

Forms of stakeholder engagement

The significance of the various stakeholder groups, their expectations of RAG and the forms of dialogue we engage in are described below.



Stakeholder group	Importance for RAG	Interests/expectations of RAG	Form of dialogue
Employees	<ul style="list-style-type: none"> • Enable uninterrupted security of supply in our energy and production operations • Joint efforts and achievements safeguard the company's long-term success • Commitment to a feedback and innovation culture ensures continuous improvement 	<ul style="list-style-type: none"> • Attractive working environment • Workplace health and safety • Development opportunities • Meaningful responsibilities • Secure jobs • Safeguarding and promoting a strong work-life balance 	<ul style="list-style-type: none"> • Direct communication using e-mail, MS Teams, Skype, etc., and face-to-face discussions • Annual employee appraisals • Events • Intranet • E-mail • Newsletter, info mails and e-learning courses • Social media • Weekly reports and news updates on health, safety and the environment
Shareholder representatives and Supervisory Board	<ul style="list-style-type: none"> • Defining the company's long-term focuses in consultation with the Executive Board • Public ambassadors for RAG 	<ul style="list-style-type: none"> • Positive returns • Far-sighted strategy • Transparent reporting 	<ul style="list-style-type: none"> • Face-to-face discussions • Press releases • Supervisory Board meetings
Joint venture partners	<ul style="list-style-type: none"> • Investors and partners in the large-scale Haidach and 7Fields storage projects 	<ul style="list-style-type: none"> • Technical performance thanks to efficient and safe operations • Plant availability 	<ul style="list-style-type: none"> • Regular communication (oral and written) at operational and senior management level

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Suppliers and contractors	<ul style="list-style-type: none"> Their products and services enable our operations to run smoothly 	<ul style="list-style-type: none"> Clear and transparent tendering Long-term relationships and attractive contracts 	<ul style="list-style-type: none"> Letters, personal communication at operational level, procurement contract tendering tool, etc.
Project partners	<ul style="list-style-type: none"> Driving forward technological advances through synergies from joint projects Risk sharing Sharing examples of best practice 	<ul style="list-style-type: none"> Information and transparency on joint projects Shared commercial success 	<ul style="list-style-type: none"> Regular communication (oral and written)
Commercial energy storage customers (B2B) and LNG customers	<ul style="list-style-type: none"> Stable revenue and long-term business relationships Increasing use of gas as an alternative fuel (LNG for trucks) 	<ul style="list-style-type: none"> Providing storage capacity Availability of gas in storage Error-free operation of LNG filling stations 	<ul style="list-style-type: none"> Regular communication (oral and written) Website
Customers (B2C)	<ul style="list-style-type: none"> Natural gas-powered passenger vehicles (CNG) Contribution to eco-friendly transport 	<ul style="list-style-type: none"> Affordable, secure supplies of gas for use as fuel Ongoing efforts to achieve decarbonisation in relation to the service portfolio 	<ul style="list-style-type: none"> Website Dialogue at regional events
Landowners	<ul style="list-style-type: none"> Provision of land as important basis for our operations 	<ul style="list-style-type: none"> Fair contracts and on-time payments Transparent communications Environmentally friendly operations Equal treatment of all landowners 	<ul style="list-style-type: none"> Regular communication (oral and written)
Local residents and local/regional authorities	<ul style="list-style-type: none"> Ambassadors for the company's strategic focus on sustainability Regional economic partners 	<ul style="list-style-type: none"> Open and transparent information on nearby projects Swift handling of enquiries 	<ul style="list-style-type: none"> Face-to-face communication with mayors Guided facility tours
Educational institutions and universities	<ul style="list-style-type: none"> Partnerships and supporting high potentials 	<ul style="list-style-type: none"> Support for research and education Internships 	<ul style="list-style-type: none"> Collaboration with universities on research projects, in particular the University of Leoben Supervising students' master's theses and summer interns
Emergency services	<ul style="list-style-type: none"> Securing facilities Joint emergency management drills 	<ul style="list-style-type: none"> Transparency and familiarisation with special technical features of RAG plants Regular communication Support with provision of emergency equipment 	<ul style="list-style-type: none"> Drills with emergency services Regular communication (oral and written) Guided facility tours

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Public authorities and administrative bodies	<ul style="list-style-type: none"> • Official notices form the basis for commercial activities • Cooperation is an essential part of being a good neighbour 	<ul style="list-style-type: none"> • Timely and transparent involvement of all participants in official procedures • Outstanding quality of official application documents • Transparent and fair relations • Compliance with all legal requirements 	<ul style="list-style-type: none"> • Regular, project-based exchange of information • Participation in regional events
Politicians and legislators	<ul style="list-style-type: none"> • European Union and Austrian government define the framework for our operations • Grantors of concessions 	<ul style="list-style-type: none"> • Concession payments • Tax payments • Contribution to climate protection • Innovative capabilities • Regional economic growth and development of know-how clusters 	<ul style="list-style-type: none"> • RAG was heavily involved in the consultations between ministries, regulators and stakeholders during the formulation of the Austrian climate and energy strategy
Interest groups	<ul style="list-style-type: none"> • Energy industry companies join forces in our dealings with politicians, to protect our interests more effectively • Setting the public agenda regarding the general topic of gas 	<ul style="list-style-type: none"> • Promoting innovation • Securing availability to support use of gas as an energy source 	<ul style="list-style-type: none"> • Participating in working groups formed by trade associations and interest groups in Austria and Germany, as well as at European level
Banks and insurance companies	<ul style="list-style-type: none"> • Go-between for European regulation on green financing 	<ul style="list-style-type: none"> • Dealing sensitively with the topic of sustainability • Addressing CSR-related topics through the sustainability report 	<ul style="list-style-type: none"> • Regular direct communication (oral and written)
Media	<ul style="list-style-type: none"> • Informing the general public • Shaping public opinion 	<ul style="list-style-type: none"> • Open information culture • Transparency • Accurate and honest information 	<ul style="list-style-type: none"> • Press briefings on certain projects • Brochures • Website • Project-related information • Social media
NGOs	<ul style="list-style-type: none"> • Informing the general public • Shaping public opinion • Helping people in need (e.g. charities) 	<ul style="list-style-type: none"> • Open information culture • Transparency • Accurate and honest information • Support 	<ul style="list-style-type: none"> • Supporting regional social and charitable facilities • Information on website and in sustainability report
Citizens/civil society	<ul style="list-style-type: none"> • Shaping opinions • Promoting openness to new technologies 	<ul style="list-style-type: none"> • Open information culture • Transparent and sustainable operations • Accurate and honest information • Specific technical information 	<ul style="list-style-type: none"> • Website, social media • Face-to-face communication at open days, trade fairs, local authority events, etc.