

The complete perspective.

values sustainable reliable
long-term communication
environment responsibility
fairness corporate culture
reliability save resources
ethics future
transparency
Social responsibility
authentic commitment

Sustainability Report

2012

The complete perspective.

Sustainability Report 2012

Oesterreichische Kontrollbank AG

Oesterreichische Entwicklungsbank AG

OeKB Business Services GmbH

“Österreichischer Exportfonds” GmbH

OeKB Versicherung AG



With this Report, which serves as communication on progress, Oesterreichische Kontrollbank AG expresses its commitment to the 10 Principles of UN Compact.



Includes the Environmental Statement under Regulation (EC) No. 1221/2009 of the European Parliament and of the Council (EMAS) for the aforementioned corporations.



Includes the implementation plan for the “familyandcareer” audit under the 2002 Framework Directive on Implementation, as amended in 2004, issued by the Federal Ministry of Economy, Family and Youth.



The office building at the Strauchgasse 1-3 location in Vienna has been certified according to the GreenBuilding Standard. This Report serves as report on the implementation of the catalogue of measures according to the GreenBuilding Partner Guidelines.

The present Report complies with GRI G3 application level A+.
The GRI-content index is available on the internet at www.oekb.at

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For the sake of better readability, gender-neutral language has been waived in part. All designations of functions, offices and persons shall be interpreted in a gender-neutral manner.

Foreword by the Supervisory Board

The international economic environment in which OeKB is carrying on its core business in the export services segment has changed over the past decade. Questions concerning ecology, social environment and risk management are playing an ever-increasing part in business projects. The same is true for other OeKB business segments and Group affiliates.

OeKB Group has always very well mastered these challenges in the interests of the Austrian government and of Austrian foreign trade and to the benefit of capital and energy market players, international investors and shareholders.

This, not least, because the business policies of OeKB and OeKB Group companies, which are integrated in the OeKB sustainability management, show that, aware of their responsibility, these companies are actively and demonstrably rising to the occasion. Based on stakeholder confidence in such sustainable quality, OeKB Group is predestined to continue in future to bear many serious responsibilities in the interest of the overall economy.

On this note, the Supervisory Board would like to thank all OeKB Group employees who, through their work, are strengthening stakeholder confidence in the respective Group companies and whose achievements are recorded in this Report.

Foreword by the Board of Executive Directors / Management

GRI 1.1, GRI 3.5

Ladies and Gentlemen,

Economically difficult circumstances prevailing over the past few years have demonstrated to the entire financial sector and to Oesterreichische Kontrollbank Group (OeKB Group) how important it is, from an operational point of view as well as from the ecological and social perspectives, to apply long-term strategies and take sustainable measures.

We are firmly convinced that OeKB Group companies' sustained success can be ensured only if we combine these various dimensions in daily planning and action. Thus, we regard the efforts documented in this Report and our active membership in UN Global Compact, which we have been living since 2007, as sustainable investment in the future of OeKB Group and its stakeholders.

Speaking of sustainable investment, it provides the contextual cohesion we apply in this Report. In doing so, our interpretation of the term is rather broad. It ranges from selecting securities for our own portfolio to calculating the OeSFX – OeKB Sustainability Fund Index; from investing in training and further education to taking health-promoting measures; from granting soft loans in selected countries to providing through the Austrian Development Bank (OeEB) financing for private-sector projects that deliver added value for development policy.

In this context, we requested testimonies from OeKB Group stakeholders. You will find these at the beginning of each chapter of this Report. These stakeholders – including OeKB employees, owners, contracting authorities, advocacy groups and customers in the foreign trade and financial market sectors – vest their trust in our expertise and reliability. This is what characterizes our excellent reputation and contributes to the economic success of OeKB Group.

You will read in this Report about our initiatives in the period under review; how we actually bear responsibility in business as a member of society that acts with awareness; how we protect resources and help our teams to balance family life and professional performance; how we pursue a dialogue, proactively live our resolutions and support our colleagues in their commitment. Moreover, you will read about the measures we take to make further progress in terms of our sustainability management.

We thank all employees who, through their commitment and service, contribute to OeKB Group's credibility. Moreover, we thank all stakeholders for their cooperation and constructively critical contribution.



Johannes Attems



Rudolf Scholten



Karolina Offterdinger



Helmut Altenburger



Carl de Colle



Elisabeth Strassmair



Robert Anderl



Thomas Spanel



Michael Wancata



Andrea Hagmann

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1 Showing responsibility – events and highlights 2012



Sustainably enquired: among service providers for sustainable investors.

Once you have opted for sustainable investment, you will look for data and information that indicate whether a particular investment meets your defined criteria, whether it and promises to meet return expectations or to have the desired market impact. Data provider, Richard Lernbass, and specialized journalist, Max Demel, are members of the advisory committee to the OeKB Sustainability Fund Index (OeSFX) and pioneers of sustainable investing in Austria.

What may sustainable investing imply?



Richard Lernbass
of Austrian financial data provider,
software-systems.at, promotes
transparency and sustainability in
the financial sector.

“Sustainability is on everyone’s lips and even the scientific community agrees: Sustainable investment is a global megatrend. However, what does sustainable investing actually mean to software-systems.at? We maintain that it could never be about foregoing an adequate return rate, taking inappropriate risks, much less knowingly accepting losses, for the sake of personal moral values governing our investment decision. Quite the contrary is true: Rather than excluding one another, in fact, yield and ethics, security and values complement one another in a holistic investment strategy that rests upon three strong pillars of economic, environmental and social concern. Such holistic investment strategy assures investors that, rather than against these, their money, at last, is working for their innermost convictions.”



Max Deml
is founder and editor-in-chief of
ÖKO-INVEST Information Service

“There should be a sustainable impact on economy and society. For example when, over the past 20 years, with their engagement in German wind farm and solar park funds, tens of thousands of private investors effectively increased the proportion of electricity generated from these renewable resources from zero to meanwhile approx. 15 %. Secondly, sustainable investments potentially offer sustained, high return rates: A long-term comparison (approx. ten years since the spring of 2003) shows that, according to the NX-25 index that includes 25 different so-called ‘nature securities’ (Natur-Aktien) such as BWT AG, Geberit AG, INIT Innovation in Traffic Systems, Shimano Inc, Umweltbank AG and Whole Foods Market Inc, the performance of these securities exceeded that of the ‘conventional’ MSCI Global Equity Indices by 200 percentage points.”

1.1 'Not my business?' Globally acting enterprises – business and responsibility

GRI FS 5,
15, 16 >

'Not my business?' was the provocative title of an event dedicated to the recently amended OECD Guidelines for Multinational Enterprises and Common Approaches. The new title, 'OECD Recommendation of the Council on Common Approaches for Officially Supported Export Credits and Environmental and Social Due Diligence', previews the fundamental changes. Corporations distinguish between these two documents insofar as the Common Approaches address the member countries of the OECD Export Credit Group, whereas the OECD Guidelines refer to enterprises operating outside of the member countries. Under the Common Approaches, in future, officially supported guarantees shall increasingly take into consideration the social aspects of a particular project. On the other hand, the amended OECD Guidelines for Multinational Enterprises may be interpreted as a checklist for comprehensively examining the complex impact of commercial activity.

The new 2011 edition of the OECD Guidelines for Multinational Enterprises includes an entire chapter dedicated to the human rights issue (Part I, Section IV) and is based on the 'protect – respect – remedy' concept developed by Special Representative of the UN Secretary-General on the Issue of Human Rights and Transnational Corporations and Other Business Enterprises, John Ruggie. The document includes the terms 'due diligence' (Part I, Section II.A, 10 12) and 'responsible supply chain management' (Part I, Section II.B, 2), which are frequently used in this context. It also provides clear and improved procedural guidance intended to strengthen national contact points, i.e. offices set up by adhering governments to promote and implement the Guidelines, increase performance potential and promote functional equivalence.

For the amendments to the Common Approaches (as amended in 2012), please see Section 4.1.4 'Environmental audit – Export Services' of this Report.

Further information is available at

www.oecd-leitsaetze.at

1.2 GreenBuilding and photo voltaics at the Vienna Strauchgasse location

GRI EN 5,
EN 18

Upon completion of reconstruction and loft conversion works at the Vienna Strauchgasse location, OeKB was awarded the GreenBuilding Partner Certificate for the location in April 2012. In the context of acceptance into this programme, OeKB committed itself to present an energy pass, energy savings and the status quo as compared to the status prior to the commencement of reconstruction works. This commitment is met in the paragraphs below.

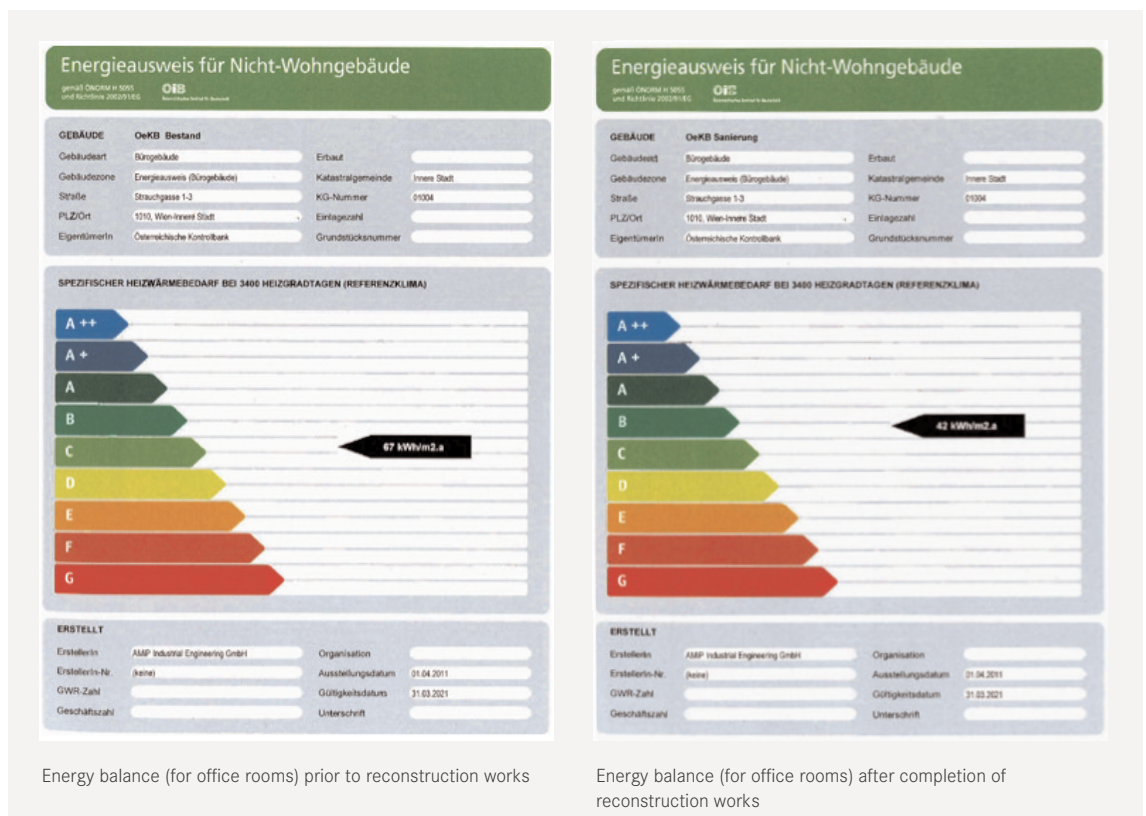
The sections of this Report concerning the programme for ecology and sustainability, energy management and the 'familyandcareer' audit provide an overview of current measures, and measures planned

for the future, all relating to the GreenBuilding Certificate.

Measurements carried out prior to the reconstruction at the Strauchgasse location indicated an energy index of 67 kWh/m²a for office rooms, while an energy index of 42 kWh/m²a was achieved after completion of reconstruction and loft conversion works. The actual heating energy consumption measured in 2012 at the Strauchgasse location was 41 kWh/m²a.

For details on heating and cooling energy consumption, please see Section 6.7 'Ecological perspective' of this Report.

Energy Pass for Non-residential Buildings



	kWh/m²a
Energy indices	
Prior to reconstruction / per year	67,0
After reconstruction / per year (calculated value)	42,0
Actually measured heating energy at the Strauchgasse location 2011	58,5
Actually measured heating energy at the Strauchgasse location 2012	41,0

1.3 Sustainably on the go – electromobility and carsharing

GRI EN 5,
EN 18

All over the world, private transport represents a major source of greenhouse gas emissions. Even though corporations can control some of the underlying causes only to a limited extent (land use planning, the phenomenon of commuting by car from the urban fringe to the work place, gaps in the public transport system), OeKB implemented the measures indicated below:

- Purchased an electric vehicle for the Internal Services Department to replace the previous vehicle, which was powered by a combustion engine. In the period under review, the electric vehicle covered a distance of 1,000 kilometres trouble-free, with a clearly reduced ecologic footprint;
- Joined the e-mobility model region, which supports participating companies in purchasing electric vehicles, setting up relevant infrastructure (charging station) and sharing experience (see event concerning the E-mobility regions Vienna – Berlin at the Vienna Town Hall);

- Created the opportunity to combine train and carsharing when attending customer meetings;
- Continued the well-established bike service day, where employees take their bikes to OeKB to have them serviced and repaired on the same day at the employees' own cost and ready for pick-up by the owners in the evening.

Further information is available at

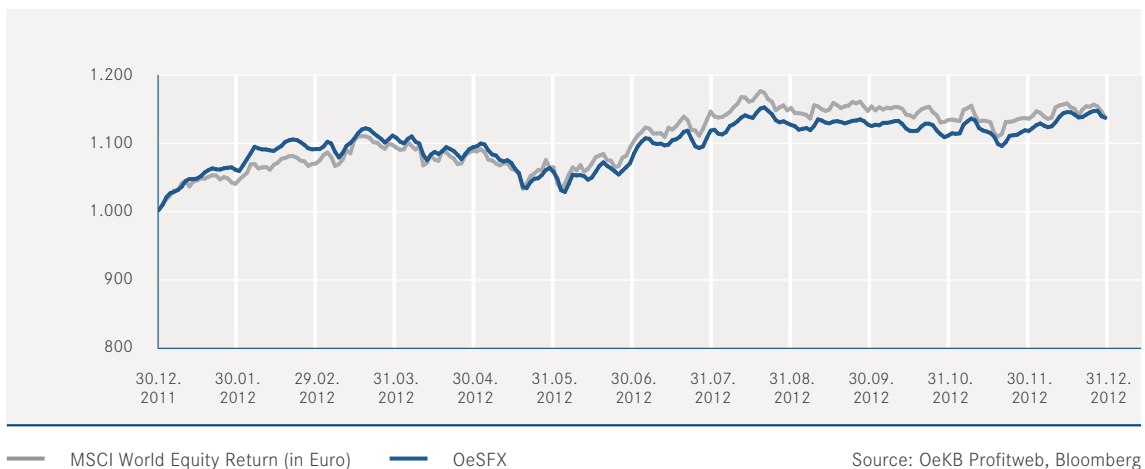
www.carsharing.at/de/pub/footer/ueber_uns/ueber_zipcar_austria.htm (in German only)

www.vie-mobility.at/wp/wp-content/uploads/Ein-Rueckblick3.pdf (in German only)

1.4 Sustainable investment – findings of the OeSFX performance study

GRI FS 8

Comparison OeKB Sustainability Fund Index (OeSFX) – MSCI*



* The management fee of approx. 1.5 % applicable to funds is not considered in the MSCI.
 Values as at 28/12/2012 (indexed): MSCI 1442.2 – OeSFX 1183.8
 Information on the OeSFX is available at www.oesfx.at

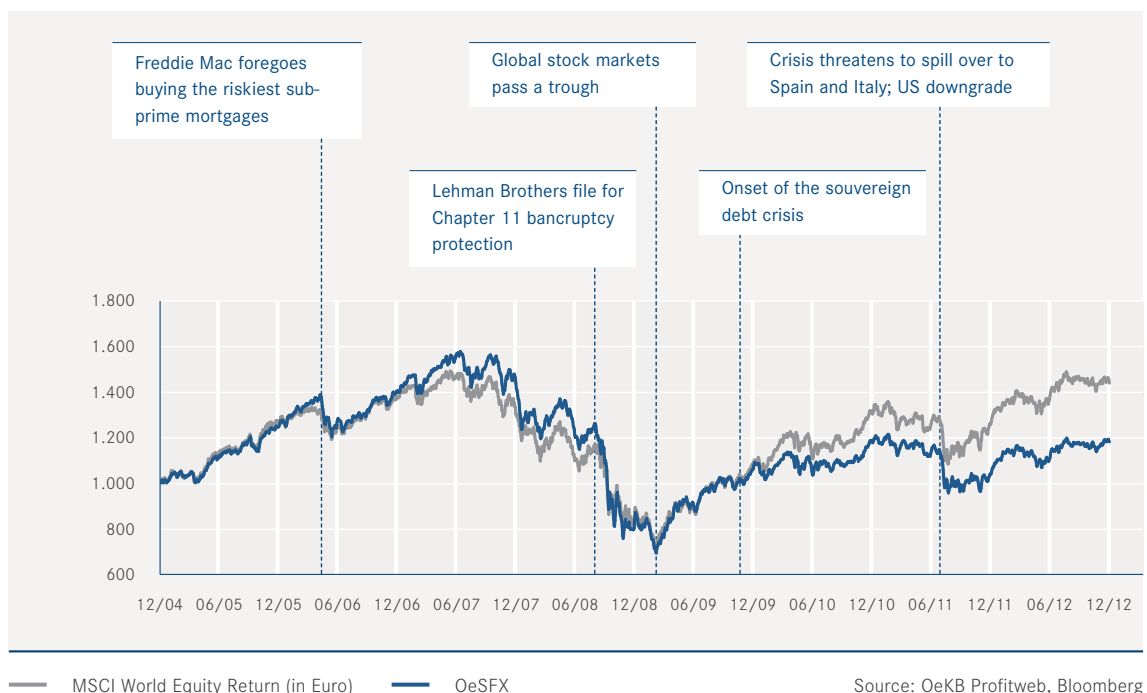
The OeKB Sustainability Fund Index (OeSFX) was the first product to close the gap between sustainability and core business at OeKB. For the past eight years, the OeSFX has been enabling investors and fund managers to compare, on a daily basis, the performance of a particular equity fund with that of the entire market of ecological and sustainable equity funds admitted to trade in Austria. Thus, OeKB is providing a free service to the Austrian financial market. Current values are available on a daily basis via the OeKB Fund Data Portal at www.profitweb.at; historic values are available as of 30 December 2004.

The OeSFX was developed by an independent expert advisory committee. As of 31 December 2012, this committee includes experts from the institutions indicated below:

- VKI – Verein für Konsumenteninformation (association for consumer information);
- IMC University of Applied Sciences, Krems;
- OeKO-INVEST Verlagsgesellschaft;
- OeKB Financial Data Services;
- software-systems.at Finanzdatenservice GmbH.

The work of this advisory committee and the publication of information on the OeSFX are subject to examination by governmentally accredited EMAS environmental auditors on a regular basis. Thus, the OeSFX is the first index to have evolved from an EMAS environmental (sustainability) management system.

Comparison OeKB Sustainability Fund Index (OeSFX) – MSCI



Crisis scenarios that have been prevailing over the past few years are affecting indices as well. A study was commissioned to determine the reasons for OeSFX outperformance, respectively underperformance, as compared to other indices. Summarized findings of that study are explained below.

