

**Company Name** OMV  
**Industry** Extractive  
**UNGP Core Score (\*)** 13.5 out of 26

Score	Out of	For indicators
<b>Governance and Policy Commitments</b>		
2	2	A.1.1 Commitment to respect human rights
0.5	2	A.1.2 Commitment to respect the human rights of workers
2	2	A.1.4 Commitment to engage with stakeholders
0.5	2	A.1.5 Commitment to remedy
<b>Embedding respect and Human Rights Due Diligence</b>		
Embedding respect		
0.5	2	B.1.1 Embedding - Responsibility and resources for day-to-day human rights functions
Human Rights Due Diligence (HRDD)		
2	2	B.2.1 HRDD - Identifying: Processes and triggers for identifying human rights risks and impacts
0	2	B.2.2 HRDD - Assessing: Assessment of risks and impacts identified (salient risks and key industry risks)
1	2	B.2.3 HRDD - Integrating and Acting: Integrating assessment findings internally and taking appropriate action
0	2	B.2.4 HRDD - Tracking: Monitoring and evaluating the effectiveness of actions to respond to human rights risks and impacts
0.5	2	B.2.5 HRDD - Reporting: Accounting for how human rights impacts are addressed
<b>Remedies and Grievance Mechanisms</b>		
2	2	C.1 Grievance channels/mechanisms to receive complaints or concerns from workers
2	2	C.2 Grievance channels/mechanisms to receive complaints or concerns from external individuals and communities
0.5	2	C.7 Remedying adverse impacts and incorporating lessons learned
<b>13.5</b>	<b>26</b>	

(\*) Instead of the full list of indicators in the 2020 CHRB Methodology, this year's assessment uses the CHRB Core UNGP Indicators. These are 13 non-industry specific indicators that focus on three key areas of the UNGPs: high level commitments, human rights due diligence and access to remedy.

The 13 indicators selected from the full CHRB Methodology are scored on a simple unweighted basis, with a maximum of 2 points for each indicator for a maximum total of 26 points.

In addition, allegations of severe human rights impacts (Measurement Theme E) were also assessed but do not impact overall final scores

Please note that the "Not met" labels in the Explanation boxes below do not necessarily mean that the company does not meet the requirements as they are described in the bullet point short text. Rather, it means that the analysts could not find information *in public sources* that met the requirements *as described in full* in the CHRB 2020 Methodology document. For example, a "Not met" under "General HRs Commitment", which is the first bullet point for indicator A.1.1, does not necessarily mean that the company does not have a general commitment to human rights. Rather, it means that the CHRB could not identify a public statement of policy in which the company commits to respecting human rights.

