness of security practices within OMV’s business units, the OMV

Corporate Security function conducts audits every year for those ventures deemed high risk (for 2023 this was Libya, Tunisia, and Yemen). Two other major audits are conducted annually, with business units being chosen based on operational requirements. In 2023, the selected areas were OMV NZ and the OMV DE Burghausen refinery and associated Tank Farms.

Terms of Reference are agreed with the business unit prior to commencing the audit. A thorough review then takes place including site visits, interviews, document analysis, and observations. An audit report is then drafted, shared, agreed, and published. The report will include SMART actions, with the entire process being tracked via OMV’s HSSE tool Synergi.

Resilience

In the OMV Group, the term “resilience” covers incident, emergency, crisis, and business continuity management and, even though the Resilience function sits within the Group Security & Resilience department, the focus is not exclusively on security incidents. It covers all sorts of events involving people, environment, assets, information, and reputation, where the OMV Group has legal, ethical, or community responsibilities, or business interests.

According to the Group-wide Resilience Standard, the OMV Group uses a three-tier approach for the management of incidents, emergencies, and crises by way of dedicated teams at different levels of the organization (Incident Management Teams, Emergency Management Teams, Crisis Management Teams). The key priorities in any such situation are to:

- ▶ Protect and save life through a strong focus on the ability to account for people
- ▶ Minimize damage to the environment
- ▶ Protect assets and information from further damage
- ▶ Minimize business interruptions
- ▶ Minimize financial and legal liability
- ▶ Protect or enhance reputation

In order to maintain a high level of preparedness, the incident, emergency, and crisis management plans and procedures are tested and the respective team members trained and exercised at regular intervals.

2023 Actions

The Corporate Security department continued to deliver operational support to OMV ventures globally, as well as surge capacity during security challenges. In high-risk countries, OMV also utilized dedicated Country Security Managers and Asset Protection Experts on site to enhance



security via additional and, where appropriate, local expertise.

In 2021, the OMV Executive Board took the decision that OMV would join the Voluntary Principles on Security and Human Rights (VPSHR), if feasible. This set of tools provides guidance on risk assessment, public safety and security, human rights abuses, and the interaction between companies and private and public security. OMV is committed to upholding human rights in all of its activities. In 2023, OMV Corporate Security completed its application to VPSHR and attended its annual conference in London. OMV is currently awaiting the results of its application.

Outlook

OMV will continue its engagement with the VPSHR initiative and aims to become a dedicated member.

Information and Cybersecurity

In an increasingly interconnected global environment, information is exposed to a rapidly growing variety of risks, threats, and vulnerabilities. The OMV Group invests in information and cybersecurity to protect technology, assets, critical information, and our reputation, and to avoid any damage or financial loss resulting from unauthorized access to our systems and data. Keeping the OMV Group free of security vulnerabilities and potential security risks is essential for the whole business.

Specific Policies and Commitments

Our internal IT²³/OT²⁴ Security Directive lays out the details of the IT/OT Security Framework, through which topic- or security domain-related security standards and policies are continually aligned and managed. The Security Framework consists of approximately 50 regulatory documents in total and is harmonized with the ISO 27000 series (ISO27k) of recommendations for IT controls and domains. It also covers OMV's commitment to securing the operation of its services in dedicated areas, such as within the filling stations retail business and the related PCI DSS²⁵ requirements.

Management and Due Diligence Processes

We run an Information Security Management System (ISMS), which is based on ISO27k standards and certified accordingly, with external monitoring and recertification processes carried out annually. A full recertification assessment was successfully completed in July 2022 and the OMV certification period was extended until 2025. One of the basic principles of an ISMS is incorporating a con-

tinuous improvement cycle in order to identify, prevent, mitigate, and remediate potential information security leaks or weaknesses.

Preventive, Technical, Detective, and Reactive Measures

We lower the risk of security breaches by introducing new tools, individual detection strategies, and response plans in order to maintain a strong perimeter for our physical and our cloud environment.