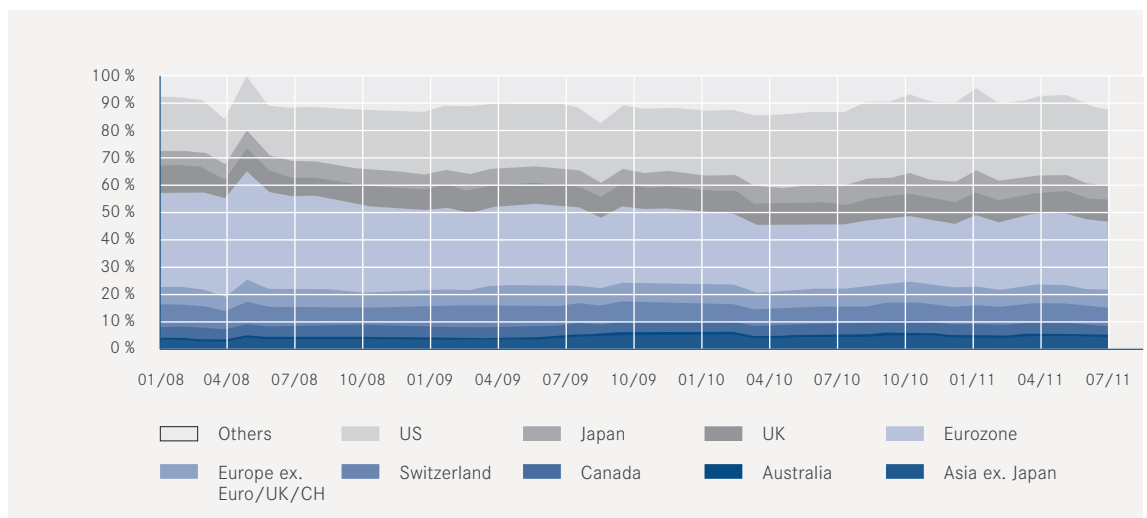
The study covers the period from the beginning of the OeSFX (31 December 2004) up until 31 August 2011. It is divided into four sections with the most significant events being Lehman Brothers filing for Chapter 11 bankruptcy protection on 16 September 2008, global stock markets hitting a low on 9 March 2009 and the onset of the European sovereign debt crisis on

5 November 2009 – the day the Greek government drastically revised upward its data relating to Greece's public debt.

Up until the onset of the sovereign debt crisis in Europe, the OeSFX performance curve had been parallel to that of the MSCI World for a long time. From the end of 2006 until the end of Q3/2007, the OeSFX even performed significantly better than the MSCI World.

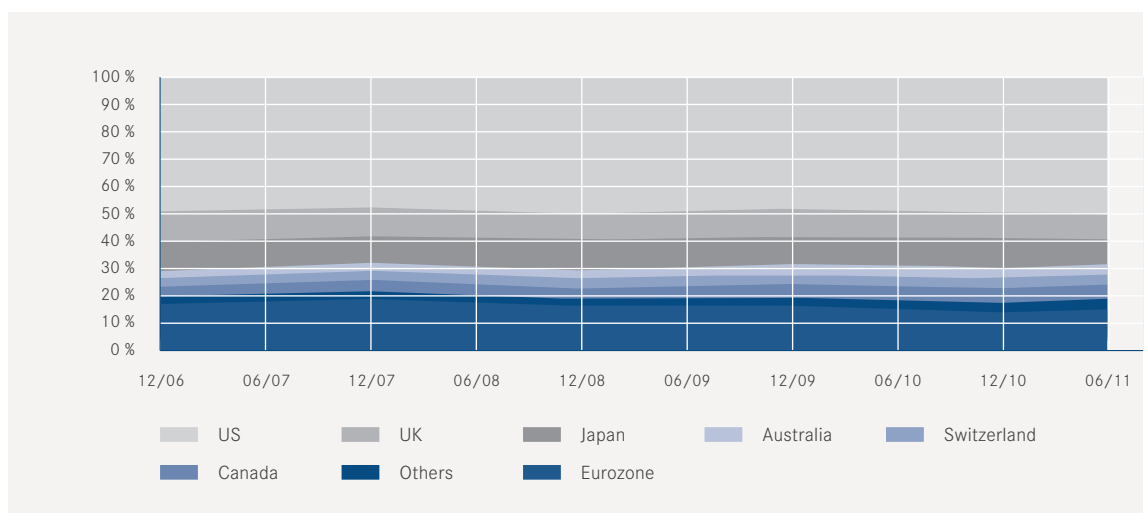
However, things changed at the end of 2009. These changes may be explained by virtue of country allocation, since the OeSFX has clearly less affinity to US markets than the MSCI World.

OeSFX Country Composition 01/2008 – 08/2011



OeSFX Top 5: ~ 25 % US, ~ 22 % Eurozone, ~ 8 % UK, ~ 6 % Switzerland, ~ 6 % Rest of Europe

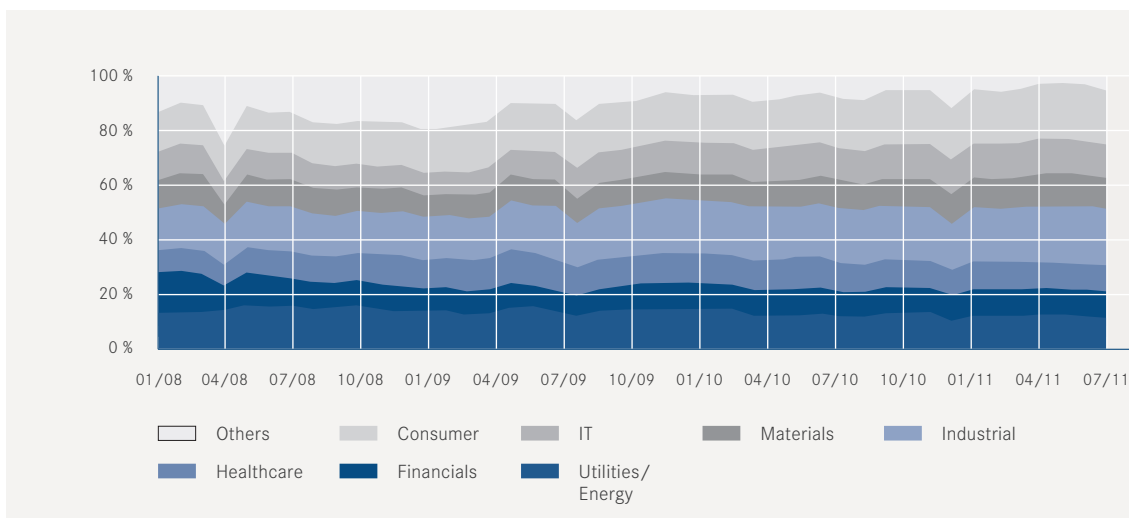
MSCI World Country Composition 01/2006 – 06/2011



MSCI World Top 5: ~ 50 % US, ~ 15 % Eurozone, ~ 10 % UK, ~ 10 % Japan, ~ 5 % Canada

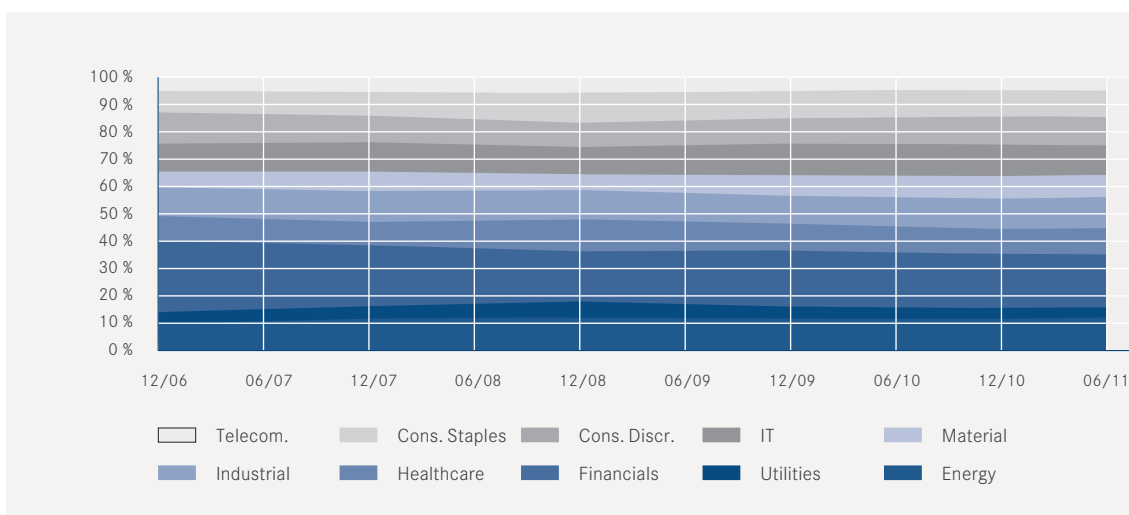
Moreover, the MSCI includes a nearly 20 % proportion of financial stocks while these are not among the OeSFX top 5. Rather, there is a very strong affinity to industrials.

OeSFX Sector Composition 01/2008 – 08/2011



OeSFX Top 5: ~ 17 % Industrials, ~ 16 % Consumer goods, ~ 9 % IT, ~ 9 % Commodities, ~ 9 % Utilities and energy

MSCI World Sector Composition 12/2006 – 06/2011



MSCI World Top 5: ~ 20 % Financial stocks, ~ 11.5 % Industrials, ~ 11 % IT, ~ 11 % Energy, ~ 10.5 % Consumer discretionary

Literature: *Dannenberg, Charlotte: Performance Analysis of the OeSFX Sustainability Fund Index, Vienna 2012*

Apart from the findings of the study, it was argued within the advisory committee that comparatively poor OeSFX performance is due primarily to the strong decline in the market price of solar stocks, which represent a rather large proportion of the OeSFX.

Further information is available at www.oesfx.at

1.5 Exclusion criteria and own portfolio

Sustainably enquired: concerning the OeKB own portfolio.

When OeKB is investing, it does so according to clearly defined rules.

Are there exclusion criteria in place for the OeKB own portfolio?



Maria Kucera
is deputy head of the OeKB
Bond Market Department and
Notification Office

“Sustainable investment within a company’s own portfolio reflects its efforts to consistently insert and implement its own values in all aspects of the enterprise. OeKB has defined its principles by virtue of exclusion criteria for its own portfolio and thus excludes investments in shares of arms manufacturers and conglomerates that largely provide arms technologies.”

Article 2 (2) of the General Business Conditions for Investment Guarantees provides that claims arising from supplying goods, the export of which is governed either by the Austrian Federal Act on Import, Export and Transit of Munitions or by the Austrian Act on Security Control (nuclear power), are excluded from coverage under the guarantees.

Moreover, since business transactions in the arms and nuclear power sectors are contrary to OeKB values, these are excluded on the part of the Bank.

As regards investments included in the Bank’s own portfolio, a procedure is in place, which excludes the acquisition of shares in arms manufacturers and conglomerates that largely provide arms technologies.

In 2013, the Bank is planning to extend and specify the exclusion criteria for its own portfolio. This, with the objective to extend the existing procedure to exclude manufacturers that largely provide nuclear technology.

1.6 Awards

GRI 2.10

1.6.1 Austrian Sustainability Reporting Award (ASRA)

Since the year 2000, the Austrian Chamber of Chartered Accountants, along with the Austrian Institute of Certified Auditors (IWP) and other cooperation partners, have been presenting the Austrian Sustainability Reporting Award (ASRA) for the best sustainability reports of Austrian companies. At this year's award ceremony, keynote speaker, Elaine Cohen, explicitly pointed out that transparency is a fundamental factor in terms of the confidence vested in a company and that (sustainability) reporting represents an essential contribution in this respect.

The jury was delighted to emphasize that the quality of reports that are prepared by companies, which have been committed to sustainability for years, has meanwhile reached a level so high that newcomers can hardly match it at the first or second instance of entering the competition. Therefore, and for the sake of fairness in the assessment, a special category will be created for newcomers next year. The necessary criteria will be drawn up in 2013. OeKB came in third place in the large companies category.

1.6.2 eAward

The eAward is an initiative of Report Publishers and Platform Digital Austria. It is presented every year to projects concerning an IT context, which provide support in redesigning business processes. In 2012, OeKB submitted its *Bilanz Transfer System* (balance sheet transfer system), which certified public accountants and certified management accountants use upon instruction of their clients to send financial statement data to one or several banks and, in return, receive evaluations concerning the credit rating and

key performance indicators of these clients. The expert jury nominated this project in late 2012. The assessment particularly focused on projects that are not merely economically feasible but sustainable as well. For example, electronic balance sheet transfer reduces environmental impact and costs through savings on paper, printing of documentation and physical transport. The award was presented to three of the nominated projects in late January 2013.

1.6.3 Austria's Leading Companies

Austria's Leading Companies contest is held by *Kreditschutzverband 1870* (Austria's leading creditor protection company), PriceWaterhouseCoopers and the *Wirtschaftsblatt* magazine. Austria's leading companies are evaluated according to comprehensible facts and key performance indicators. The Austrian EXAA energy exchange, an OeKB investment in the energy

sector and, at the same time, customer of OeKB in its capacity as service provider in the areas of financial clearing and risk management, participated in this contest for the second time. Ranking on place nine, EXAA is among Austria's Top Ten in the 'solid small enterprises category' while, in the 'sustainability' sector, EXAA was even placed among the five best companies (place 5).

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2 Bearing responsibility – OeKB Group introduces itself



Sustainably enquired: with the OeKB Board of Executive Directors.

Acting in a sustainable manner has always been one of the characteristics of OeKB – and this will remain a decisive factor in the future.

What part does sustainable investment play at OeKB?



Johannes Attems
Member of the executive board
Oesterreichische Kontrollbank AG

A 'genetic code' has been characterizing OeKB from ever since: Serving the overall economy by performing a wide range of tasks with a comparatively small team. For instance, tasks which otherwise would require every bank in the country to independently operate the necessary infrastructure. Thus, OeKB has been proven over decades to be a reliable, centralized, efficient and non-competitive platform in the financial market and a reliable partner of the Austrian government and foreign trade.

At the same time, OeKB pursues its own success by contributing to the success of the Austrian economy. Along with economic responsibility, ecological and social responsibilities have been in place for a long time. Introducing a management system for sustainability has provided additional momentum: For example, clear exclusion criteria were defined for investments included in the OeKB own portfolio; products, such as the OeSFX sustainability index, were realized and, finally, the Austrian government assigned the responsibilities of the country's official development bank to a 100 % subsidiary of OeKB.

OeKB continuously invests in its proven business model, in new shareholdings, in developing new services and in the proven social quality of OeKB teams. In doing so, we are guided by the values set forth in our sustainability policy. We are certain that OeKB Group's sustainable strategy will continue to ensure stakeholder confidence in the future.

2.1 Introduction of OeKB Group

GRI 2.1, 2.2,
2.3, 2.4, 2.5,
2.8, 3.6, 3.8
EC 8, FS 11



2.1.1 Oesterreichische Kontrollbank AG

2.1.1.1 OeKB business segments and responsibilities

The history of Oesterreichische Kontrollbank AG begins with the resolution adopted by the constituent shareholder meeting on 22 January 1946. The objective was to develop the banking business after 1945 and subsequently perform the duties of the former *Giro- und Cassenverein*. From 1946 onward, OeKB has also been entrusted with placement of the first federal treasury bonds.

OeKB had been acting as settlement agency of the Vienna Stock Exchange since 1948. In 1954, OeKB was assigned the responsibilities of securities validation. In 1965, the Austrian Central Securities Depository (*Wertpapiersammelbank*) was established at OeKB. Its customers are capital market players, such as banks, issuers, investment companies and pension funds.

Today's services include:

- Handling export guarantees of the Republic of Austria as its agent under the Austrian Export Promotion Act 1981;
- Export financing under the Austrian Export Financing Promotion Act;
- Safe custody and administration of securities;
- Operating the energy market centre of excellence;
- Clearing and order routing to international stock exchanges;
- Providing financial data and key indicators;
- Process and IT solutions for the investment fund industry;
- Providing access to the SWIFT network through the SWIFT Service Office;
- Acting as auction agent for Austrian government bonds;
- Consulting and clearing services for issuers.

Since 1950, OeKB has been acting as the agent of the Republic of Austria (represented by the Federal Ministry of Finance) in the field of export guarantees. The Bank is responsible for examining guarantee applications from a banking point of view according to the Austrian Export Promotion Act 1981. It issues and administers the guarantees on behalf of the Republic of Austria. The Bank is also entrusted with the protection of the guarantor's rights stipulated in the guarantee contracts. The valid guarantee procedure is based on the provisions set forth in the Austrian Export Promotion Act 1981 and in the ordinance on the implementation thereof issued by the Federal Minister of Finance.

2.1.1.2 Sustainability management at OeKB

Sustainable responsibility is defined as acting in awareness of environment and society. The basic principles underlying the present OeKB sustainability management date back from 1999, when a strictly department-focused environmental management system was set up and implemented in the then responsible department of facility management and concerted, targeted measures were taken to reduce energy, water and paper consumption. This initial project quickly evolved into a Bank-wide environmental management system, which was first certified in 2001 according to the European EMAS regulation and the ISO 14001 international standard. It took only one more step, which was to be anticipated, that the EMAS-certified company would begin to implement sustainable action and that step was made with the following consolidated report in 2004. This also marked the beginning of extending the management system to other Group companies. As of the period under review 2003, Global Reporting Initiative (GRI) guidelines were observed in preparing the sustainability report and in 2006, the new guidelines (G3) were incorporated. In 2007, OeKB signed up to the voluntary global initiative, UN Global Compact, to promote sustainable development and commitment in terms of social responsibility.

The environmental and sustainability system and sustainability reporting cover the entire OeKB Group, to the exclusion of credit insurers, PRISMA Kreditversicherungs AG. Albeit not certified under EMAS, Central Counterparty Austria (CCP.A), nevertheless, is included in the environmental key indicators.

This Sustainability Report covers the calendar year 2012. It will be revised and updated on an annual basis. The next detailed report will be published in 2016.

2.1.1.3 Scope of the Report – Oesterreichische Kontrollbank AG

Since OeKB Group companies are integrated to varying degrees in the OeKB sustainability management system, the respective system boundaries are indicated in detail below and illustrated by a colour code. Green boxes indicate Group companies that are fully integrated in a holistic manner in the management system, including EMAS certification. In any case, this includes determination of employee key indicators. However, for organizational reasons, such as company size, for example, it is possible that a particular company is integrated in the reporting exclusively through environmental key indicators. These companies are indicated by blue boxes. If all aspects are completely covered, the particular company is indicated by both, green and blue boxes.

- EMAS environmental management system, employee key indicators and
 - Determination of environmental key indicators
- EMAS Certificate: Reg. no. AT-000406
Locations: Strauchgasse 3, Am Hof 4, Wallnerstraße 3, and Wipplingerstraße 34



2.1.2 Oesterreichische Entwicklungsbank AG

2.1.2.1 Business segments and responsibilities of OeEB

Since 2008, Oesterreichische Entwicklungsbank AG (OeEB) has been financing private-sector projects in developing countries and emerging markets, thus facilitating sustainable development. Quite within the meaning of the objective set forth in its mission statement: OeEB works to provide stimulus for sustainable economic growth in order to improve the living conditions of people in disadvantaged regions over the long term.