## Detailed assessment

### Governance and Policies

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.1.1	Commitment to respect human rights	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: UNGC principles 1 &amp; 2: The Company 'has signed the UN Global Compact'. [Human Rights Policy Statement, 07/2017: <a href="http://omv.com">omv.com</a>]</li> <li>• Met: UDHR: The Company states that 'OMV respects, fulfils and supports the realization of human rights as contained in the Universal Declaration of Human Rights'.</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: UNGPs: The Company 'is fully committed to the UN Guiding Principles on Business and Human Rights.' [Human Rights Policy Statement, 07/2017: <a href="http://omv.com">omv.com</a>]</li> </ul>
A.1.2	Commitment to respect the human rights of workers	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: UNGC principles 3-6: The Company is an active participant of the UNGC. [UNGC - Status, 09/2019: <a href="http://unglobalcompact.org">unglobalcompact.org</a>]</li> <li>• Not met: Explicitly list All four ILO apply to EX BPs: The Company's business partners are held to the same standards as the Company. The Code of Conduct cover all ILO Core. Its 'partners, contractors and all other persons acting in the name of the Group must in the course of their daily work observe all applicable laws and regulations and comply with these principles.' With respect freedom of association and collective bargaining, the Code says: 'We respect the freedom of association and collective bargaining, the Code says: 'We respect the freedom of association and collective employee representation. We make every effort to work constructively with employee representatives to achieve mutually satisfactory solutions. This includes collaboration with representatives elected by our employees under local legislation. [...] As a global enterprise, we operate in host countries with the most varied socioeconomic and sociocultural systems and are bound by relevant national regulations. We respect freedom of association and effective recognition of the right to collective bargaining, and we consult on a regular basis with employee representatives.' However, CHRB could not find alternative measures to support the rights to freedom of association and collective bargaining when they are restricted by law. The Company has provided comments to CHRB regarding this indicator. However, evidence was not material [Code of Conduct, April 2018: <a href="http://omv.com">omv.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Explicit commitment to All four ILO Core: As previously stated, all four ILO fundamental rights are listed and adhered to. With respect freedom of association and collective bargaining, the Code says: 'We respect the freedom of association and collective employee representation. We make every effort to work constructively with employee representatives to achieve mutually satisfactory solutions. This includes collaboration with representatives elected by our employees under local legislation. [...] As a global enterprise, we operate in host countries with the most varied socioeconomic and sociocultural systems and are bound by relevant national regulations. We respect freedom of association and effective recognition of the right to collective bargaining, and we consult on a regular basis with employee representatives.' However, it is not clear whether it is committed to respect these rights in all contexts and locations (i.e. alternative mechanisms for those countries where there are legal restrictions to the exercise of these rights), as the Company indicates that it respects these rights 'we're bound by relevant national regulations'. The Company has provided comments to CHRB regarding this indicator. However, evidence was not material. [Code of Conduct, April 2018: <a href="http://omv.com">omv.com</a>]</li> <li>• Met: Respect H&amp;S of workers: The Company has 'the highest standards for health, safety, security and the protection of the environment,' and aims to continually improve its performance in these respects. [Code of Conduct, April 2018: <a href="http://omv.com">omv.com</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> <li>Met: H&amp;S applies to EX BPs: As mentioned, the Code of Conduct applies not only to the Company, but also its business partners. [Code of Conduct, April 2018: <a href="#">omv.com</a>]</li> </ul>
A.1.4	Commitment to engage with stakeholders	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>Met: Commits to stakeholder engagement: The Company 'is committed to genuine stakeholder engagement, convinced that mutual respect, transparent behavior and open dialogue are the best foundations for a good relationship with the different stakeholders'. These include, 'among others, employees and their representations, business partners, customers, government authorities, media, society and NGOs'. The Company devotes a specific section about relations with local communities. [Code of Conduct, April 2018: <a href="#">omv.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>Met: Regular stakeholder design engagement: The Company states 'Our community relations and development management process starts by conducting a Social Impact Assessment (SIA), which integrates human rights issues and builds on free and prior informed consultation with and consent of local stakeholders. [...]</li> </ul> <p>The purpose of an SIA is to ensure that the views of the local communities, especially of indigenous peoples, are incorporated and addressed throughout all phases of the project life cycle and its design: commencement, operational phase, and decommissioning or abandonment. [...] Where possible, SIAs are conducted in a participatory manner by directly consulting with potentially affected communities or their representatives. Based on the SIA's outcome, local social responsibility teams, who act as a link between OMV operations and local stakeholders/communities, develop and implement site-specific strategies for community relations and community development. Local stakeholder engagement plans and Community Grievance Mechanisms (for more info see Community Grievance Mechanism) are also developed and followed to maintain regular and open dialogue with our local stakeholders/communities throughout the project life including operations in order to identify, prevent and mitigate negative human rights impacts either through our own actions or our suppliers'. [Business Principles and Social Responsibility, N/A]</p>
A.1.5	Commitment to remedy	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>Not met: Commits to remedy: The Company has a grievance mechanism. However, no public statement of commitment to remedy any adverse impact that it has caused or contributed was found in public sources. [Our dialogue-based approach to handling Community Grievances, N/A: <a href="#">omv.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>Met: Not obstructing access to other remedies: 'The CGM helps OMV and those potentially impacted by its operations to resolve issues in a non-judicial manner. However, OMV's CGM does not replace, nor obstruct affected stakeholders, including local community, from access to judicial or to other forms of remedial systems with regards to their complaints/grievances. The CGM offers a channel to resolve grievances in non-judicial manner and, depending on the case, access to remedy for community members'. [Our dialogue-based approach to handling Community Grievances, N/A: <a href="#">omv.com</a>]</li> <li>Not met: Collaborating with other remedy initiatives</li> <li>Not met: Work with EX BPs to remedy impacts</li> </ul>