Technical housekeeping measures ensure a solid foundation with up-to-date hardware and software, as well as adequate information security processes. We implement security patches and offer guidelines in order to provide consistent hardware and software life cycles.

Detective and reactive measures are designed and executed on an ongoing basis to create transparency around existing risks, security gaps, and vulnerabilities. In order to protect our assets and keep intruders out, we integrate detective and reactive measures to mitigate possible damage and take remediation measures to ensure a fast and total recovery. Examples of such measures include:

- ▶ Permanent vulnerability scans on cyber assets
- ▶ Breach and attack simulations to evaluate potential attack surfaces
- ▶ Running continuous internal and external penetration tests on critical applications/systems
- ▶ External audits as quality assurance (ISO27k, PCI-DSS NIS, etc.)

Training

We run regular and intensive training sessions to keep our employees' information security awareness at an adequate level. The awareness efforts are either based on general topics of information security interest, ad hoc demands as timely countermeasures on dedicated use cases, or even target-group-focused topics, and are based on different formats, such as:

- ▶ Mandatory e-learning sessions including knowledge check
- ▶ Topic-based videos
- ▶ Classroom training sessions
- ▶ Anti-phishing email campaigns
- ▶ "My News" platform to share news via the intranet and internal blog posts

²³ Information Technology (IT) Security is a set of cybersecurity strategies that prevents unauthorized access to organizational assets, such as computers, networks, and data. It maintains the integrity and confidentiality of sensitive information, blocking the access of sophisticated hackers.

²⁴ OT Security is defined as Operational Technology (OT) hardware and software that detects or causes a change through the direct monitoring and/or control of physical devices, processes, and events in the enterprise. OT is common in Industrial Control Systems (ICS), such as a SCADA system.

²⁵ Payment Card Industry Data Security Standard



Incident Reporting and Escalation Processes

OMV operates continuous 24/7 security monitoring. Potential findings are processed via Security Information and Event Management (SIEM) intelligence and supplemented by Level 1, 2, and 3 analysts. Escalation procedures exist to ensure timely remediation of security incidents on a 24/7 basis. OMV's Cyber Defense team classifies incidents and triggers the incident response process, then activates all required functions via automatic and manual alerts sent by voice message and SMS. All remediation actions follow predefined "runbooks" in order to ensure efficient and timely processing. A clear communication plan ensures the proper information is disseminated to all relevant stakeholders.

Business Continuity/Contingency Plans and Incident Response Procedures

OMV tests its business continuity plans and incident response procedures annually through cyber emergency exercises. The cyber emergency exercises, which are run with external experts, focus on specific, realistic threat scenarios in order to test related mitigation procedures and processes. The tabletop exercise consists of a series of "injects." Each inject represents an event or a piece of information that is discovered as the scenario unfolds and is related to the security incident at hand. The audience of this scenario usually consists of up to 30 participants, including representatives from the IT Security, superior IT Management, and OT Security teams, among others. After each inject, a corresponding review and evaluation of the process is conducted, including an appraisal determining lessons learned.

2023 Actions

The following key activities were carried out across the Group in 2023:

0 noteworthy cyber security incidents

A holistic cyber security crisis exercise was conducted covering realistic threat scenarios alongside IT and OT areas.

Approximately **65** different types of awareness measures were conducted (e.g., classroom exercises, online training sessions, and email phishing campaigns).

The **ISO 27000** certification (Information Security Management System) was re-audited and confirmed.

Approximately **400** IT projects were guided by the IT security governance function to ensure defined security requirements are covered, thereby protecting OMV assets according to their protection needs.

Outlook

The OMV Group is dedicated to continuous improvement processes and implementing related measures. The strategic aim is to further increase the IT security maturity level and extend cyber defense capabilities and threat resilience beyond the already established high level. Existing certifications should be renewed or validated in order to ensure external quality checks and assurance. Additional focus remains on the context of the emerging IT and OT areas, especially in light of cyberattacks, to secure critical infrastructure assets and facilities from both functional perspectives.