The specific mandate of OeEB is set forth in the Austrian Export Promotion Act. It is the responsibility of OeEB to contribute to developing (primarily) the private sector in developing countries and emerging markets by applying long-term financing instruments. In order to cover its credit financing, OeEB applies for a guarantee of the Austrian government for each credit financing transaction.

Moreover, OeEB has access to budget funds controlled by the Federal Ministry of Finance, which may be used for investment projects and in the context of the 'advisory programmes' to improve these projects' impact in terms of development policy.

Due to its strategic orientation, OeEB activities focus on supporting the financial sector as the motor of the real economy. In doing so, the focus rests on the infrastructure sector and here, in particular, on the areas of renewable energy, energy efficiency, environment and climate. Moreover, OeEB finances projects in the manufacturing and industrial sectors even though, as a matter of principle, OeEB acts in an open, flexible and demand-oriented manner vis-à-vis all sectors.

The geographic focus rests on the Western Balkans and Eastern Europe (non-EU countries), primarily the Black Sea region, the southern Caucasus region, Central Asia, Central America and Sub-Saharan Africa.

2.1.2.2 Integration in OeKB Group's sustainability management system (SMS)

The OeEB sustainability management is part of the OeKB Group sustainability management system and directly integrated in terms of internal processes, such as, procurement, parts of corporate communication, energy and facility management as well as the internal audit. The internal audit of the SMS is carried out annually according to the OeKB audit plan. Team meetings offer employees an opportunity to discuss daily issues, including sustainability issues, with OeEB Executive Board.

2.1.2.3 Scope of the Report – Oesterreichische Entwicklungsbank AG

- EMAS environmental management system, employee key indicators and
 - Determination of environmental key indicators
- EMAS Certificate: Reg. no. AT-000406
Location: Strauchgasse 3



2.1.3 OeKB Business Services GmbH

2.1.3.1 Business segments and responsibilities of OeKB Business Services GmbH

OeKB Business Services GmbH (OeKB-BS) is a specialized software service provider owned by Oesterreichische Kontrollbank AG. Its service portfolio includes customized software solutions that are developed for individual customers and standard software for selected areas of application, which optimally integrate into any existing IT systems environment. OeKB-BS relies on proven technologies, such as Java, Microsoft .NET and SharePoint.

2.1.3.2 Integration in the OeKB Group's SMS

To OeKB-BS, sustainability represents a central challenge. Therefore, it invests in research projects that focus on the context of ecological improvements. Since sustainability should be applied internally as well, the OeKB-BS Managing Board discusses this topic in employee appraisal interviews; thanks to appropriate training, the issue has become a matter of course in daily business practice. Previously implemented projects include a tool to calculate carbon-dioxide emissions in the transport sector.

2.1.3.3 Scope of the Report – OeKB Business Services

- EMAS environmental management system, employee key indicators and
- Determination of environmental key indicators
EMAS Certificate: Reg. no. AT-000406
(Certificate shared with OeKB Strauchgasse location)
Location: Am Hof 4

2.1.4 “Österreichischer Exportfonds” GmbH

2.1.4.1 Business segments and responsibilities of “Österreichischer Exportfonds” GmbH

Since its incorporation, more than 60 years ago, “Österreichischer Exportfonds” GmbH (*Exportfonds* – export fund) has been making an important contribution to Austrian foreign trade by providing low-interest loans to small and medium-sized enterprises through a streamlined and unbureaucratic procedure. The same procedure applies to all applicants. With a uniform interest rate, this system includes small and micro businesses. Financing is provided for export transactions of Austrian small and medium-sized enterprises (SME).

2.1.4.2 Integration in the OeKB Group's SMS

Within OeKB Group, sustainable action is a distinct management approach with concrete objectives that unites commercially successful action with social and ecologic responsibility and applies externally (customers) as well as internally (employees). Through providing information on the anti-corruption issue on its website, the *Exportfond* raises awareness of the issue among its customers in order to increase sensitivity in this area as well. Through formulating concrete objectives and participating in the SMS of Oesterreichische Kontrollbank AG, the *Exportfonds* will continue to demonstrate its social responsibility to its stakeholders.

2.1.4.3 Scope of the Report – “Österreichischer Exportfonds” GmbH

- EMAS environmental management system, employee key indicators and
- Determination of environmental key indicators
EMAS Certificate: Reg. no. AT-000406
(Certificate shared with OeKB Strauchgasse Location)
Location: Strauchgasse 3

OeKB EH Beteiligungs- und Management AG



2.1.5 OeKB Versicherung AG

Incorporated in 2004, OeKB Versicherung AG specializes in providing credit insurance to medium-sized enterprises. It offers protection from bad debts for goods and services in western industrialised countries or in Austria and, in particular, protects from losses in emerging markets. In doing so, OeKB Versicherung AG is distinguished by comprehensive insurance policies and specific expertise in complicated markets.

2.1.5.1 Integration in the OeKB Group SMS

Even though incorporating OeKB Versicherung AG as an independent subsidiary resulted in its formal exclusion from the OeKB EMAS certification, this did not, however, prevent OeKB Versicherung AG from participating in the sustainable corporate culture at OeKB. Although the first year was dedicated to acquiring customers and establishing new structures, integration in the SMS of OeKB Group was a declared goal. However, being tied to OeKB in terms of operational ecology allowed OeKB Versicherung AG from day one to apply sustainable criteria in procurement. When business structures were established, the structure for internal sustainability management was set up simultaneously. The appointment of a contact person for sustainability issues created the interlock with the OeKB sustainability management.

2.1.5.2 Scope of the Report – OeKB Versicherung AG

- EMAS environmental management system, employee key indicators and
- Determination of environmental key indicators (Certificate shared with OeKB Strauchgasse Location)



2.1.6 PRISMA Kreditversicherungs- Aktiengesellschaft

PRISMA was established in 1989. Upon instruction of its customers, PRISMA verifies the credit ratings of these customers' business partners and insures active debts against the insolvency risk. Having its registered offices at the Himmelfortgasse 29 location, PRISMA is presently not included in the OeKB Group's sustainability management.

Scope of the Report – PRISMA Kreditversicherungs-Aktiengesellschaft

Not included in the OeKB sustainability management system or EMAS certification
Location: Himmelfortgasse 29



2.1.7 CCP Austria Abwicklungsstelle für Börsengeschäfte GmbH (CCP.A)

The Central Counter Party Austria – CCP.A is responsible for clearing and risk management of securities and futures transactions at the Vienna Stock Exchange (Wiener Börse AG) and assumes, respectively manages, performance and default risks.

Scope of the Report – CCP Austria Abwicklungsstelle für Börsengeschäfte GmbH

- Employee key indicators and determination of environmental key indicators
Location: Strauchgasse 3

2.2 Registered offices and locations

GRI 2.4, 2.5, 2.8,
EC 6, EC 7

OeKB has its registered offices in Vienna. Except for minority shareholdings in Central and Eastern Europe, the Group structure is based exclusively in Austria; hence, OeKB maintains business relationships with nearly exclusively regional suppliers. The same is true for employee structure.

Certification of the management system pursuant to EMAS and EN ISO 14001 refers to the OeKB organization as well as to parts of the Group and comprises all entrepreneurial activities performed at the locations indicated below:

1010 Vienna, Am Hof 4;
1010 Vienna, Strauchgasse 3;
1010 Vienna, Wipplingerstraße 34;
1010 Vienna, Wallnerstraße 3;
4020 Linz, Ziegeleistraße 74.

The content of this Report arises from the procedures as set forth in the management manual, from requirements pursuant to EMAS and GRI and from issues of essential stakeholders interest.

2.2.1 Vienna location

Am Hof 4	m ²	Employees
Registered offices of OeKB, thereof	4.297	82
OeKB Business Services	236	9

The vaults of the Austrian Central Securities Depository (Wertpapiersammelbank), where the majority of Austrian securities are physically preserved, are located on two

basement floors. Offices and conference rooms are located in leased office space on several floors of the building.

Strauchgasse 3	m ²	Employees
OeKB main location, thereof	15.535	285
Registered offices of OeKB Versicherung AG	811	30
Registered offices of "Österreichischer Exportfonds" GmbH	395	15
Registered offices of Oesterreichische Entwicklungsbank AG	817	27
Registered offices of CCP Austria Abwicklungsstelle für Börsengeschäfte GmbH	85	6
Registered offices of OeKB Business Services GmbH	0	0

The building at Strauchgasse 3 was constructed in the years 1851 through 1852. With 15.535 m² net floor space (to the exclusion of basement and rented business space), it is the OeKB Group's largest location. Having initially leased only parts of the building, OeKB has been proprietor of the entire building since 1981.

In addition to shops and catering businesses, there is a hall on the ground floor, where events can be held for an audience of up to 180 persons, and a restaurant for employees, which is operated by Eurest.

Sealed floor space at the Strauchgasse location comprises 3,001 m².

Address	m ²	Employees
Wipplingerstraße 34 Archives and OeKB sports centre	1.254	–
Wallnerstraße 3 Kindergarten	475	5

The basement of the former stock exchange building at Wipplingerstraße 34 houses the archives as well as the sports centre operated by the OeKB works council; the OeKB Kindergarten is located at Wallnerstraße 3.

2.2.2 Linz location

Ziegeleistraße 74	m ²	Employees
OeKB Versicherung AG	315	10

The Linz Branch Office of OeKB Versicherung AG is located in leased office space.

2.3 Shareholder structure

GRI 2.6

Shareholders	Number of shares	Shares (%)
Allocation of shares to the equity capital (as at 31 December 2012)		
CABET-Holding-GmbH, Vienna (UniCredit Bank Austria Group)	217.800	24,750
UniCredit Bank Austria AG, Vienna	142.032	16,140
Erste Bank der oesterreichischen Sparkassen AG, Vienna	113.432	12,890
Schoellerbank Aktiengesellschaft, Vienna	72.688	8,260
AVZ Finanz-Holding GmbH, Vienna	72.600	8,250
Raiffeisen Zentralbank Österreich Aktiengesellschaft, Vienna	71.456	8,120
BAWAG P.S.K. Bank für Arbeit und Wirtschaft und Österreichische Postsparkasse Aktiengesellschaft, Vienna	44.792	5,090
Raiffeisen OeKB Beteiligungsgesellschaft mbH, Vienna	44.000	5,000
Oberbank AG, Linz	34.224	3,890
Bank für Tirol und Vorarlberg Aktiengesellschaft, Innsbruck	26.888	3,055
BKS Bank AG, Klagenfurt	26.888	3,055
Österreichische Volksbanken-Aktiengesellschaft, Vienna	13.200	1,500
	880.000	100,000

2.4 Shareholdings

GRI 2.3,
3.8

	Shares (%)
Shareholdings of Oesterreichische Kontrollbank AG (as at 31 December 2012)	
Special banks	
Oesterreichische Entwicklungsbank AG, Vienna	100,0000
"Österreichischer Exportfonds" GmbH, Vienna	70,0000
Credit insurance	
OeKB EH Beteiligungs- und Management AG, Vienna	51,0000
Holds 100 % of the shares in:	
OeKB Versicherung Aktiengesellschaft, Vienna	
PRISMA Kreditversicherungs-Aktiengesellschaft, Vienna	
(Holds 100 % of the shares in PRISMA Risikoservice GmbH)	
OeKB Zentraleuropa Holding GmbH, Vienna	100,0000
Capital market	
CCP Austria Abwicklungsstelle für Börsengeschäfte GmbH, Vienna	50,0000
CEESEG Aktiengesellschaft (formerly Wiener Börse AG), Vienna	6,6046
Budapest Stock Exchange Ltd., Budapest	18,3500
Link-Up Capital Markets SL, Spain	5,1200
Energy market	
AGCS Gas Clearing and Settlement AG, Vienna	20,0000
APCS Power Clearing and Settlement AG, Vienna	17,0000
CISMO Clearing Integrated Services and Market Operations GmbH, Vienna	18,4999
ECRA Emission Certificate Registry Austria GmbH, Vienna	12,5000
EXAA Abwicklungsstelle für Energieprodukte AG, Vienna	8,0600
OeMAG Abwicklungsstelle für Ökostrom AG, Vienna	12,6000
Special software	
OeKB Business Services GmbH, Vienna	100,0000
Miscellaneous shareholdings	
Einlagensicherung der Banken und Bankiers Gesellschaft m.b.H., Vienna	0,1000
"Garage Am Hof" Gesellschaft m.b.H., Vienna	2,0000
Österreichische Wertpapierdaten Service GmbH	1,0000

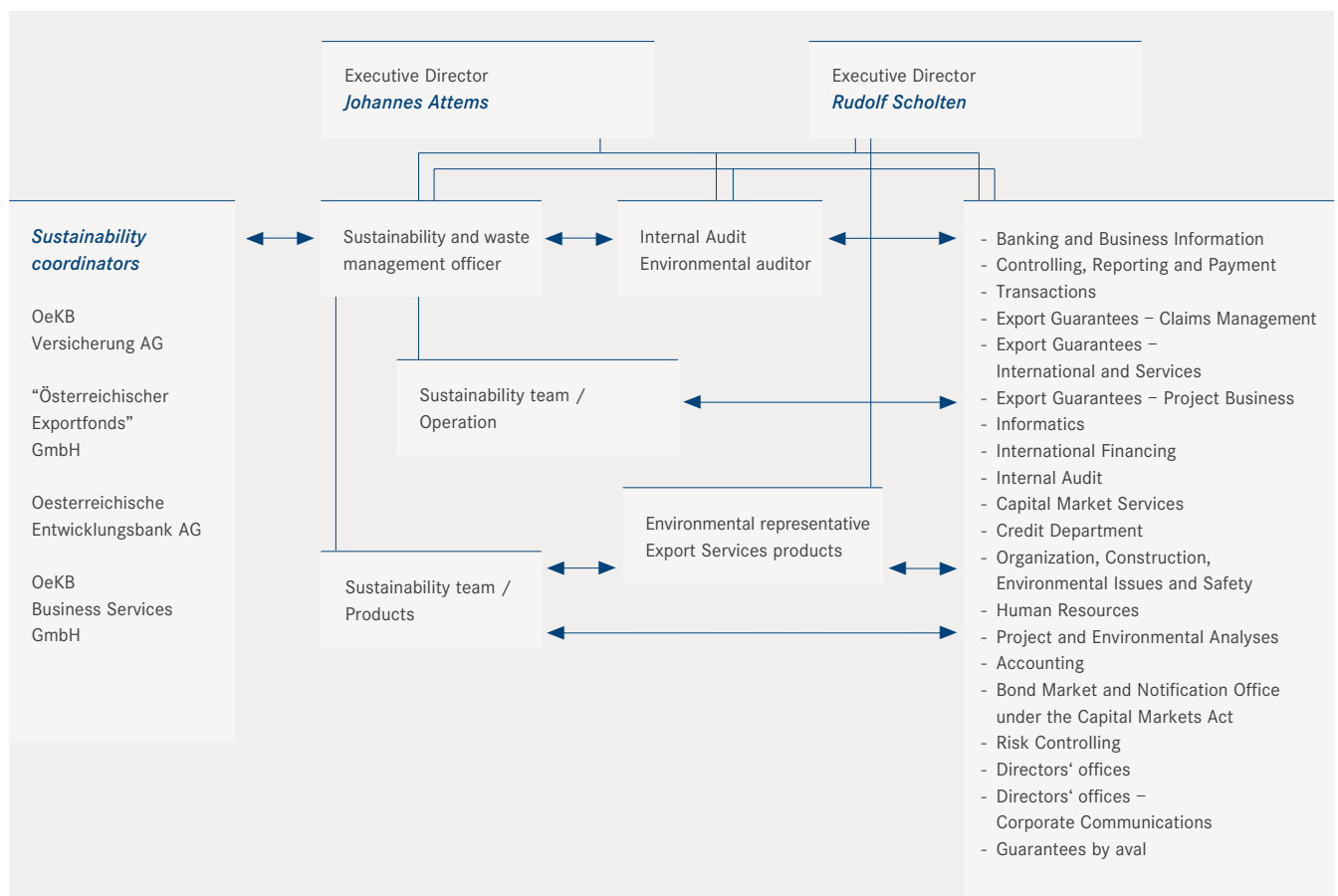
¹ As of 1 January 2013, the Environmental Agency Austria has assumed all responsibilities previously assigned to ECRA GmbH. Therefore, ECRA GmbH was dissolved as of 1 January 2013.

2.5 Organizational structure

GRI 2.3

2.5.1 Organizational chart: Sustainability at OeKB Group

Management system

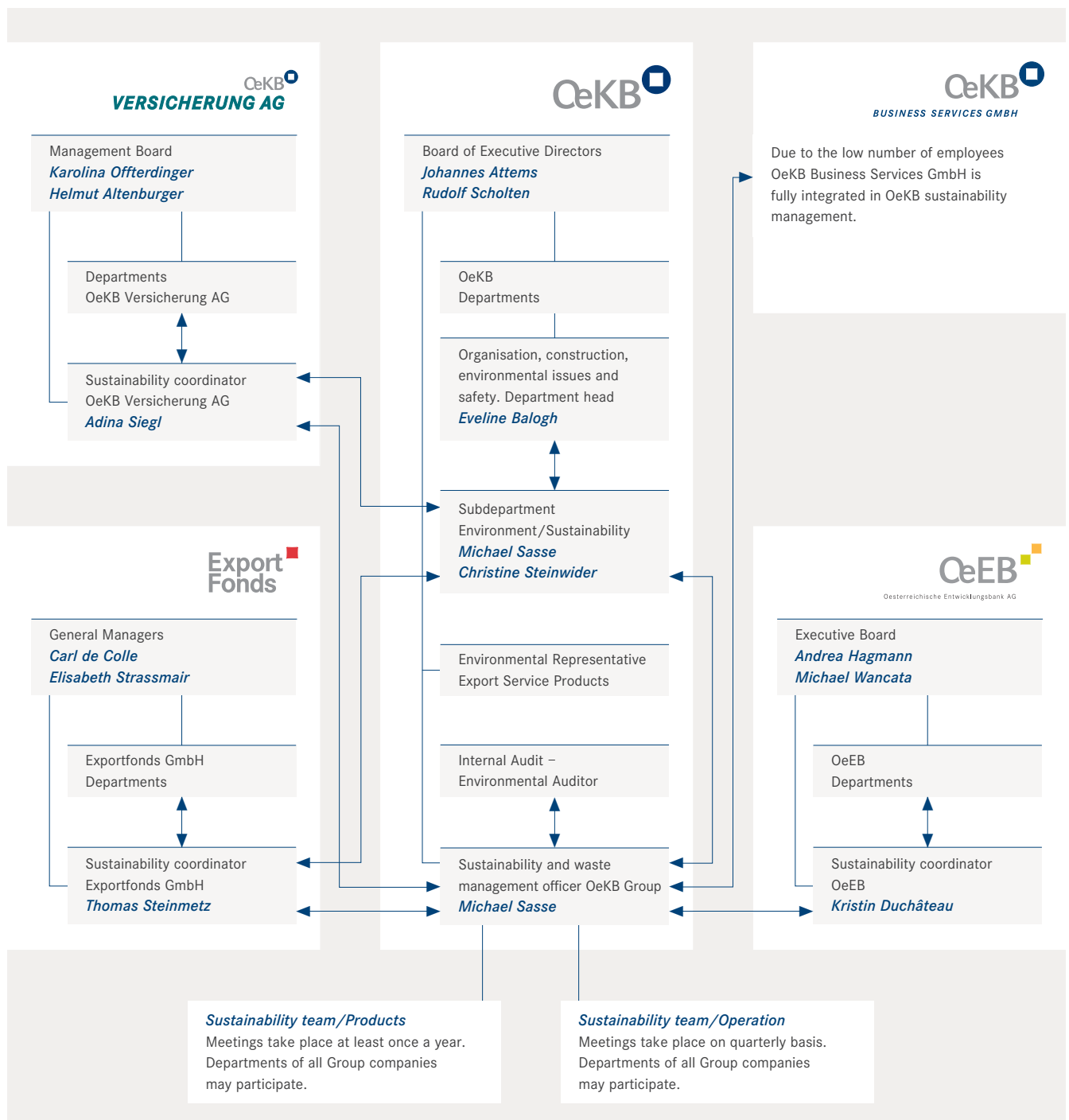


2.5.2 Organizational structure: SMS of OeKB Group

Due to the inclusion of numerous Group companies, the OeKB SMS has been subject to a process of significant, structural changes over the past few years. The responsibility of implementing the environmental and sustainability management system rests upon the directors of the respective companies. The Sustainability officer of Oesterreichische Kontrollbank AG acts as OeKB Group's Sustainability and waste

management officer. He keeps up communication with the Sustainability coordinators of the various Group companies. In doing so, he is supported by the management of the Organization, Construction, Environmental Issues and Safety Department and the Environment/Sustainability Sub-department. The diagram below gives an overview of inter-company cooperation in terms of sustainability.