## Embedding Respect and Human Rights Due Diligence

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.1.1	Responsibility and resources for day-to-day human rights functions	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>Met: Commits to ILO core conventions: See indicator A.1.2. Signatory to the UNGC.</li> <li>Not met: Senior responsibility for HR: The Company discloses a chart with some group functions that include human rights-related topics, including corporate affairs, HSSE, Human Resources and Procurement. Additionally, 'The overall accountability for our compliance with human rights lies with the respective business heads.' The Company also offers evidence of Community Grievance Mechanisms. However, no details found on specific person/committee centralising human rights responsibility at senior management level. [2019 Sustainability Report, 2020: <a href="#">omv.com</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Day-to-day responsibility: The Company indicates that 'The Sustainability &amp; Reporting department is part of Corporate Affairs and has a Group-wide coordination function. It is responsible for steering, providing advice on, and reporting on sustainability-related topics to internal and external stakeholders. Sustainability &amp; Reporting steers and coordinates the development and the implementation of the Sustainability Strategy.' This strategy includes human rights elements. [2019 Sustainability Report, 2020: <a href="http://omv.com">omv.com</a>]</li> <li>• Not met: Day-to-day responsibility for EX BRs</li> </ul>
B.2.1	Identifying: Processes and triggers for identifying human rights risks and impacts	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Identifying risks in own operations: The Company describes the following: 'The Human Rights Due Diligence Process includes assessing the human rights risk associated with our current and future business activities and taking risk management actions. This ongoing process makes use of external resources and expertise and includes external stakeholders, in particular impacted groups. The OMV's human rights tools are: Risk Ranking, Country Entry Check, Pre-Entry Risk Assessment, Human Rights Impact Assessment, Risk Register, Self-Assessment, On-Site Audit, Supplier Audit and Grievance Management.' [Human Rights Policy Statement, 07/2017: <a href="http://omv.com">omv.com</a>]</li> <li>• Met: identifying risks in EX business partners: 'In 2018, prior to OMV's decision to do business in Malaysia, we commissioned a Human Rights Country Entry Check by an external human rights expert. This check provided an analysis of ongoing human rights issues and the resulting potential legal, reputational, and operational risks associated with our planned engagement in the country. We identified concerns related to labor rights, land issues, and indigenous peoples' rights, and assessed the potential for their mitigation. We plan to cooperate closely with our business partners and other stakeholders in Malaysia in order to ensure compliance with our human rights commitment locally'. This seems to be the general approach as indicated above as part of the human rights tool (includes business partners) [Sustainability report 2018, 04/2019: <a href="http://omv.com">omv.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Ongoing global risk identification: The Company's 'current activities and the host countries, where we already operate, are regularly subject to risk assessments.' [Human Rights, N/A]</li> <li>• Met: In consultation with stakeholders: As stated above, the process by which the Company identifies risks include impacted groups. [Human Rights Policy Statement, 07/2017: <a href="http://omv.com">omv.com</a>]</li> <li>• Met: In consultation with HR experts: As stated above, the process makes use of external resources and expertise. Although it is not clear which expert(s) the Company consulted, it describes that work that carry out in specific assessments for country entryw include 'an analysis of ongoing human rights issues and the resulting potential legal, reputational, and operational risks associated with our planned engagement in the country'. [Human Rights Policy Statement, 07/2017: <a href="http://omv.com">omv.com</a>]</li> <li>• Met: Triggered by new circumstances: These tools and techniques are implemented before the Company starts or acquires business in a new country, meaning they are triggered by new country operations. [Human Rights, N/A]</li> <li>• Met: Explains