Organizational structure: SMS of OeKB Group



Section 2.6 'Accountability in terms of sustainability' includes detailed job descriptions of the various positions and coordination groups.

2.5.3 Materiality matrix

Since the materiality aspect dominated the 2013 audit, we carried out an in-house survey in preparation of the audit to determine the materiality of a range of topics.

In addition to the internal perspective, the survey also covered the external point of view.

In summary, the findings of the assessment are indicated below:

- Data protection in a narrow sense and correct, responsible conduct in a broad sense represent the most essential standards of conduct in handling our services.
- Other aspects recognized as being important were local and international networking, combating corruption, training and further training of employees or, in a broad sense, employee satisfaction, as well as sustainability in terms of OeKB recruiting.

2.6 Accountability in terms of sustainability

GRI 4.10

2.6.1 Board of Executive Directors

The Board of Executive Directors is responsible for implementing the sustainability policy and further developing agreed targets by virtue of the management review. It approves financial means and human resources. The Board of Executive Directors, as the supreme body, adopts resolutions on changes to the operational, organizational structure, on training measures and on the manner in which internal and external communication is designed and executed.

Moreover, it adopts resolutions on improvement measures and emergency response. Ultimately, responsibility in terms of sustainability rests upon the Board of Executive Directors.

2.6.2 Sustainability / Waste management officer

The Sustainability officer's responsibilities include planning and coordinating the implementation of sustainable objectives at the OeKB Group and administrative tasks, such as, updating the OeKB programme for ecology and sustainability and sustainability policy; maintaining all relevant documents relating to sustainability; calling meetings of the sustainability teams; documenting relevant activities and providing information to the employees on a continuous basis.

Moreover, solutions shall be developed in cooperation with the sustainability teams in order to keep alive the feedback loop of continuous improvement.

The Waste management officer ensures compliance with statutory provisions governing waste separation and disposal. He determines and maintains data relating to waste management concept and environmental audit.

2.6.3 Safety and Health coordinator

The Safety and Health coordinator ensures the Bank's compliance with legal provisions governing health and safety and keeps relevant documentation up-to-date.

The Safety and health coordinator's responsibilities include, among others, calling, handling and documenting the meetings of the worker's protection committees (*Arbeitnehmerschutzausschüsse-ASA*); training and briefing Safety representatives, Fire prevention officers and their assistants as well as first responders; and disseminating information to employees throughout the Bank.

2.6.4 Sustainability coordinators

The Sustainability coordinators represent the interface between Group companies and the Group's Sustainability/waste management officer. They enforce implementation of the sustainability strategy and policy at the relevant Group companies. In cooperation with the Group's Sustainability/waste management officer, the Sustainability coordinators plan, monitor and actively implement sustainable development within their respective organizations.

2.6.5 Sustainability teams

The Sustainability teams meet on a regular basis to develop ideas for the continuous improvement process and enforce implementation of these. The Sustainability teams independently determine communication and assign new responsibilities.

2.6.6 Sustainability team / Products

The Sustainability team / Products meets at least once a year. It collaborates on interpreting the OeKB sustainability policy and further developing the objectives of the OeKB programme for ecology and sustainability. Its permanent responsibilities include the environmental audit along with the ensuing improvement process as well as internal and external communication, information, training and brainstorming in terms of sustainable aspects of product development.

2.6.7 Sustainability team / Operations

The Sustainability team / Operations provides stimulus for sustainable corporate practice. Its members meet on a quarterly basis to

- Suggest centralized measures to provide guidance for targets defined in the employee appraisal interviews;
- Select the contents of employee information provided on a regular basis; and
- Prepare the topics to be addressed at the annual employee forum.

This team develops ideas for and approaches to improvements in the operational segment of OeKB. Moreover, every year, after the environmental audit has been completed, the team evaluates the register of environmental aspects.

In 2005, a separate team was set up for the "familyandcareer" project.

2.6.8 Environmental representative for Export Services products

The Environmental representative for Export Services products actively collaborates on product development in the Export Services segment. He is in charge of coordinating OeKB responsibilities as regards advising and supporting the guarantor, i.e. the Austrian government, on environmental agenda in international committees. He is operatively responsible for environmental project analyses. Since 2004, OeKB has been increasingly addressing questions concerning human rights and social issues in the context of such consulting.

2.6.9 Internal Audit Department / Group Audits

Handles the internal sustainability audits carried out twice, annually, by environmental auditors.

2.6.10 Banking and Business Information

Collaborates on updating the law index and provides relevant information as well sources of information.

2.6.11 Organization, Construction, Environmental Issues and Safety

Implements changes in process organization; updates the service catalogue; collaborates on updating law index and internal sustainability audits, on implementing sustainable measures and determining key indicators; delegates the Sustainability and waste management officer and is responsible for safety.

2.6.12 Corporate Communications

Handles external communication in the business segment and collaborates on preparing and updating the sustainability report.

2.6.13 Human Resources

Prepares the social section of the sustainability report and determines the relevant key indicators. Continuously strives to develop further the understanding of social action within OeKB Group. In addition to regular personnel agenda, the Human Resources Department is responsible for occupational health and personnel development.

2.6.14 All Departments

Actively collaborate with the teams for ecology and sustainability as well as in daily business practice, develop and live responsible action in all segments and keep up internal communication.

2.6.15 Subsidiaries

One Sustainability coordinator, each, has been appointed at OeKB Versicherung AG, "Österreichischer Exportfonds" GmbH, Oesterreichische Entwicklungsbank AG, respectively, and – since 2009 – at OeKB Business Services GmbH, as well.

GRI 4.1

2.6.16 Corporate officers

Delegate under the Labour Inspection Act

Eveline Balogh

Compliance officers

Gottfried Stocker

Waltraut Zeipelt-Leicher (deputy)

Data protection officers

Lech Ledóchowski

Harald Sommer

Officers responsible for counteracting money laundering and terrorist financing

Christine Dangel

(Delegate under the Anti-money Laundering Act)

Norbert Leitgeb

Sustainability officer

Michael Sasse

Waste management officers

Michael Sasse

Helmut Schafhauser

Environmental officer

Export Services products

Werner Schmied

voluntary forthright
dialogue
democracy
anti-corruption
chance
communi
respons
risk ma

3 Assuming responsibility

htness
clearness
growth
partnership
human rights
environment
communication
sustainability
management
climate
security

Sustainably enquired: in terms of transparency.

Representatives of the Austrian National Bank and a major provider of provision products agree that, to evaluate activities – and these include investments – it takes accepted, transparent criteria.

How transparent can sustainable investment be?



Andreas Breitenfellner
of the Austrian National Bank

“By definition, any investment is deemed ‘sustainable’ from an economic perspective – as opposed to ‘consumption’, which describes ‘short-term’ consumption and represents more than half of the gross domestic product. Only a small proportion of the GDP is being invested. However, this definitely determines future growth. Nevertheless, since investment, whether in tangible assets or human capital, serves for producing consumer goods and services, on the other hand, the sustainability debate ultimately addresses ‘consumption’. According to the definition by Brundtland (1987), sustainable consumption should not satisfy the present generation’s needs at the next generation’s expense. However, the ecological footprint clearly indicates that we have long crossed this boundary: Today, we would already need an additional half of a planet to satisfy human needs on a continuous basis. Thus, ‘sustainable investment’ appears ensured only, if documentary evidence could be provided that, first of all, a particular investment itself requires less exhaustible resources (e.g., sinks) and, secondly, it promotes resource-conserving consumption from a global perspective. This is a requirement, which common criteria of sustainable financial investments can hardly meet.”



Peter Eitzenberger
is CSR officer at
VBV – Vorsorgekasse AG

Alternatively, how intransparent is non-sustainable investment? Very much so, I should think. As previous experience and often ‘opaque’ product constructions have shown, performance acrobats shun transparency. When vital interests of customers and stakeholders are at stake, we cannot afford to avoid the transparency issue. Whether or not a particular investment is commercially, ecologically and socially sustainable, will be comprehensible and supportive only if content and selection processes are transparent. Sustainable investment incorporates transparent selection processes along ethical guidelines. It also helps prevent corruption. It needs to be maximal, yet voluntary.”

3.1 Governance

GRI 1.1, 4.8, SO 3,
SO 5, FS 1

3.1.1 Sustainability policy

*The epitome of all responsibility is that
of humans for their fellow humans.*

Hans Jonas

Responsibility

We provide many central services to the Austrian economy and to the Austrian government. We consider this a social duty, which we strive to fulfil to the joint benefit of the public and our Company.

Trust

We want to confirm and strengthen the trust that is put in us. Hence, in addition to all legal requirements, we observe social aspects, preserve environmental resources, and act in a manner, which ensures that human rights are protected.

Dialogue

We know that our success can only continue if we respect all stakeholders. Therefore, we explain our actions, seek the dialogue and take decisions according to the complete perspective.

Awareness

We know that sustainable solutions equally benefit employees, customers and suppliers. In joint projects, we seek to enhance sustainability in our core business, improve our environmental performance and increase acceptance of this approach.

Life and work

Work, leisure and family should properly complement and enhance one another. We constructively design an innovative work environment that strengthens our employees, hence our economic power.

Investments and projects

We invest time, money and commitment in projects that ensure our Company's and our stakeholders' success in the long term.

3.1.2 Human rights in corporate practice

*GRI HR 1, HR 6,
HR 7, HR 9*

Assuming responsibility means more than the mere existence of policies, guidelines, or regulations. Rather, it requires continued efforts to address deliberately the ecological, commercial and social impact of one's own business activities.

OeKB is aware of its responsibility throughout the entire supply and value-added chains. Therefore, it strives, within its sphere of influence, to promote human rights compliance to the highest possible degree. We encourage our partners to take their own CSR-initiatives on a voluntary basis and embed these in their respective companies. In the context of foreign direct investment (FDI), we are calling for an appropriate sense of responsibility. Even though Austrian exporters, in most cases, contribute only parts of the overall projects and thus can exercise only limited influence, their projects and business activities should not contribute to local oppression or to a decline in human rights protection. Pursuant to the Common Approaches 2012, evaluating the project-related human rights impact is part of the project evaluation procedure required for guarantee applications (see Section 4.1.4.1 'OECD Common Approaches 2012' of this Report).

International human rights film festival – 'This human world'

This year marks the second time that OeKB is sponsoring the international human rights film festival, 'This human world' in Vienna. The festival was established in 2008, on occasion of the 60th anniversary of the Universal Declaration of Human Rights, with the objective of shedding light on important issues within society. This year's range of topics included migration issues, life reality of socially oppressed persons and questioning the 'fortress Europe'. In the context of this sponsoring, OeKB employees had the chance of winning free tickets for selected performances.

*International human rights film festival –
This human world
www.thishumanworld.at*

App

*UDHR Universal Declaration of Human Rights
itunes.apple.com/at/app/udhr-universal-declaration/id399670984?mt=8*

GRI HR 1, HR 6,
HR 7, HR 9

3.1.2.1 Human rights and corporate practice in detail

Article 1 *All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.*

■ We demand and support respect

Within OeKB, mutual appreciation is a major principle of working together and an essential contribution toward common success. We expect this respectful attitude from one another and support it in our relations with principals, customers, suppliers, NGOs, sponsorship partners and other stakeholders. In doing so, we strive for a culture of dialogue as well as open and constructive criticism.

Article 2 *Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it be independent, trust, non-self-governing or under any other limitation of sovereignty.*

■ We offer equal opportunities

Taking into account various roles and individual strong points, our goal is to grant equal rights to all individuals who work at OeKB. Professional qualification and social competence are the crucial criteria of our personnel decisions. Employees who are in need of advice and support in personal issues receive these anonymously within the employee assistance programme (EAP).

Article 7 *All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration and against any incitement to such discrimination.*

Article 3 *Everyone has the right to life, liberty and security of person.*

■ We look out for people

By sponsoring and cooperation, we foster initiatives, that support the right to personal freedom.

Article 4 *No one shall be held in slavery or servitude; slavery and the slave trade shall be prohibited in all their forms.*

■ We buy fairly traded goods and monitor the export supply chain

To us, people's personal freedom is indefeasible. In that sense, we pay much attention to the working conditions prevailing in our supply chain. We thus make sure that products and services we buy have originated under demonstrably fair conditions. In the future, social aspects will be considered

in OeKB's internal procurement of computers and other hardware. Striving towards the wellbeing of the people who work in the OeKB Group, our efforts extend far beyond strict industrial-safety requirements.

Article 5 *No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.*

Article 9 *No one shall be subjected to arbitrary arrest, detention or exile.*

Article 13 *1. Everyone has the right to freedom of movement and residence within the borders of each state.
2. Everyone has the right to leave any country, including his own, and to return to his country.*

Article 8 *Everyone has the right to an effective remedy by the competent national tribunals for acts violating the fundamental rights granted him by the constitution or by law.*

Article 10 *Everyone is entitled in full equality to a fair and public hearing by an independent and impartial tribunal, in the determination of his rights and obligations and of any criminal charge against him.*

Article 12 *No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks.*

■ We want to contribute toward exporting high standards and grand values

Political arbitrariness prevails in many countries of the world. Nevertheless, commercial relationships can contribute toward supporting the local population and thus positively affect the human rights conditions in these countries. Hence, we pay particular attention to supporting the development by our activities.

■ The right to an effective remedy is being observed

Employees have access to legal advice not only via institutions, such as the workers chamber (Arbeiterkammer), but also through the employee assistance programme that is operated by an external partner on behalf of OeKB.

■ We trust and protect

We trust in our employees to act with responsibility and enhance our employees' individual responsibility. The professional handling of confidential data and classified information is at the core of our business. Hence, data secrecy means more to us than just a legal requirement. Our shop agreement clearly defines the modest personal use of IT services and the handling of usage data.

Article 20 *1. Everyone has the right to freedom of peaceful assembly and association. 2. No one may be compelled to belong to an association.*

Article 21 *1. Everyone has the right to take part in the government of his country, directly or through freely chosen representatives. 2. Everyone has the right of equal access to public service in his country. 3. The will of the people shall be the basis of the authority of government; this will shall be expressed in periodic and genuine elections which shall be by universal and equal suffrage and shall be held by secret vote or by equivalent free voting procedures.*

Article 22 *Everyone, as a member of society, has the right to social security and is entitled to realization, through national effort and international co-operation and in accordance with the organization and resources of each State, of the economic, social and cultural rights indispensable for his dignity and the free development of his personality.*

Article 23 *1. Everyone has the right to work, to free choice of employment, to just and favourable conditions of work and to protection against unemployment. 2. Everyone, without any discrimination, has the right to equal pay for equal work. 3. Everyone who works has the right to just and favourable remuneration ensuring for himself and his family an existence worthy of human dignity, and supplemented, if necessary, by other means of social protection. 4. Everyone has the right to form and to join trade unions for the protection of his interests.*

Article 24 *Everyone has the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay.*

■ We support democratic processes

Society and corporations benefit from people who want to actively shape their environment. The OeKB Group supports activities of the works council, employee initiatives and the workers chamber elections and allows employees to participate in voluntary aid activities in cases of catastrophe.

■ We support social security

High social security and comprehensive quality of life are strong points of Austria as a commercial location. The OeKB Group supports initiatives that strengthen social solidarity and assist people in need. In addition to pension plan contributions, OeKB offers its employees access to private health insurance.

■ We pay fair salaries

Employees of the OeKB Group are paid fair salaries that are in line with the market and subject to function and performance, rather than gender. Fairness also applies in the area of procurement, which demonstrably takes into consideration social aspects and compliance in the supply chain with the right to form and to join trade unions.

■ We want well-rested employees

Rest and recreation of employees keep our team's productive energy alive. The regulations governing working and vacation times were drafted in agreement with the works council and set forth in the shop agreements. By virtue of relevant programmes, we support participation in sports and health-promoting events Programme.

3.1.3 Climate policy

GRI 18,
GRI FS 1

Our climate policy is based on the principle that all business processes should consider climate change and that adequate measures targeting a sustainable climate policy, hence a reduction in carbon dioxide emissions, should be taken on an individual basis as the relevant business process requires.

Since the completion of reconstruction and loft conversion works at the Strauchgasse location in Vienna, the energy index for office rooms has been reduced from previously 67 kWh/m²a to presently 42 kWh/m²a. In the period under review, actually measured heating energy at the Strauchgasse location was 41,00 kWh/m².

Operational ecology

- Calculating carbon-dioxide emissions according to the GEMIS database – values are validated by experts;
- Obtaining electricity exclusively from certified hydro-electric power generation;
- Using waste heat from cooling units for heating and water pre-heating;
- Operating a photovoltaic plant at the Strauchgasse location (installed capacity: 30 kWp).

Transport

- Reducing car transport to an absolute minimum;
- Increasing opportunities for carsharing instead of private cars;
- Mobility (member of the Vienna model region – e-mobility on demand);
- Concluding agreements with other companies in the vicinity to use video conference facilities;
- Bicycle repair day.

Products

- Carbon-dioxide emission calculator for logistics – research project of Group company, OeKB Business-Services GmbH;
- Investing in ECRA (Emission Certificate Registry Austria), the Austrian registry of carbon dioxide certificates (up until 31 December 2012, since ECRA's activities were terminated as of 1 January 2013);
- Proposal to Austrian enterprises and plant operators to trade in carbon dioxide certificates on their behalf through the European Emission Trading Systems (EU TS) and support these in buying and selling EU allowances (EUA) and certified emission reductions (CER);
- Holding climate-neutral, external events at the *Reitersaal* hall at the Strauchgasse location.

In the period under review, three events were held in a climate-neutral manner. In cooperation with Climate Partner, these events were compensated by VERGold Standard certificates issued for two wind farms in Changbin and Taichung (Taiwan).

Further information is available at [Doha Climate Change Conference – November 2012 unfccc.int/2860.php](http://DohaClimateChangeConference-November2012.unfccc.int/2860.php)

Link to climate-neutral events held at OeKB: www.oekb.at/de/unternehmen/Reitersaal/Seiten/klimaneutral.aspx (in German only)

App

Information on UN Climate Change Conferences

Negotiator
unfccc.int/files/inc/application/xhtml/iphoneapp.html

3.1.4 Risk management

GRI 1.2,
4.11

Sustainability and risk management are related issues in many ways. These have in common, for example, the long-term perspective and the quest to avoid undesirable, negative impact. Moreover, OeKB deems both issues part of entrepreneurial responsibility.

Thus, risk management and risk controlling are essential processes at OeKB, which are incorporated in the Bank's business strategy to ensure its stability and profitability in the long term. In every instance, underwriting is calculated and in accordance with the Bank's risk policy and strategy. The Board of Executive Directors bears risks consciously and in accordance with the Bank's risk policy and risk strategy, which are geared to ensure sustained, stable interest on equity capital based on handling commercial as well as operational risks in a cautious manner.

Moreover, the Bank's special position being authorized by the Austrian government and its capacity of central provider of capital market services, in combination with its related responsibility for the Austrian national economy, set the standards for its risk policy.

Implemented as a controlling instrument, the Internal Capital Adequacy Assessment Process (ICAAP) is an integral component of the management process.

The key factor in measuring and controlling OeKB Group's risks is the economic capital, which is determined according to the value at risk concept based on a review period of one year, and compared to the available risk coverage by virtue of a risk bearing capacity analysis.

The risk categories taken into account in the ICAAP are credit risk, market risk, liquidity risk and operational risks, in particular. In this context, risk is defined as the danger that the actual result will fall short of the expected result (unexpected loss).

The risk coverage calculation compares the economic capital to the risk coverage capital through a multi-tier system, which takes into account various risk hedging goals. The liquidity risk is controlled primarily by virtue of a defined survival period, which is determined through liquidity gap analyses under stress.

In 2012, further development of risk measurement and risk controlling processes focused on improving the limits system and credit risk controlling methods. This included a complete overhaul of the rating and mapping system. Other focal points were preparing for CRR and CRD IV as well as modifying the reporting system. For 2013, we expect these issues to remain decisive.

3.1.5 Data protection

Data protection means that personal data are protected against any form of abuse. In Austria, data protection is a fundamental right that warrants the right to confidentiality of personal data. Moreover, there is a right to disclosure of who is processing which data, where these originate and what purpose these are used for; likewise, the right to cancellation of data that have been processed or stored without authorization. The intention is to avoid the often-cited 'transparent society'.

At OeKB, data protection applies to customer-related as well as to employee data.

Business secrets and confidentiality in daily business are standardised primarily in the Austrian Export Promotion Act 1981, the Banking Act and the Federal Act Concerning the Protection of Personal Data. Hence, exporters are regularly made aware of information relating to environmental issues that are communicated among the other ECAs. However, except in cases of reinsurance applications, the exporter's name and

amounts involved, if any, are not disclosed during such exchange of information. Likewise, unless the relevant export company expressly consents, that company's name shall not be disclosed in publications of environmental information relating to projects in the stage prior to assumption of liability (Category A, in excess of EUR 10m) or in ex-post publications of Category A and B projects after assumption of liability.

At OeKB, data protection is the responsibility of Data protection officers. These are supported internally by a Data protection coordinator from each OeKB department whose major responsibilities are to report on innovations and changes and to verify, twice annually, the respective department's status quo against data processing notifications that have been transmitted to the data processing register. Notifications to the data processing register include mainly information concerning the types and respective recipients of collected personal data.

3.1.6 Corporate Governance

GRI 4.1,
4.7, 4.10

The Austrian Corporate Governance Codex is a guideline that provides listed Austrian corporations with a basis for responsible company management. Compliance, albeit on a voluntary basis, is the prerequisite for admission to the Vienna Stock Exchange's prime market section. The Codex was published in 2002 with the active support of OeKB. It is revised and amended on an annual basis in light of national and international developments.

Albeit not a listed company, OeKB nevertheless takes into consideration the rules of management accountability set forth in the Austrian Corporate Governance Codex, as amended from time to time, as far as these principles apply to the Bank.

For details on the implementation of the Corporate Governance Codex, see the Annual Report 2012, which describes in more detail the

- Collaboration of the Supervisory Board and the Board of Executive Directors;
- Accountability and remuneration of the Board of Executive Directors;
- Accountability and remuneration of the Supervisory Board as well as the collaboration of the committees of the Supervisory Board; and
- Regulations concerning transparency and inspection.

The complete, original text of the Codex is available at: www.corporate-governance.at

3.1.7 Code of Conduct

GRI 4.8

In its capacity of central partner of the Austrian economy, acting responsibly and sustainably, OeKB deems integrity and confidence the most essential foundation of its business relationships.

It takes employees whose conduct is marked by openness, trust, respect and responsible interaction with each other as well as with OeKB partners and customers to meet the challenges arising from this scenario.

A company's success is based, among others, on the reputation and confidence it enjoys among its stakeholders. Thus, it is important to OeKB that contracting entities, customers, proprietors, policy makers, colleagues and other stakeholders ever experience OeKB acting in a reliable, lawful and diligent manner.

This requires clear, comprehensible, and binding rules that set standards for conduct. The Code of Conduct conveys precisely these standards, based on which OeKB resolves to move in various markets and under varying conditions. The Code of Conduct thus communicates ethical rules and statutory requirements that are helpful in this endeavour. OeKB is particularly committed to openness and transparency in communication among colleagues as well as with shareholders and other stakeholders.

The Code of Conduct expresses the standards, which OeKB not only subjects itself to but also requires from third parties. Hence, we forego business transactions that breach our Code of Conduct and encourage OeKB stakeholders to set up similar rules.

The Code of Conduct was drawn up in 2012 and will be presented to the employees in 2013.

3.1.8 Anti-corruption and money laundering

Money laundering

GRI FS 15

Money-laundering is a processing of proceeds of crime where criminals try to disguise their illegal origin. Once such process is successfully carried out (the proceeds are 'laundered'), criminals can use these monies legitimately without revealing their original source.

Financial Intelligence Unit of the National Instant Criminal Background Check System, London

In terms of historical linguistics, the term 'money laundering' is said to originate from the nineteen-twenties, when organized crime in the US invested illicit funds in laundromats on a large scale.

The elements constituting the offence of money laundering are set forth in Article 165 of the Austrian Penal Code. The statutory offence set forth therein includes detaining, investing, transforming and exploiting assets or portions of assets that originate from a criminal offence or misdemeanour as well as disguising such origin of these.

Terrorist financing

After the attacks of 11 September 2001, the international community clearly intensified its efforts to counteract terrorist financing. The elements constituting the offence of terrorist financing are set forth in Article 278d of the Austrian Penal Code; these include providing assets with the intention of these being used for terrorism. In contrast to money laundering, financial means for terrorist financing may originate from lawful sources.

Banks

For the sake of preventing of money laundering and terrorist financing, credit institutions and financial institutions are subject to specific duties of care and obligations to report under Articles 39 et seq of the Austrian Banking Act. The centrepiece of these regulations is the provision requiring that bank transactions may be carried out only with identified customers (know your customer principle), with Article 40 of that Act including detailed provisions for identifying the customer. Article 41 of the Act governs the obligation to report and the course of action required when there is reason to suspect money laundering.

OeKB guidelines

OeKB areas of activity were examined in order to identify potentially sensitive areas. Detailed, standing instructions are in place for these areas. Amendments to statutory provisions are monitored on a continuous basis and internal processes are modified if necessary. Moreover, employees who are not involved in any activities sensitive to money laundering receive instructions in terms of statutory provisions concerning money laundering. The Internal Audit Department monitors compliance with these on an annual basis.

OeKB directly cooperates with the money-laundering coordination office of the Austrian Banking Association and the Federal Ministry of Finance. Moreover, OeKB cooperates with national investigating authorities, as the case may be.

It is noteworthy that all employees on executive level (department heads) are committed to observe and implement these statutory provisions in terms of human resources and operational processes and that this is subject to a periodical evaluation process. The Anti money laundering officers provide information and advice in this context.

Suggestions on suspicions of transactions in breach of statutory money laundering provisions shall be reported to the two Anti money laundering officers presently appointed at OeKB.

Anti-corruption

GRI SO 3

Corruption is the abuse of entrusted power for private gain.

Transparency International

By virtue of the Recommendation on Bribery and Officially Supported Export Credits, OECD intends to strengthen further the process of raising awareness on combating corruption. In this context, export companies are encouraged to implement internal management control systems to facilitate effective prevention of instances of bribery.

This recommendation calls for export credit insurance agencies to take additional measures to prevent foreign officials more effectively from being bribed in the context of export transactions. Such measures essentially consist of verifying whether the applicant is indicated in one of the exclusion lists of certain international financial institutions (IFI), such as the World Bank and the European Bank for Reconstruction and Development; whether any relevant judgment has entered into force over the past five years; and whether any litigation is pending. Discovery, during the application assessment procedure, of any implications of potential bribery will trigger an intensified assessment procedure to gather additional information, including information on commission payments. Such enhanced due diligence exercise scrutinizes internal control systems and guidelines of the relevant company.

Likewise, customers under the export promotion procedure are subject to such enhanced due diligence exercise in case of media reports on alleged instances of bribery.

Moreover, the export promotion procedure provides for a variety of strict sanctions in the event of corruption during foreign trade transactions.

Furthermore, anti-corruption is one of the principles of UN Global Compact (UNGC), to which OeKB has subscribed in 2007 and the guidelines of which are being implemented in the course of sustainable development within the Group. In addition to collaboration with the Austrian chapter of Transparency International (TI), OeKB is engaging in further activities regarding this issue. "Österreichischer Exportfonds" GmbH dedicates a large space on its website to anti-corruption. It provides comprehensive information on risks and potential, preventive measures. Likewise, OeKB Versicherung AG has comprehensively addressed the issue and scrutinized its business processes in terms of the UNGC. Consequently, it has revised its General Terms of Insurance by including a provision according to which, "...claims arising from agreements, where Austrian statutory anti-corruption provisions were violated upon conclusion or execution of these, shall be excluded from coverage" (Section 3,2 General Terms of Insurance).

In cooperation with the International Chamber of Commerce (ICC), two events were held in the past two years that focused on China and the Balkans, respectively. The content of these events provided to participating companies practical information in terms of dealing with attempts at corruption in order to enable these companies to develop preventive measures on an individual basis.

A word cloud on a blue background. The words are in various sizes and colors (white and blue). The most prominent word is 'responsibility' in the center. Other large words include 'cooperation' at the bottom, 'transparency' above it, and 'risk management' to the right. Smaller words include 'society', 'efficiency', 'values', 'environment', 'Soft Loans', and 'action'.

society risk management
transparency
responsibility
efficiency
values environment
cooperation
Soft Loans action

4 Acting with a sense of responsibility – sustainability in core business

management
integration
projects
corporate culture
financing
tenor
fairness
activities

Sustainably enquired: with the contracting authority – Federal Ministry of Finance.

OeKB makes sure that the services provided to the foreign trade sector comply with national and international requirements in terms of sustainability. In doing so, its responsibilities are clearly defined.

How clean can money be?



Johann Kinast
is Head of Department III/8 –
Export promotion, export guar-
antees and refinancing at the Austrian
Federal Ministry of Finance

“Living up to sustainability and responsible business practice are central challenges that face any enterprise. In a broad sense, sustainability does not mean merely investing in eco funds and nature shares. Rather, it means that an enterprise integrates social and ecological objectives in its economic activities at home and abroad. Environmental protection measures, creating and protecting jobs, quality – hence, a long useful life – of products and plants, environmentally friendly production and compliance with social standards as well as fair treatment of employees have become indispensable requirements for sustainable business and investment. The sustainability policy for export promotion published on the website of the Federal Ministry of Finance adequately reflects these aspects. According to this policy, which is governed by the Austrian Export Promotion Act, federal guarantees are issued to support soft loan projects and financing projects of OeEB in addition to commercial projects.”

4.1 Oesterreichische Kontrollbank Group

GRI 1.2, 2.2,
FS 5; EC 8,
EC 9, PR 1

4.1.1 Export Services

4.1.1.1 Risk management for and financing of exports and foreign investments

Companies that export or invest abroad may obtain insurance from OeKB for non-marketable export risks. Federal export guarantees – i.e., export guarantees and draft guarantees – limit the risk exposure of companies that export or invest abroad. Authorized by the Austrian government to offer and process these export and draft guarantees, OeKB thus acts as the official Austrian export credit agency (ECA). Federal export guarantees are available to any small or medium-sized enterprise whose insured business transactions have a positive impact on the Austrian trade balance or otherwise are in the interest of Austria.

Guarantee applications are screened by OeKB and subsequently reviewed by an advisory committee set up within the Federal Ministry of Finance. The guarantor is the Federal Minister of Finance.

4.1.1.2 Financing foreign operations

OeKB raises funds by issuing bonds at attractive terms in international markets. Channelled through commercial banks, such capital is used to fund exports and investments abroad. OeKB enjoys very good issuer credit ratings (AAA/Aaa) that are based on the guaranteed backing of its debt by the full faith and credit of the Austrian government. OeKB pays a fee to the Austrian government for this guarantee.

4.1.1.3 Guarantees form the basis of OeKB financing through client's own bank

Transactions eligible for funding through the OeKB export financing scheme need an export guarantee from the Austrian government, an appropriate guarantee from a credit insurer, a guarantee from Austria Wirtschaftsservice Gesellschaft mbH (aws) or an appropriate guarantee from an international organization.

4.1.1.4 Cooperation with commercial banks and the Chamber of Commerce

OeKB is largely owned by commercial banks. It is linked to these shareholders through an efficient cooperation system in order to advise on export guarantees and through its capacity of refinance provider for export financing. Another financing partner that works with these banks to serve small and medium-sized enterprises is "Österreichischer Exportfonds" GmbH, an OeKB Group company in which OeKB holds a 70 % share, while the Austrian Chamber of Commerce holds the remaining 30 % share.

4.1.1.5 Proven partners of Export Services

Austrian export companies enjoy outstanding, world-wide support for their international activities through the Austrian Chamber of Commerce (WKO) and its foreign trade offices at home and abroad. WKO and OeKB closely work together in this respect. Their joint shareholdings in "Österreichischer Exportfonds" GmbH emphasizes the intensity of this alliance. Moreover, OeKB is a partner in the ongoing export promotion drive initiated by the Austrian Federal Ministry of Economics, Family and Youth.

4.1.1.6 International representation of interests

OeKB is closely networking internationally with other export credit agencies by virtue of insurance treaties and through the Berne Union, the world's leading organization of export credit and investment insurers. This enhances opportunities for Austrian companies in cooperation projects.

4.1.1.7 International debt rescheduling

Occasionally, a debtor country is unable to meet its payment obligations vis-à-vis the relevant creditor country. The so-called Paris Club renegotiates and

reschedules federally guaranteed credits and claims arising from aid loans. OeKB advises the Austrian government in this regard.

4.1.2 Capital Market Services

4.1.2.1 Clearing and order routing to international stock exchanges

Oesterreichische Kontrollbank AG's order routing service provides a platform for participating in the German financial market. This service facilitates a link-up for placing orders for securities transactions on all regional stock markets.

4.1.2.2 Efficient securities settlement

Since 1965, OeKB has been operating the CentralSecuritiesDepository.Austria – CSD.Austria (*Wertpapiersammelbank*), which is responsible for centralized securities custody.

4.1.3 Information Services

4.1.3.1 Information broking

Research orders are carried out on behalf of external customers. Internal and external information pools as well as online media are utilised for this purpose and information is provided by virtue of analyses, studies, and country or industry reports.

4.1.3.2 Press review

This service includes a customized daily overview of current reports by Austrian and international media as well as a relevant, company-specific press archive.

4.1.2.3 Auction agent for Austrian government bonds

Debts of the Austrian government are issued, in most cases, through an electronic auction process. Oesterreichische Kontrollbank AG acts as authorized auction agent for Austrian government bonds. Moreover, OeKB acts as paying agent. The Austrian government is the major issuer on the Austrian bond market. Austrian government bonds are rated Aaa/AA+ and represent by far the most liquid issues on the market. In its capacity of auction agent for Austrian government bonds, OeKB handles all auctions of Austrian government bonds. Since 1998, it has been carrying out these auctions electronically via the OeKB auction system, ADAS (Austrian Direct Auction System).

4.1.2.4 Proven services for Austria's energy market

Acting as central and independent agent, OeKB is responsible for credit analysis, financial clearing and risk management on behalf of AGCS Gas Clearing and Settlement AG, APCS Power Clearing and Settlement AG, Energy Exchange Austria AG (EXAA), and Clean Electricity Settlement for Austria (Abwicklungstelle für Ökostrom AG – OeMAG).

4.1.3.3 OeKB CEE Business Climate Index

The OeKB CEE Business Climate Index provides economic indicators that enable customers to assess the current and future performance of companies and the economic environment in the relevant regions. The index applies the concept of business tendency surveys to foreign investors based in Austria in order to monitor their business situation and investment activities and to forecast short-term developments. The qualitative panel survey includes 19 Central and Eastern European Countries.

4.1.4 Environmental audit – Export Services

GRI EC 8, FS 2,
FS 3, SO 1

In the context of handling export promotion on behalf of the Austrian government, OeKB is also responsible for examining transactions under export guarantee applications in terms of their impact on the environment and on society and, in particular, on the groups affected by the relevant transaction. This procedure is based on the policy underlying the export promotion procedure and the 'Recommendation of the Council on Common Approaches for Officially Supported Export Credits and Environmental and Social Due Diligence'. Assessment criteria that have been agreed on OECD level are intended to create equal conditions of competition for all OECD export credit agencies, hence facilitate equal treatment of exporting companies within the OECD countries. Significant support in this endeavour is provided through extensive obligations to report to OECD on the assessed projects and discuss these among the practitioner groups. The subsequently published reports on business transactions financed by OECD ECAs are made available to the general public.

The assessment procedure distinguishes between three project categories:

Category A-projects require an environmental and social impact assessment report. These carry the highest risk, hence require the most comprehensive assessment.

The potential environmental impact of **Category B** transactions has already been identified and requires further information. Here too, sufficient documentation of environmental and social impact is required.

The environmental and social impact of **Category C**-projects is insignificant or non-existent. In general, these do not require any further analysis.

Projects at existing companies require assessment, even though these need not be assigned to any category.

Reporting Category A and B projects to OECD after guarantees have been issued is obligatory.

The assessment previously focused on a particular projects' potential, ecological impact; with the amended Common Approaches entering into force as of 1 January 2013, social factors will be considered more diligently.

The procedure governed by the Common Approaches is supplemented by a so-called 'watchful eye procedure' that also applies to applications which, albeit not subject to the OECD Common Approaches, nevertheless, may carry environmental and social risks.