use of HRIAs or ESIA (inc HR): The Company's 'community relations and development management process starts by conducting a Social Impact Assessment (SIA), which integrates human rights issues and builds on free and prior informed consultation with and consent of local stakeholders. The SIA is conducted when we enter a new area, or there is a material change in our operations. The purpose of an SIA is to ensure that the views of the local communities, especially of indigenous peoples, are incorporated and addressed throughout all phases of the project life cycle and its design: commencement, operational phase, and decommissioning or abandonment. SIAs include a baseline study, community needs assessments, stakeholder analyses, and a study of social risks (incl. human rights) associated with the project. Where possible, SIAs are conducted in a participatory manner by directly consulting with potentially affected communities or their representatives'. [Business Principles and Social Responsibility, N/A]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.2.2	Assessing: Assessment of risks and impacts identified (salient risks and key industry risks)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Salient risk assessment (and context): The Company discloses that it performs human rights assessments. It is country/business specific. 'The Human Rights Due Diligence Process includes assessing the human rights risk associated with our current and future business activities and taking risk management actions. This ongoing process makes use of external resources and expertise and includes external stakeholders, in particular impacted groups. The OMV's human rights tools are: Risk Ranking, Country Entry Check, Pre-Entry Risk Assessment, Human Rights Impact Assessment, Risk Register, Self-Assessment, On-Site Audit, Supplier Audit and Grievance Management'. The Company's 'community relations and development management process starts by conducting a Social Impact Assessment (SIA), which integrates human rights issues and builds on free and prior informed consultation with and consent of local stakeholders. The SIA is conducted when we enter a new area, or there is a material change in our operations [...]. SIAs include a baseline study, community needs assessments, stakeholder analyses, and a study of social risks (incl. human rights) associated with the project. Where possible, SIAs are conducted in a participatory manner by directly consulting with potentially affected communities or their representatives'. [Human Rights Policy Statement, 07/2017: <a href="http://omv.com">omv.com</a> &amp; Business Principles and Social Responsibility, N/A]</li> <li>• Not met: Public disclosure of salient risks: The Company states the following in relation to a risk assessment for the country of Indonesia: 'We identified general country concerns related to labor rights (such as union rights, migrant workers' rights, health and safety at work), human rights in the supply chain (such as the risk of child and forced labor), land issues, and indigenous peoples' rights.' Additionally, the Company offers information about supplier audits. No details found, however, of results of assessment, indicating which risks are salient. No evidence found of wider scope, which are the salient issues generally identified or specific for different locations. [2019 Sustainability Report, 2020: <a href="http://omv.com">omv.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Both requirements under score 1 met</li> </ul>
B.2.3	Integrating and Acting: Integrating assessment findings internally and taking appropriate action	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Action Plans to mitigate risks</li> <li>• Not met: Including amongst EX BPs: The Company has provided comments to CHRB regarding this indicator. However, evidence was not material, as it seems to focus in monitoring compliance rather than actions carried out to prevent/mitigate specific salient issues.</li> <li>• Met: Example of Actions decided: The Company provides the following example: 'As a follow-up to the recommendations of the Human Rights Self-Assessment at OMV Petrom in Romania in 2018, the following key measures have been implemented: [...] An internal awareness campaign against discrimination, sexual harassment, and violence was launched.' [2019 Sustainability Report, 2020: <a href="http://omv.com">omv.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Both requirements under score 1 met</li> </ul>
B.2.4	Tracking: Monitoring and evaluating the effectiveness of actions to respond to human rights risks and impacts	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: System to check if Actions are effective: The Company states that 'Based on the SIA's outcome, site-specific strategies for community relations and development, stakeholder engagement plans as well as Community Grievance Mechanisms are developed and implemented. [...] Our community and social investments are focused on preventing or mitigating social risks and positioning OMV as a socially responsible company vis-à-vis our stakeholders. The Group level function governs and steers community relations and development implementation across operational countries, receives regular reporting and feedback from local social responsibility managers, and monitors and ensures that the Group guidelines on community relations and development are adhered to. We hold structured regular alignment meetings with our local social responsibility managers to monitor and steer local implementation of our site-specific global community relations and development commitments'. However, this system seems to focus in community relations. Not clear if this or other system tracks preventive/mitigation actions taken to mitigate the different salient human rights issues assessed in the different locations. [2019 Sustainability Report, 2020: <a href="http://omv.com">omv.com</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> <li>• Not met: Lessons learnt from checking effectiveness: In addition, it indicates that 'We also organize regular exchanges among all countries in order to share challenges and best-practice experiences as a supplement to the guidance provided. In 2019, we reviewed our internal social responsibility standard and management processes. The review resulted in even deeper integration of human rights aspects into the community relations and development management process and introduction of a guideline for public communication of SIA outcomes to affected stakeholders'. Not clear, however, which specific lessons in relation to a specific salient issue(s) while tracking effectiveness of actions taken.</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Both requirement under score 1 met</li> </ul>
B.2.5	Communicating : Accounting for how human rights impacts are addressed	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Comms plan re identifying risks: See indicator B.2.1. The Company carries out a global risk identification and assessment process that includes both its own operations and business partners, and describes at least some features of the process</li> <li>• Not met: Comms plan re assessing risks: In order to be awarded this indicator, the Company has to achieve a full score in B.2.2</li> <li>• Not met: Comms plan re action plans for risks: In order to be awarded this indicator, the Company has to achieve a full score in B.2.3</li> <li>• Not met: Comms plan re reviewing action plans: In order to be awarded this indicator, the Company has to achieve a full score in B.2.4</li> <li>• Not met: Including EX business partners: In order to be awarded this indicator, the Company has to achieve a full score in B.2.2/B.2.3/B.2.4 and at least 1,5 points in B.2.1.</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Responding to affected stakeholders concerns: The Company describes its Community Grievance Mechanism Process. It has five steps: Receive &amp; acknowledge, Assess &amp; assign, Investigate &amp; respond, Close out and Lessons learned. As part of the first step, 'Each grievance is acknowledged once received, and the complainant is informed of the next steps.' In the next step, Assess &amp; assign, an employee is assigned to ensure 'that the complainant is responded to in due course.' The third step, 'The grievance manager and the respective departments investigate the grievance and respond to the complainant informing them about the proposed resolution. In some cases more information may be requested from the complainant to ensure a thorough investigation.' Finally, 'Once the complainant accepts the solution, the grievance is considered resolved'. However, this indicator looks for evidence of how it responded to specific concerns raised by affected stakeholders and/or their legitimate representatives, in terms of communication. [Our dialogue-based approach to handling Community Grievances, N/A]</li> <li>• Not met: Ensuring affected stakeholders can access communications</li> </ul>