Link to the OECD Environmental Guidelines ('Common Approaches'):

www.oekb.at/de/exportservice/transparenz-compliance/umwelt/seiten/oecd-umweltrichtlinien.aspx

Link to the Austrian environmental impact assessment procedure:

www.oekb.at/de/exportservice/transparenz-compliance/umwelt/umweltpruefverfahren/seiten/default.aspx

Link to projects of environmental categories A and B:
www.oekb.at/de/exportservice/transparenz-compliance/projekte-der-umweltkategorien-a-b/seiten/default.aspx

4.1.4.1 OECD Common Approaches 2012

GRI FS 2,
FS 3; HR 1

On 28 June 2012, the OECD council of ministers adopted the amended OECD Recommendation of the Council on Common Approaches for Officially Supported Export Credits and Environmental and Social Due Diligence.

Thus, amendments to the environmental impact assessment procedure became necessary and entered into force on 1 January 2013:

- For the sake of coherency, the amended Common Approaches reference international agreements and regulations, such as the OECD Guidelines for Multinational Enterprises, the Guiding Principles on Business and Human Rights of the United Nations Human Rights Council (UNHRC), International Labour Standards of the International Labour Organization (ILO) and the United Nations Framework Convention on Climate Change.
- According to the OECD definition, the term 'environment' previously included social aspects. In future, however, ECAs will have to consider the impact on society even more seriously and examine social aspects even more diligently. Accordingly, the Environmental Impact Assessment (EIA) becomes the Environmental and Social Impact Assessment (ESIA). In future, all Category A projects will be subject to an ESIA.
- Non-project finance shall be required to comply either with all of the ten World Bank Safeguard Policies, or with all of the eight IFC Performance Standards.
- Limited or non-recourse project finance (project financing) shall be required to comply with all of the eight IFC Performance Standards.
- The amended environmental audit procedure shall include the relevant project's potential impact on human rights compliance.
- The ESIA shall include a calculation of the relevant operation's expected green gas emissions, provided that these are in excess of 25,000 tonnes per annum of carbon-dioxide equivalents.
- Associated facilities that, albeit not part of the project itself, would not be constructed or extended in the absence of the relevant project, shall be included in the audit. Project screening and classification remain unaffected, while projects at existing operations shall henceforth be included.
- Projects for which no ESIA is required under the OECD Common Approaches shall continue to be subject to an assessment according to the watchful-eye principle.

4.1.4.2 Assessment statistics – projects subjected to environmental impact assessment

Environmental impact assessment, separate, or in combination with other audits

	2000	2007	2008	2009	2010	2011	2012
Environmental impact assessments carried out per year, broken down by environmental category and sector							
Environmental impact assessments							
Category A	2	13	11	16	17	21	20
Category B	1	30	34	33	33	18	27
Category C	–	6	6	20	24	12	9
Total	3	49	51	69	74	51	56
Sectors							
Power station, thermal	–	2	4	3	1	1	2
Power station, hydro-electric	3	5	8	12	16	9	16
Other forms of renewable energy	–	–	–	1	1	2	5
Refinery (oil, gas)	–	–	–	–	–	1	2
Chemicals (synthetics)	–	1	–	1	2	4	–
Paper & pulp	–	13	4	7	17	5	13
Engineering	–	–	–	–	1	–	–
Iron & steel	–	15	23	24	15	12	5
Drinking water, waste water	–	1	–	3	3	1	1
Traffic	–	–	–	1	2	2	–
Tunnelling	–	–	–	–	–	–	–
Energy transfer	–	–	–	–	1	1	–
Waste	–	1	–	–	–	–	–
Construction materials	–	3	4	5	1	1	1
Miscellaneous*	–	3	4	6	6	6	9
Agriculture, timber	–	2	1	–	2	2	1
Transport infrastructure	–	3	3	6	6	4	1
Total	3	49	51	69	74	51	56

* Miscellaneous: construction machinery, training, telecommunications, medical-technical equipment and hospitals

4.1.4.3 Projects subject to the OeKB environmental audit and their social impact

Projects subject to the OECD Common Approaches are characterized by a project volume in excess of EUR 10 million and a term of more than two years. These projects usually concern exports of competitive and proven plants or machinery. In fact, these are hardly ever complete plants or over-all projects.

The list below includes environmental Category A and B projects with a total contract value in excess

of EUR 10 million, for which federal guarantees with a term of more than two years have been issued. These transactions were included in OECD reporting as well.

Detailed information on the projects indicated below is available at www.oekb.at/de/exportservice/projekte/bundesgarantierte-projekte-ab-10-mio-euro/2012/

SGOK pellet plant

OA O Stoilensky GOK (SGOK), a Russian company, and Siemens VAI Metals Technologies GmbH concluded an agreement concerning the supply of components for a pellet plant. The newly planned pellet plant is to be constructed at the existing company premises. Due to many years of previous mining activities, the project is characterized by a relevant, historic environmental impact.

Environmental relevance	Category B
Type of goods / project	SGOK pellet plant
Guarantee holder	Siemens VAI Metals Technologies GmbH
Assessment standards applied	
Target country	Russia
Credit period	7 years
Business volume / contract value	

Krakatau Steel – Slab Steel Plant 1

Siemens VAI Metals Technologies GmbH and the Indonesian PT Krakatau Steel (Persero) Tbk concluded an agreement concerning the turn-key modernisation of a steel plant. With more than 8,000 employees, PT Krakatau Steel (Persero) Tbk presently is Indonesia's major steel producer.

With Siemens VAI being technical and commercial consortium manager, the project objectives are to increase production capacity, improve product quality, enhance plant availability, raise energy efficiency and simultaneously reduce consumption of operating supplies. The relevant steel plant is located in an industrial area close to Jakarta, where general emission levels currently exceed internationally accepted values for the sector.

Environmental relevance Type of goods / project	Category B Krakatau Steel – Slab Steel Plant 1 (modernising the steel plant)
Guarantee holder	Siemens VAI Metals Technologies GmbH
Assessment standards applied Target country Credit period Business volume / contract value	Indonesia 8 years

NZNP Biturox plant

Novoshakhtinskiy Zavod Nefteproduktov (NZNP), a Russian enterprise, and Pörner Ingenieurgesellschaft m.b.H. concluded an agreement with a contract value of EUR 18.6 million concerning the construction of a bitumen production plant that applies the Biturox procedure.

The location selected for the new plant is the existing Novoshakhtinsk refinery, whose main products are naphtha, raw diesel, gas oils and fuel oil. The new Biturox plant will process the entire petroleum residue generated at the refinery and fully meet the region's demand in bitumen.

Environmental relevance Type of goods / project	Category B Constructing a bitumen production and packaging plant / NZNP Biturox plant
Guarantee holder	Pörner Ingenieur- gesellschaft m.b.H.
Assessment standards applied Target country Credit period Business volume / contract value	Russia 7 years EUR 18,6 Mio.

Integrated Steel Mill

Environmental relevance Type of goods / project Guarantee holder	Category A Integrated Steel Mill
Assessment standards applied Target country Credit period Business volume / contract value	Korea

Bahru Stainless Steel

Environmental relevance Type of goods / project Guarantee holder	Category B Annealing and pickling lines / Bahru Stainless Steel Andritz AG
Assessment standards applied Target country Credit period Business volume / contract value	Malaysia 8.5 years

Push pickler and mixed-acid regeneration plant

Having previously supplied annealing and pickling lines and acid regeneration plants to LISCO Lianzhong Stainless Steel Corporation in the initial project phase, Andritz AG concluded a follow-up contract concerning the construction of a push pickler for stainless steel and a mixed-acid regeneration plant.

The plants will be set up at the facilities of the existing stainless steel plant, where these will serve to supplement and optimize its production processes.

Environmental relevance Type of goods / project Guarantee holder	Category B Push pickler and mixed-acid regeneration plant Andritz AG
Assessment standards applied Target country Credit period Business volume / contract value	China 8 years

4.1.5 Soft loans

GRI FS 7,
FS 8

Definition:

Projects that benefit from Austrian soft loan terms and conditions should foster economic growth and consequently contribute to the sustainable development in the recipient country.

Source: OeKB website

Investing in infrastructure and education as sustainable investment? Indeed, the content of the somewhat awkward term 'tied concessional financing' (soft loan) fits the concept of sustainability. It hardly fits the definition of investment, however. This, provided that one adheres to the conventional definition of investment, hence expects a monetary return on the invested capital.

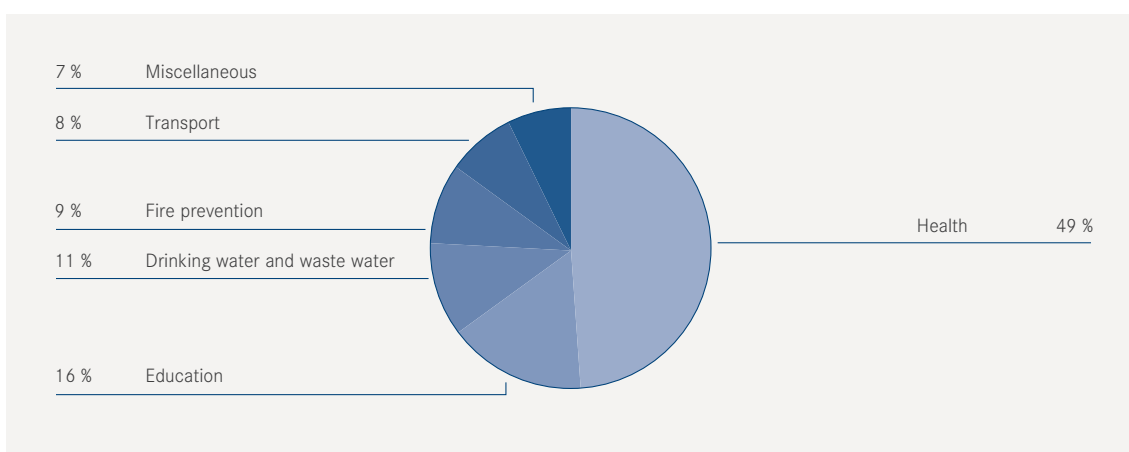
The reason being that soft loans include a concessional element and serve to finance Austrian exports

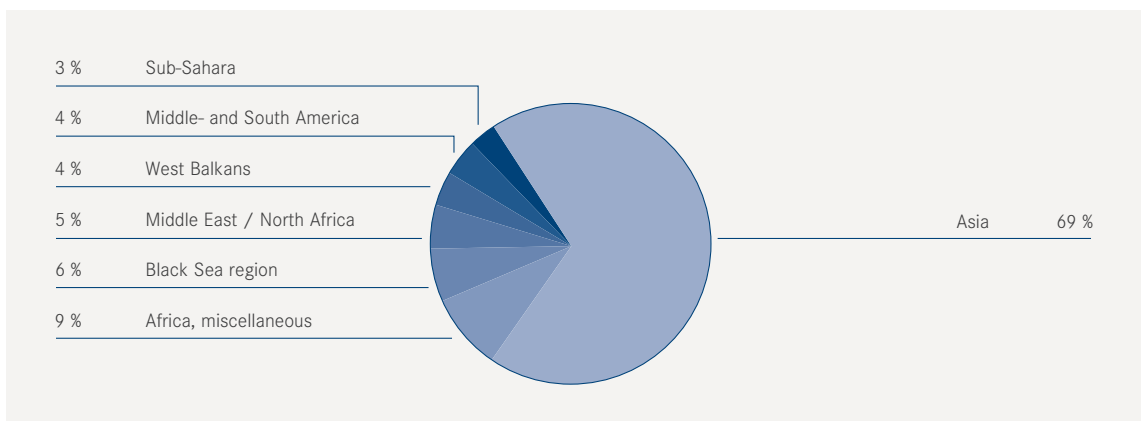
to selected countries through pre-mixed credits that provide for grace periods, long maturities and low interest rates. This is possible only through subsidy payments. Federal funds so appropriated are reckoned under the Austrian official development assistance.

The basic characteristic of a soft loan project is its financial non-viability as defined by the OECD arrangement where the cash flow must be insufficient to cover running costs and credit payments over a commercial repayment period.

Consequently, health, education, water, waste water, municipal waste disposal, disaster control and public transport sectors, in particular, are eligible for soft loan projects. All of these are affiliated with the public sector.

Soft Loans by sectors 2012 in % (percentages rounded)



Soft loans by region 2012 in % (percentages rounded)

In addition to the above mentioned financial non-viability criterion, however, soft loans must meet a range of further criteria:

- Soft loan eligibility of the customer country due to a low, annual per-capita income (currently not exceeding a maximum of USD 4,035);
- Soft loan financing must be characterized by a concessionality level of 35 %.
- Under the UN categorisation system, soft loan financing of projects in least developed countries (LDC) must be characterized by a minimum concessionality level of 50 %.

Moreover, as regards soft loan recipient countries subject to the sustainable lending initiative, the concessionality level must comply with the requirements prescribed by the International Monetary Fund (IMF).

Implementation

The population of the recipient country benefits from these projects insofar as the purpose of a soft loan includes, among others, contributing to economic growth and sustainable development. Projects in the

infrastructure, drinking water and waste water, education and medical sectors are classic examples of soft loan financing. Such projects include comprehensive employee training. In general, strict requirements and accompanying monitoring ensure sustainable utilisation.

The advantages for Austrian enterprises include support in developing new sales markets in developing countries and emerging economies and strengthening of these enterprises' competitive position through the opportunity of low-cost financing. Implementation of such reference projects potentially leads to subsequent projects at commercial conditions and fortifies these enterprises' market positions in the relevant countries.

Links:

Sustainable Lending Initiative

[http://search.oecd.org/officialdocuments/displaydocumentpdf/?doclanguage=en&cote=tad/ecg\(2008\)1](http://search.oecd.org/officialdocuments/displaydocumentpdf/?doclanguage=en&cote=tad/ecg(2008)1)

OeKB soft loans

www.oekb.at/de/exportservice/finanzieren/soft-loans/seiten/default.aspx

UN classification least developed countries

http://www.un.org/en/development/desa/policy/cdp/ldc/ldc_criteria.shtml

4.1.6 Energy efficiency projects

GRI FS 8

In its capacity of official development bank of the Austrian government, OeEB is an important pillar of Austrian development cooperation: It finances private-sector investment projects of a commercially sustainable nature that are useful in terms of development policy. In doing so, sustainable growth is a central concern. Building up the private sector in developing countries and emerging markets is a fundamental pillar in the fight against poverty. In this context, however, resources must be used conservatively and a long-term perspective must be targeted. Two approaches are essential to OeEB: energy and microfinance.

Renewable energy and energy efficiency

More than two billion people in developing countries have no access to modern energy sources. Such modern energy, however, forms the basis of economic development. Therefore, OeEB finances projects concerning the use of renewable energy sources, in particular. Relevant examples include a geothermal power plant in Nicaragua and a hydro-electric power plant in Honduras (see www.oe-eb.at).

In any case, there is a huge savings potential in many emerging economies as well. Providing funds to finance energy-efficiency measures helps to realize such potential. OeEB, along with the German Kreditanstalt für Wiederaufbau (KfW) banking group, provided a credit line for the Turkish Şekerbank with the intention of enhancing energy efficiency. With OeEB support, the Turkish bank's employees received additional training to ensure that financing is used in a target-oriented manner.

4.1.7 Microfinance

GRI FS 7,
FS 13, FS 14

Since its incorporation in 2008, OeEB has been backing the use of microfinance as a means to improve access to financing in developing countries. Of course, this instrument is no longer deemed a cure-all for poverty. If microfinance is deemed an opportunity,

beyond granting credits, to accumulate savings and obtain insurance, it sustainably contributes to development in the financial sector.

In its capacity of development bank, OeEB provides funds for banks and investment funds that, in turn, are feeding microfinance institutions in the relevant countries. In the past year, OeEB further increased its shares in the European Fund for Southeast Europe (EFSE); hence, it is the fifth-largest investor. This fund provides funds for granting small loans through financial institutions in Southern and Eastern Europe, hence facilitates the creation and development of small enterprises and improves the income scenario in the region. For instance, it did so for three ambitious ladies, advertising experts, in the Georgian Republic: Three years ago, with a small loan, they established their own agency, purchased a printing machine for stickers and have since been producing advertisement materials ranging from coffee mugs to T-shirts. Today, the agency employs 18 people.

It is essential for the success of small loans that these are granted in a responsible manner. Thus, OeEB is committed to the European Development Financial Institutions (EDFI) Principles for Responsible Finance, i.e. the guidelines of European development banks. OeEB shares its expertise through the EFSE Development Facility, which ensures that small loans are granted in a useful manner in terms of development policy. In order to enhance the standard of knowledge in local financial institutions, training measures are carried out with funds from so-called advisory projects.

This, for instance, in the context of investing OeEB federal funds in a microfinance and small enterprise bank fund (Shore Cap II) for Sub-Saharan Africa and Asia in 2012. The accompanying advisory programmes project prescribes, among others, training and peer learning forums through a specific network, which is characterized primarily by a transregional exchange of experience. African and Asian pioneer institutions are learning from each other's experience and potentially develop good practice models.

network
standards
transpa
information
corporate cul
feedback
expectance
responsi

5 Coordinating responsibility



Sustainably enquired: with professionals in the standards and certification sector.

Sustainable decisions should be based on comprehensible and transparent criteria. Relevant figures, data and facts are in demand.

Who verifies compliance of sustainable investment with sustainable criteria?



Peter Ertl
is board member of
KPMG Austria AG

“Whoever wishes to invest in a sustainable manner needs two things: transparency and trust. Economic management in accordance with ethical values is not subject to state control; thus, the responsible investor must rely exclusively on indices, ratings and information provided by the relevant enterprise. Due to a lack of transparency and the inclusion of morally and ecologically questionable sectors, sustainability indices and ratings have been criticized repeatedly. This, also because company information frequently flows in unchecked. Thus, external verification of such information – usually provided through sustainability reports – is becoming increasingly important for investors. Auditing methods serve to verify correctness as to content and completeness of the selection of topics, thus enabling the investor to judge, based on reliable data, whether or not the relevant enterprise complies with the ethical values of his or her investment strategy.”



Brigitte Frey
is partner at Ernst & Young,
Climate Change and
Sustainability Service

Sustainable investment as a specific challenge to the corporate governance system “Criteria of sustainable investment are appropriately derived from standards, guidelines, or even individually, from stakeholder expectations. Controlling investments taking into account sustainability aspects and verifying previous decisions is possible only if a sustainability strategy is in place and key indicators and measures to implement these have been defined. Corporate governance structures are borne by boards of directors, advisory boards and auditors. Each of these organs contributes to monitoring, supervision and control, respectively. In order to extend such shared responsibilities to include sustainability aspects, sustainability criteria must be implemented first in the enterprise’s business processes and controlling instruments.”

5.1 Stakeholder analysis

GRI 4.6,
4.14-4.17,
SO 1, FS 5







Transparent communication and an open dialogue are key factors for timely detection of target conflicts among the interests of various stakeholder groups. In discussing such target conflicts, OeKB strives to resolve these or, at least, clarify the respective positions. Examples for such debating process are included in

Section 1 'Showing responsibility – events and highlights 2012' of this Report. In the context of an academic cooperation, a master thesis concerning OeKB stakeholder relationships is to be contracted in the coming years with the objective of preparing a new, comprehensive stakeholder analysis.



5.2 Dialogue and networking




GRI 4.12, 4.13,
4.17, SO 1,
FS 1

	Objectives and purpose	Membership / Participating since
	ÖGUT Established after successful protests against the construction of the Danube power station at Hainburg, Austria, in order to improve communication between economy and ecology. OeKB is a founding member of the society and a member of the 'benchmarking for financial service providers' working group. Further information is available at www.oegut.at	1985
	EMAS and ISO 14001 Commitment to continuous improvement and further development of the management system; environmental statement including certification at three years intervals. Further information is available at www.emas.gv.at	2001
	Global Reporting Initiative International reporting standards for sustainability reports; companies can have their compliance examined by the sponsoring organization (NGO in cooperation with UNEP). Reports have been prepared in compliance with application level A+ since the period under review 2006. Further information is available at www.globalreporting.org	2003
	"familyandcareer" audit Initiative of the Austrian government with the objective to increase the compatibility of family and career; awarded the basic certificate in 2006 and the full certificate in 2009. The relevant implementation plan is incorporated in the sustainability programme. Further information is available at www.familieundberuf.at	2005
	respACT Leading platform of companies for corporate social responsibility (CSR) and sustainable development in Austria. Further information is available at www.respect.at	2005
	Global Compact The 'world-wide pact' originated from a UN initiative of Kofi Annan (at the 1999 World Economic Forum at Davos, Switzerland) to alleviate the social and environmental impact of globalisation. Obligation to report on a regular basis. The GRI guideline forms the basis of reporting. Further information is available at www.unglobalcompact.org und www.unglobalcompact.at	2007

(in German only)

GRI 4.12, 4.13,
4.17, SO 1,
FS 1



	Objectives and purpose	Membership / Participating since
Transparency International	Established in 1993, the association is striving to increase the public's sensitivity to corruption through cooperation with various entities. The TI Austrian Chapter was established in 2005. Further information is available at www.ti-austria.at (in German only)	2008
 R.U.S.Z Verein zur Förderung der Sozialwirtschaft	The Reparatur-und-Service-Zentrum – R.U.S.Z (repair and service centre) was founded in 1998. Its goal is to re-integrate into the labour market persons who have been unemployed for a long time through strategic training and further training in maintenance and repair of electronic devices and thus additionally set an example in contrast to the throw away society. Besides being a member of the Association to Promote Social Economics (<i>Verein zur Förderung der Sozialwirtschaft</i>), OeKB also participates in the expert council of R.U.S.Z. Further information is available at www.rusz.at (in German only)	2010
 GREENBUILDING	Initiated in 2005, the GreenBuilding Programme is a voluntary initiative supported by the European Council to reduce the energy consumption in service buildings. Oesterreichische Kontrollbank AG, with its building at Strauchgasse 1-3 in Vienna, has been a partner of the GreenBuilding Programme since April 2012. Further information is available at http://re.jrc.ec.europa.eu/energyefficiency/greenbuilding/index.htm	2012
 WIENER MODELLREGION	e-mobility on demand – Vienna model region The Vienna model region is an initiative to promote e-mobility and sustainable energy supply.	2012
	OeKB Charity Club In December 2012, the <i>Verein OeKB Karitativ</i> (OeKB Charity Club) was established under the auspices of the OeKB Board of Executive Directors in order to ensure that OeKB's engagement over decades in organizing and carrying out the Charitable Christmas Market at the <i>Freyung</i> square in Vienna will continue in future.	2012

appreciat
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common
corporate culture
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responsi

6 Sharing responsibility



Sustainably enquired: with human resources management.

Investing in your team's motivation and loyalty provides specific benefits – on a sustainable basis.

What is the impact of sustainable investment?



Martina Ganzera-Veraszto
is deputy head of the OeKB Group
Human Resources Department

“Sustainable investment is based on a long-term, social tenor which, rather than aiming at maximum profits, leads to improved social circumstances or better environmental conditions. From this angle, investing in employee training certainly has a sustainable element. From an economic point of view, the spending pays off when such training measures contribute toward less fluctuation and training costs are compared to costs incurred by recruiting and initial training. Moreover, further training is a sign of appreciation, since technical seminars are offered along with personality training. The achieved impact is reflected in motivated employees, a low fluctuation rate and a positive work environment.”

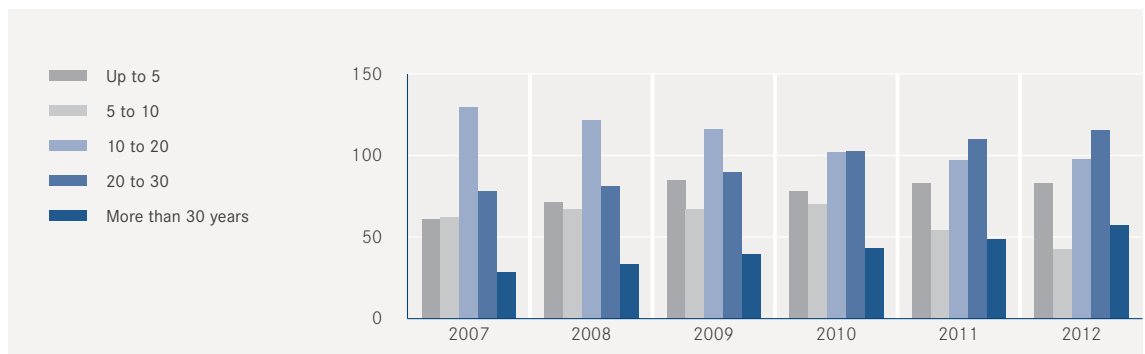
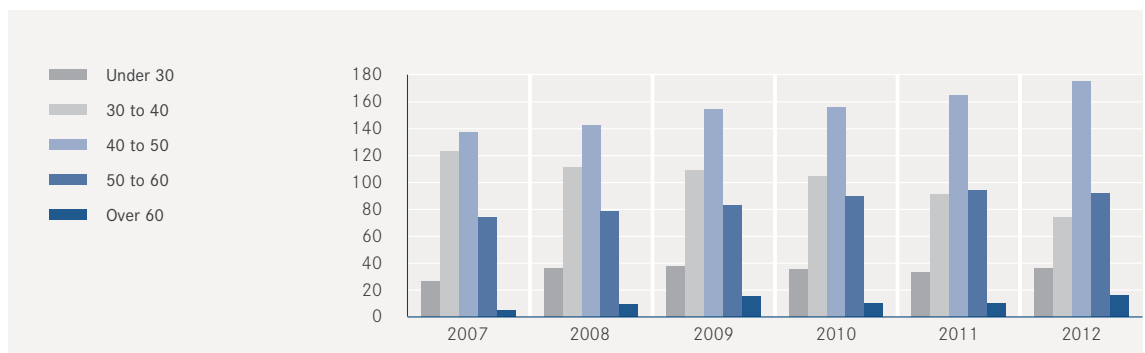
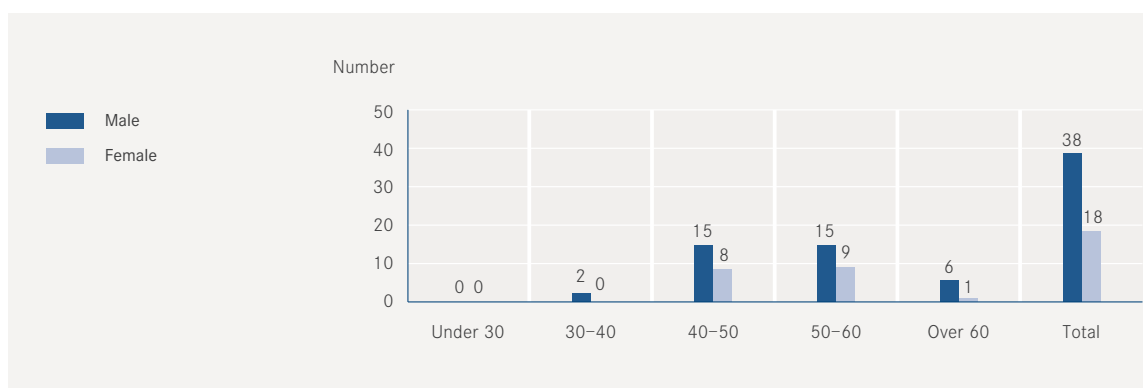
6.1 Employee key indicators and gender aspects at OeKB

GRI 2.8, 3.9,
LA 1, LA 2,
LA 10, LA 13

	As at 31/12/2008		As at 31/12/2009		As at 31/12/2010		As at 31/12/2011		As at 31/12/2012	
Employees										
	Number	%	Number	%	Number	%	Number	%	Number	%
Employees										
Total*	379	100	401	100	396	100	393	100	395	100
Part-time										
	83	21.89	83	20.69	86	21.72	86	21.88	91	23.04
Converted to full-time employment										
	350	–	375	–	368	–	366.4	–	368	–
Age	42.42	–	42.35	–	42.97	–	43.22	–	43.54	–
Years of service	16.49	–	14.91	–	15.54	–	15.71	–	16.04	–
Ratio of female employees										
Total	–	56.20	–	55.36	–	56.06	–	56.99	–	55.95
Executive level (<i>Prokura</i>)	–	31.48	–	30.36	–	30.36	–	32.14	–	32.14
Fluctuation rate**										
Excluding retirements	–	2.97	–	0.77	–	1.51	–	4.06	–	1.79
Including retirements						2.72		5.59		2.31
Investments in training and further training										
EUR per employee	1,711.00	–	1,465.00	–	1,536.00	–	1,222.00	–	1,188.00	–
Hours per employee	41	–	45	–	41	–	43	–	41	–
Total training hours	15,840	–	18,067	–	16,157	–	16,790	–	16,658	–

* Including employees posted to OeEB, OeKB Versicherung, "Österreichischer Exportfonds" and CCP.A.

** The fluctuation rate is calculated by the number of terminations x 100 and divided by the average number of employees. Due to the low fluctuation rate, it is not useful to indicate gender and age structures separately.

Years of service 2007–2012 OeKB**Years of age 2007–2012 OeKB****Age structure of OeKB employees on executive level including Board members 2012**

6.2 Employee key indicators at

OeKB Business Services GmbH, "Österreichischer Exportfonds" GmbH, OeKB Versicherung AG and Oesterreichische Entwicklungsbank AG

GRI 2.8, 3.6,
3.8, LA 13

As at 31/12/2012, Including delegated OeKB employees	OeKB Business Services GmbH	"Österreichischer Exportfonds" GmbH	OeKB Versicherung AG	Oesterreichische Entwicklungs- bank AG
Total number of employees	9	14	40	27
Thereof part-time employees	3	0	10	2
Converted to full-time employment	7.56	0	37.30	26,30

Ratio of female employees

Total	33.33 %	85.71 %	72.50 %	62.96 %
Executive level (Prokura)	0	50 %	71,43 %	50 %

GRI 4.8, LA 4

Our payroll policy strictly adheres to the principle of gender equality. The initial salaries of holders of academic degrees correspond to the market level. These are published on the intranet, hence transparent for all employees. Payment is according to the collective bargaining agreement for banks, insurances and IT. Individual career moves are independent of gender.

on professional qualification. The traditionally high ratio of female employees was 55.95 % on 31 December 2012.

LA 14

Equal pay for equal work is a matter of course. Assessment of employees is based exclusively on personal skills and professional qualification. Similarly, hiring, promotions and salary increases are based exclusively

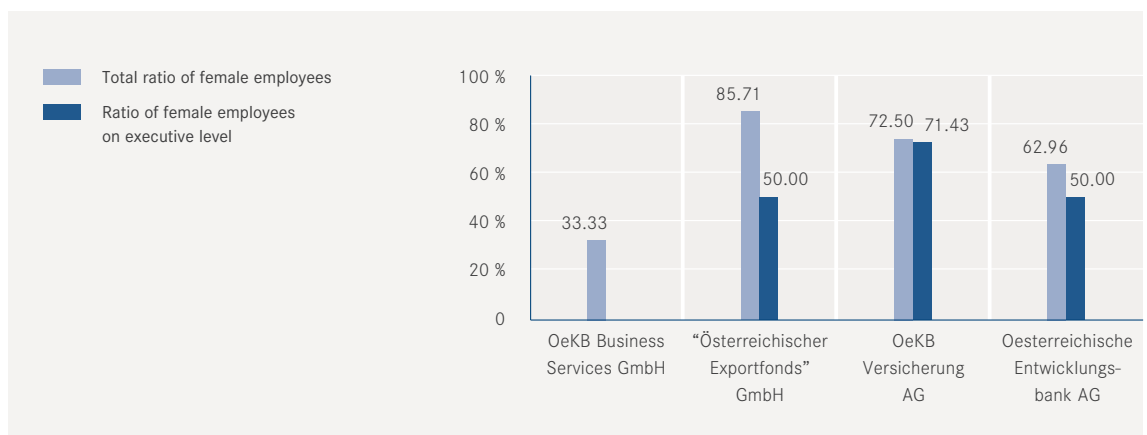
However, the high ratio of female executives (2012: 32.14 %) is particularly noteworthy. The high ratio of female members of the Group's executive boards is remarkable as well. For example, one of the mandates of the Board of Executive Directors, each, of OeKB Versicherung AG, "Österreichischer Exportfonds" GmbH and OeKB Entwicklungsbank AG is assigned to a female Executive Director.

Ratio of female employees (total and on executive level) OeKB 2008–2012 (%)



Ratio of female employees (total and on executive level) OeKB Group, incl. posted employees

As at 31/12/2012



6.3 “familyandcareer” audit

GRI 4.12

In a ceremonial act on 21 November 2012, Federal Minister, Reinhold Mitterlehner, once again awarded OeKB the “familyandcareer” certificate. Ever since the year 2005, OeKB has been subjecting itself annually to an external audit concerning the issue of family and career balance.

This, because it is in line with OeKB’s long-standing corporate culture to consider family needs in job design. On the one hand, this audit underlines OeKB’s family-friendly approach while, on the other hand, employees working in the project groups are involved in the audit process and thus support OeKB in the continuous and target-oriented further development of the work environment at OeKB.

The audit facilitates a structured dialogue, which has already led to a range of concrete measures that, in turn, have achieved an even better balance of work and life, career and family:

- Flexible working-time schemes with flexi-time without core hours;
- Teleworking;
- Sabbatical scheme;
- Employee assistance programme;
- Information concept for employees on maternity leave or extended leave;
- Corporate kindergarten (see below);
- Holiday camp for school children (‘forest week’, see below);
- Opportunity to have lunch with relatives at the restaurant for employees and take-away menus for the family at home.

6.3.1 Corporate kindergarten and holiday camp for school children (‘forest week’)

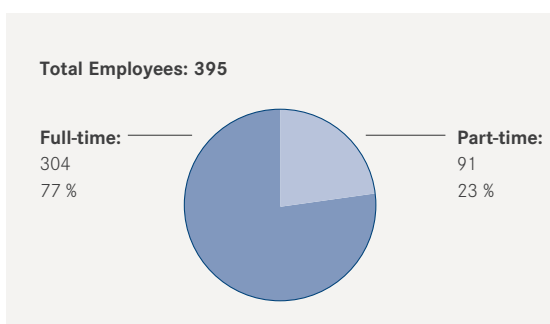
Providing the best possible support for an optimal work-life balance is a long-standing tradition at OeKB. The corporate kindergarten was established in 1993 and is a decisive factor in terms of the high ratio of female employees (2012: 55.95 %). The kindergarten is open throughout the year and offers all-day or part-time childcare. It is operating two groups: Children aged 2 to 3 are cared for in the mouse group, while children aged 3 to 6 belong to the bears group. One

of the care providers being an English native speaker, English is offered as a second language.

In order to help the parents of school children to cover the long summer break, OeKB has been offering a so-called ‘forest week’ for the past two years: Spending a week in the forest with forest educators, the children learn about nature.

6.3.2 Innovative working-time schemes

OeKB employees 2012



The ratio of part-time employees remained constant at 23 % over the period under review. This emphasizes that, in its capacity of employer, OeKB takes into consideration its employees' family and other personal obligations. Employees have been opting for various part-time work schemes for many years.

A shop agreement concerning teleworking for OeKB employees has been in place since 2009 as one of the measures taken in the context of the "familyand-career" audit (see above). As at 31 December 2012, 15 employees had concluded a teleworking agreement and are spending an average of one, or two working days per week at their relevant external workplaces. In 2012, one employee took the opportunity to conclude a sabbatical agreement with her employer.

6.4 OeKB Academy

GRI LA 11,
LA 12

OeKB's employees are its most important asset. Their profound professional qualifications form the basis of OeKB's successful business activities. The OeKB Academy and the OeKB human resource development tool, the Assistants Academy, offer a wide range of in-house seminars to all of the Bank's employees. In the context of the employee appraisal system, individual and Group targets for the following year and necessary training measures are determined and examined on an annual basis.

In 2012, a budget of approx. EUR 469,367 was spent on improving employees' professional qualifications.

These funds were spent on subject-specific further training, executive training, personal skills and language training. In total, 16,658 hours of training were provided by external trainers, i.e. 41 hours per employee. All data concerning training and further education refer exclusively to OeKB employees, including those posted to subsidiaries.

The offered strategic career planning, the sustainability-oriented personnel policy, and the continuous optimization of quality standards by virtue of comprehensive further training measures make OeKB a very attractive employer on the Austrian job market.

6.5 Health, safety and work-life balance

GRI LA 8

In 2012, as in previous years, OeKB provided comprehensive, internal employee protection far beyond statutory requirements. In addition to various vaccination drives, extended health check-ups were conducted in cooperation with Health Consult Gesellschaft für Vorsorgemedizin GmbH. At the end of the day, sharing leisure activities enables and encourages employees to pursue common objectives in corporate life. That is why we organize sports and cultural events on a regular basis for our employees to participate in

during their spare time. Team-sports events, such as table tennis, soccer, beach volleyball, tennis or squash, are organized on a regular basis to enhance team spirit. Moreover, our annual ski championships are well appreciated by our employees. In addition, we organize regular aerobics and spinal gymnastics classes as well as Yoga training for those who are interested. Besides enhancing physical fitness and general health, these sports activities also help to increase stamina, motivation and fun at work.

6.6 Sponsoring and employees' social commitment

GRI PR 6

GRI 4.8

6.6.1 Sponsoring policy

Bearing responsibility in a sustainable manner

Many of the services provided by OeKB are relevant to the overall economy in terms of their nature and dimension. Consequently, OeKB bears a specific responsibility, which is reflected in the context of its sponsoring activities as well. Through financial means or donations in kind, we sponsor individuals, organizations and social issues, thus emphasizing the fact that we are indeed bearing such responsibility.

Principles underlying our sponsoring activities:

- All OeKB sponsoring activities should help us to achieve our communication targets.
- As regards our sponsoring activities, projects involving sustainable long-term cooperation take precedence over individual activities.
- The relevant financial contribution, or the scope of a donation in kind, is geared to the specific image benefit OeKB may gain through such sponsoring cooperation.

- Our partners' specific return services, such as displaying the OeKB logo, are set forth in writing and verified for each sponsoring activity.
- Sponsoring should promote employees motivation and identification with OeKB.
- The Board of Executive Directors decides on sponsoring activities. In specific cases, it invites employees to participate in the prioritization process.

Topical issues of OeKB sponsoring are:

**Disaster relief and social projects;
Sustainability and globalisation;
Education, science, communication.**

6.6.2 Teamwerkstatt (team workshop)

In addition to proven corporate volunteering projects, such as helping with the Charitable Christmas Market and cooking at the 'Crypt', some OeKB Group employees participated in the *Teamwerkstatt* project for the first time in 2012.