## Remedies and Grievance Mechanisms

Indicator Code	Indicator name	Score (out of 2)	Explanation
C.1	Grievance channel(s)/mechanism(s) to receive complaints or concerns from workers	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Channel accessible to all workers: The Company discloses that its 'employees also have various channels for bringing forward issues and grievances related to human rights. For instance, the Integrity Platform is available to anyone in the Group [...] PetrOmbudsman at OMV Petrom is where employees and management can have confidential, off-the-record, informal discussions and address issues related to the workplace. Moreover, employees can bring forward their concerns related to discrimination, employee representation in challenging environments, and maternal protection in direct dialogue with human rights managers, human resources business partners, and Works Council members'. [2019 Sustainability Report, 2020: <a href="https://www.OMV.com">omv.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Number grievances filed, addressed or resolved: In 2018, the Company received 1,058 grievances, one of which was related to human rights and was resolved. Evidence from the latest report seems to cover only community grievances, not all, and it indicates that none of them was related to human rights. [2019 Sustainability Report, 2020: <a href="https://www.OMV.com">omv.com</a>]</li> <li>• Met: Channel is available in all appropriate languages: The Whistleblowing Platform is available in 10 different languages. [Compliance, 6/8/2019]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> <li>• Met: Opens own system to EX BPs workers: The Company 'also provide a reverse engagement channel to our suppliers, whereby suppliers can use our Community Grievance Mechanism to communicate any concerns related to OMV activities in their local area.' [2019 Sustainability Report, 2020: <a href="https://www.OMV.com">omv.com</a>]</li> </ul>
C.2	Grievance channel(s)/mechanism(s) to receive complaints or concerns from external individuals and communities	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Grievance mechanism for community: The Company states that 'as part of OMV's stakeholder dialog, the company has implemented a community grievance mechanism at all operating sites. With a new grievance mechanism system in place, OMV has a consistent approach in receiving, registering and solving the grievances and aims to be fully aligned with the requirements of the GRI and IPIECA'. [Community Relations and Development, N/A]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Describes accessibility and local languages: The Company describes in detail how the mechanism is available: 'Grievances can be written or verbal and can be expressed in local languages. They can be lodged by email, phone, through our community relations and development staff working locally, and other locally dedicated channels, as well as at Corporate level. The grievances can be expressed anonymously, as well as on behalf of another individual. The channel is also open for our local suppliers. Local community grievance mechanisms are regularly communicated to local communities. Each grievance is acknowledged once received, and the complainant is informed of the next steps.' [Our dialogue-based approach to handling Community Grievances, N/A]</li> <li>• Met: EX BPs communities use global system: The Company defines grievances as 'an expression of dissatisfaction stemming from a real or perceived impact of a company's business activities through its own actions or through actions of its suppliers.' These grievances are covered by the Community Grievance Mechanism. [Our dialogue-based approach to handling Community Grievances, N/A]</li> </ul>
C.7	Remedying adverse impacts and incorporating lessons learned	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Describes how remedy has been provided</li> <li>• Not met: Says how it would remedy key sector risks</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Changes introduced to stop repetition</li> <li>• Met: Approach to learning from incident to prevent future impacts: The Company states that 'A key step in the process is regular review and extraction of lessons learned from the grievances received. Grievance trends are regularly discussed with senior management at operated sites. They inform the adaptation of operations to prevent future repetition of the same community concerns, or improvements to the grievance management process itself.' [Our dialogue-based approach to handling Community Grievances, N/A]</li> <li>• Met: Evaluation of the channel/mechanism: The Company underwent an evaluation of the grievance mechanism in Romania. 'Our operational Community Grievance Mechanism in Romania was the first one to be assessed against the UN Effectiveness Criteria. Romanian grievances account for a vast majority of all community grievances in the OMV Group. This pilot assessment took place in 2018. During 2019 a cross-departmental working group was formed to implement the resulting action plan. Subsequently the way community grievances were managed at OMV Petrom was redesigned as follows: Expanded access points to enhance accessibility and equitability: Grievances can now be expressed through e-mail, phone, or through representative organizations. Increased transparency and predictability of the CGM process for our stakeholders via standardized replies to grievances submitted; Greater legitimacy and equitability of decisions by providing an option for appeal; KPI monitoring established to allow for continuous learning'. The Company plans to assess the effectiveness of the Community Grievance Mechanism at all sites by 2025. [2019 Sustainability Report, 2020: <a href="https://www.OMV.com">omv.com</a> &amp; Our strategy, N/A]</li> </ul>

### Performance: Responses to Serious Allegations (Not included in the overall score)

Indicator Code	Indicator name	Score (out of 2)	Explanation
E(1).0	Serious allegation No 1		No allegations meeting the CHRB severity threshold were found.

#### Disclaimer

A score of zero for a particular indicator does not mean that bad practices are present. Rather it means that we have been unable to identify the required information in public documentation.

See the 2020 Key Findings report and the 2019 technical annex for more details of the research process.

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