These *Teamwerkstatt* projects combine skilled crafts with teamwork with the aim to shift individuals from their work environment into a practice-oriented, creative and casual environment, thus giving them an opportunity, through sharing the experience, to internalize the potential of making a difference within their own company in the future. Besides strengthening the group, such experience of sharing efforts in creating a durable, sustainable product strengthens the individual as well. The changed context helps to dilute group dynamics and hierarchies that exist in any enterprise, or even bring to life new dynamics.

On Saturday, 7 July 2012, nine employees worked together at the Kiwozi – Kinder- und Jugendwohn-gemeinschaft Zirkelweg (assisted living community for children and youths) in Schwechat.

The Kiwozi assisted living community for children and youths was set up in 1982 by a few committed social workers and social pedagogues with the intention of providing a family-like home for young people who, for various reasons, are unable to stay at home with their natural families. The Kiwozi team supports and promotes young people in a manner that, at the end of the day, will enable them to take on their roles in society in an independent and autonomous manner.

The ambitious target was to refurbish one room completely in one day. Under expert instructions, the volunteers laid laminate flooring, painted the walls, sanded and varnished doors and window frames. At the end of that day, young resident, Sebastian, moved into his long-desired, cosy room.

Further information is available at

www.teamwerkstatt.at/index.php?id=4 (in German only)

www.freiwilligenweb.at/index.php?id=CH1045 (in German only)

6.6.3 Charitable Christmas Market – OeKB Charity Club

This year marked the 28th time that the Charitable Christmas Market took place at the Freyung square in Vienna. In December 2012, the OeKB Charity Club, which will be responsible for hosting the Christmas Market in future, was set up under the auspices of the two OeKB Executive Directors to ensure that the Christmas Market will continue in its usual quality. According to previous tradition, UniCredit Bank Austria AG once again sponsored the insurance.

The objective of the Christmas Market is to give charitable organizations the opportunity to present their work to the general public and inform about their concerns. In this context, participating organizations may offer, against a voluntary donation, craft items, cookies or Christmas decorations. All revenues so generated benefit these organizations. In proven manner, OeKB Group employees sold fruit punch at the OeKB Charity Club's fruit-punch booth, thus donating their spare time in the context of corporate volunteering. Last year, moreover, Federal Ministers, Gabriele Heinisch-Hosek and Rudolf Hundstorfer, were won over to sell fruit-punch and serve the good cause on behalf of White Ribbon Austria and the Austrian National Committee for UN Women. Revenues generated at the fruit-punch booth were shared among participating organizations.

Further information and a list of all organizations represented at the 2012 Christmas Market are available at

<http://weihnachtsmarkt.oekb.at> (in German only)

6.6.4 Cooking at the crypt

Pleasure in cooking, combined with a social concern, characterize the 'Cooking at the crypt' initiative. The cooking groups provide their own ingredients, stir the pots on location in the Crypt's well equipped kitchen, share the food and thus, provide active, culinary support to the Crypt.

For more than 25 years, Caritas has been operating the Crypt as a safe haven for people, who live in the streets. For 365 days a year, round the clock, the Crypt provides shelter and, above all, human kindness to the homeless. People who have no home can get

hot food, a place to sleep, clean clothes and facilities to take a shower and wash their clothes. In addition to such basic needs, doctors and care workers, social workers and therapists are on duty at the Crypt on a regular basis. Thus, the Crypt team strives to help their clients to get a foothold once again in society.

In 2012, as in previous years, OeKB Group employees had an opportunity to take on a social commitment outside of their working time. The 'Cooking at the Crypt' initiative, which had been successful in 2010 and 2011, took place again on 29 November 2012.

6.7 Ecological perspective

GRI 3.6, 3.9,
EN 1

6.7.1 Operational ecology and input-output analysis

Handling resources with care is an essential aspect of any enterprise's sustainable responsibility. Aware of such responsibility, Oesterreichische Kontrollbank AG has been keeping detailed records since 2001 and has set up a comprehensive, internal body of rules and regulations in order to reduce resource consumption in a holistic manner and identify trends and developments at an early stage. In the period under review, operational ecology focused on the reconstruction and loft conversion works at the Strauchgasse 1-3 location and on reviewing carbon dioxide emission factors. Due to improved insulation, heating energy consumption was clearly reduced without substantially increasing electric power requirements for the newly installed ventilation system. This is reflected in emissions as well.

GRI EN 28

Over the period under review 2012, breaches of environmental law, of any kind, that would have resulted in criminal or administrative legal action did not occur.

6.7.2 Energy

In addition to well-trained, motivated employees, it takes further resources to successfully manage a service business and safely ensure its day-to-day operations. Energy is one of these essential resources. Selective use of heating energy in winter and cooling energy in summer ensures that employees work in a comfortable, health promoting and performance enhancing room climate. It would be impossible to operate IT equipment, from data processing centre to computer work stations, in the absence of electric power. Similarly, it would be impossible to settle a financial service provider's daily transactions in the absence of modern IT infrastructure.

Such business significance is reflected also in the evaluation of ecological aspects in terms of energy consumption. Over the period under review 2012, electric power consumption increased by 2.1 %. Such increase may be explained by the final works on the loft conversion and ventilation of the new loft and by cooling energy requirements due to last year's very hot summer.

	Input 2000	Output 2000	Input 2010	Output 2010	Input 2011	Output 2011	Input 2012	Output 2012
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Emissions, sorted by Scopes 1, 2 and 3

	kWh	CO ₂ emissions (t)	kWh	CO ₂ emissions (t)	kWh	CO ₂ emissions (t)	kWh	CO ₂ emissions (t)
Scope 1 (passenger car)	–	7.410	–	7.823	–	7.576	–	4.750
Scope 1, total	–	7.410	–	7.823	–	7.576	–	4.750
Scope 2 (electric power, district heat)								
Electric power (Main locations Strauchgasse / Am Hof)	3,791,960	672.31	2,852,215	71.31	2,882,997	72.07	2,943,589	0
Thereof, Strauchgasse location	2,970,060	526.59	2,358,245	58.96	2,402,997	60.07	2,460,749	0
Thereof, Am Hof location	821,900	145.72	493,970	12.35	480,000	12.00	482,840	0
Linz	–	–	9,207	1.63	9,794	1.74	9,115	1.82
Wallnerstr., Wipplingerstr.	–	–	52,096	1.31	50,060	1.25	48,837	0
Data processing centre Vienna 21	–	–	297,745	52.79	310,961	55.13	303,978	60.18
District heat (Vienna location, only)	1,856,203	243.16	1,215,782	159.27	1,129,459	147.96	931,579	18.63
Thereof, Strauchgasse location	1,496,750	196.07	940,996	123.27	862,525	112.99	636,984	12.73
Thereof, Am Hof location	359,453	47.09	274,786	36.00	266,934	34.97	294,595	5.89
Waste heat data processing centre Strauchgasse	–	–	216,441	–	123,218	–	215,080	–
Natural gas (Vienna, Strauchgasse, only)	64,914	16.03	0	0	0	0	0	0
CO₂-emissions Scope 2, total	–	1.140.93	–	286.30	–	278.15	–	99.25
Scope 3 (aircraft, railway)								
Aircraft	–	–	–	309.02	–	270.72	–	23.43*
Railway	–	0.04	–	0.12	–	0.14	–	0.33
Scope 3, total	–	–	–	309.14	–	270.86	–	23.76

* 1,319,009 aircraft kilometres, less 389,432 compensated kilometres of OeEB, equals a total of 929,577 km as calculation basis.

Classification by separate scopes (i.e., defined segments) is according to the Greenhouse Gas Protocol. Accordingly, Scope 1 includes all direct emissions from combustion in in-house plants; i.e., in the case at hand, concerning OeKB Group, combustion engines of passenger cars. Scope 2 includes indirect emissions from consumption of purchased energy, and Scope 3 includes other indirect emissions from upstream processes (source: <http://www.ghgprotocol.org/calculation-tools/faq>). Concerning Vienna locations, Am Hof and Strauchgasse, Wallnerstraße and Wipplingerstraße, an

agreement was concluded with municipal electricity provider, *Wien Energie*, under which electricity is provided exclusively (and demonstrably, by virtue of a KPMG audit) from hydro-electric power generation. The leased premises at the Linz location and at the default data processing centre (*Ausfallsrechenzentrum*) use the ordinary power mix. This is reflected in significantly higher emissions to air. Conversion factors were updated in 2012. Values concerning previous years were not corrected. The new carbon-dioxide conversion factors are included in the chart on page 94.

	2000 (342 empl.)	2010 (460 empl.)	2011 (451 empl.)	2012 (459 empl.)	Reference value average (national)*
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Electric power / renewable (kWh for Strauchgasse/Am Hof locations)

	3,791,960	2,852,215	2,882,997	2,943,589	1,347,165 – 4,200,768
Per employee	11,088	6,200	6,392	6,413	2,935 – 9,152
Per m ² (2007: 18,520; as of 2010: 18,780; 2012: 19,842)	227	152	154	148	68 – 212
Per working day (250)	15,168	11,409	11,532	11,774	5,389 – 16,803

Heating energy (district heat) (kWh for Strauchgasse/Am Hof locations)

	1,856,203	1,215,782	1,129,459	931,579	1,031,784 – 3,730,296
Per employee	5,427	2,643	2,504	2,030	2,248 – 8,127
Per m ² (2007: 18,520; as of 2010: 18,780; 2012: 19,842)	111	65	60	47	52 – 188
Per working day (250)	7,425	4,863	4,518	3,726	4,127 – 14,921

Cooling energy (kWh) – primary energy included in electric power (Strauchgasse location)

			1,587,586	1,684,704	–
Per employee			3,520	3,670	–
Per m ² (2007: 18,520; as of 2010: 18,780; 2012: 19,842)			85	85	–
Per working day (250)			6,350	6,739	–

* Source: 'Benchmarking für Finanzdienstleister' (benchmarking for financial service providers) – guideline for operational ecology and social key indicators issued by ÖGUT Österreichische Gesellschaft für Umwelt und Technik (Austrian association for environment and technology), working group 'Geld- und Versicherungswirtschaft' (money and insurance industry), base data 2008. Benchmarks for overall electric power consumption, values per m² and per working day, are extrapolated based on reference values per employee. Benchmarks for heating energy requirements are extrapolated based on consumption per m².

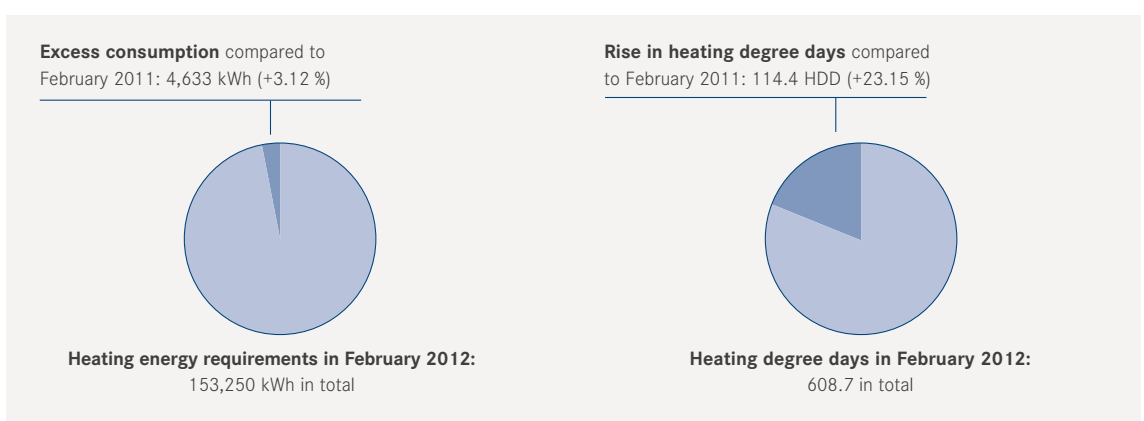
Can the weather impact on heating energy requirements be controlled?

Comparing weather conditions prevailing in 2011 with those of 2012, there is hardly any difference in the total numbers of heating degree days. According to information provided by *ZAMG Zentralanstalt für Meteorologie und Geodynamik* (Austrian central office of meteorology and geo dynamics), the number of heating degree days was 2,584.5 in 2011. In the period under review, the number was 2,585, exceeding that of the previous year by only 0.5 days. Due to such small variation, these two years can be compared without any substantial restriction. Hence, conservation in terms of heating energy requirements, which was achieved through reconstruction and loft conversion works, is all the more impressive. Despite similar weather conditions, heating energy requirements

at the Strauchgasse location were reduced from 862,525 kWh to 636,984 kWh, which corresponds to a reduction of approx. 26.15 % over the entire year.

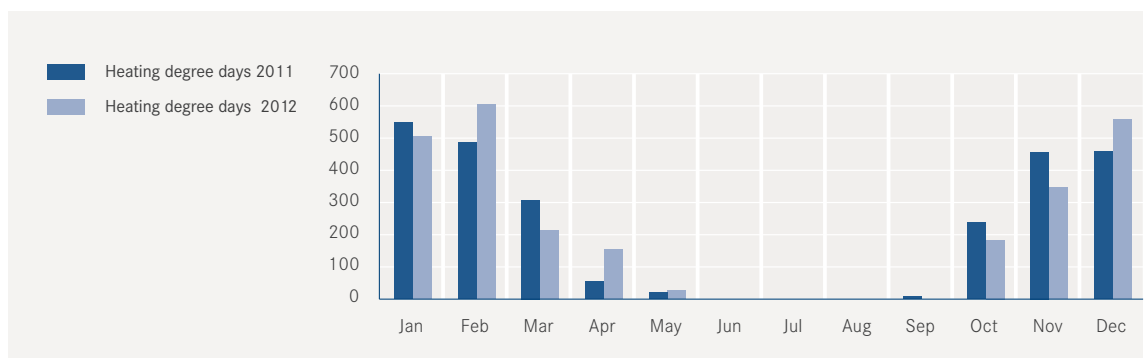
Such positive changes are emphasized even if months with significant variations are taken into account. A comparison of February 2011 with February 2012 indicates that the number of heating degree days increased from 494.3 in 2011 to 608.7 in 2012, i.e. plus 23.14 %. Despite such increase of 114.4 heating degree days, energy consumption in February 2012 rose by only 4,633 kWh compared to the previous year 2011, i.e. plus 3.12 %. This indicates that building construction measures were effective and caused a reduction in heating energy requirements.

Changes in heating energy requirements illustrated by the example of February 2011/2012 at the Strauchgasse location

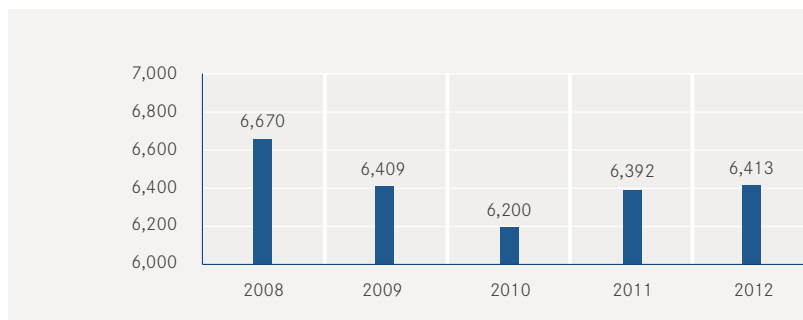


Looking at the year 2008, prior to commencement of construction works, compared to the year 2012, after construction works were completed, the reduction in heating energy requirements amounts to 96,587 kWh (less 13.17 %).

Heating degree days – comparison 2011-2012



Changes in electric power consumption per employee (kWh per employee)



6.7.3 Water

GRI EN 8,
EN 21

As a result of the completed loft conversion at the Strauchgasse location and the ensuing filling and cleaning of laid piping, and as a result of a defective magnetic valve at the grease trap at the restaurant for employees in June 2012, water consumption increased by 5.37 %. In addition to these two incidents, new adiabatic cooling units are being used as of this period under review, which may also lead to a slight increase in water consumption. In this context, it should be noted however that adiabatic cooling led to a reduction in cooling energy requirements that, in turn, stifled the increase in electric power requirements. In absolute figures, the increase in water consumption amounted to 531 litres per employee.

In 2012, as in previous years, it was impossible to obtain process water from the municipal water grid. Hence, as in previous years, process water piping, which had been laid on occasion of various reconstruction works, remain unused. At present, no change in the supply of companies with process water is pending, which is why a qualitative reduction in drinking water consumption remains unlikely in the near future. In the coming years, we will, therefore, seek further options and take further measures to achieve at least a further, quantitative reduction in water consumption.

	2000 (342 empl.)	2010 (460 empl.)	2011 (451 empl.)	2012 (459 empl.)	Reference value average (national)*
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Water consumption (lutes)

	9,956,000	7,127,000	6,783,000	7,147,000	3,098,250 – 12,966,750
Per employee	29,111	15,493	15,040	15,571	6,750 – 28,250
Per employee / day	116	62	60	62	27 – 113
Per m ² (2007: 18,520; as of 2010: 18,780; 2012: 19,842)	597	379	361	360	156 – 654
Per working day (250)	39,824	28,508	27,132	28,588	12,393 – 51,867

* Source: 'Benchmarking für Finanzdienstleister' (benchmarking for financial service providers) – guideline for operational ecology and social key indicators issued by ÖGUT Österreichische Gesellschaft für Umwelt und Technik (Austrian association for environment and technology), working group 'Geld- und Versicherungswirtschaft' (money and insurance industry), base data 2008. Benchmarks for overall consumption and for consumption per employee, per m² and per working day are extrapolated based on average consumption per employee/day.

6.7.4 Waste

GRI EN 22,
EN 30

Notwithstanding construction waste, there were no dramatic changes in waste production as compared to the previous year. Overall, the total waste amount slightly decreased. Hence, it is safe to say that the waste amount remained on a constant level. The total of waste disposal costs amounted to EUR 45,657.06 in 2012. Due to completion of the loft conversion at the Strauchgasse location, a significant reduction in construction waste was achieved as a result of construction works having been completed.

The represented waste key indicators refer exclusively to the Strauchgasse location, since OeKB Group companies are merely tenants at other locations, hence unable to determine exact figures. Nevertheless, the Am Hof location as well as the areas leased to tenants at the Strauchgasse location are incorporated in OeKB waste management. Over the period under review 2012, breaches of environmental law, of any kind, that would have resulted in criminal or administrative legal action did not occur.

	2000 (267 empl.)	2010 (363 empl.)	2011 (360 empl.)	2012 (368 empl.)	Reference value average (national)*
Waste – Strauchgasse building (kg)					
	143,208	132,938	120,493	113,552	
Per employee	536	366	335	309	
Per m ² (2007: 14,802; 2008: 14,757; as of 2009: 14,738; as of 2012: 15,535)	10.52	9.02	8.18	7.31	
Per working day (250)	573	532	482	454	
Paper and cardboard	18.36 %	48.74 %	50.02 %	49.44 %	
Metal	0.34 %	0.49 %	0.40 %	0.52 %	
Glass	1.27 %	2.82 %	2.87 %	3.21 %	
Grease trap contents	14.25 %	12.25 %	13.08 %	12.28 %	
Electronic scrap	0.50 %	7.44 %	2.99 %	1.45 %	
Domestic-type commercial waste	62.85 %	25.25 %	27.11 %	28.08 %	
Plastic waste	0.87 %	3.02 %	3.21 %	4.00 %	
Colour residues	0.56 %	0.10 %	0.22 %	0.13 %	
Accumulators and batteries	0.54 %	0.05 %	0.08 %	0.88 %	
Fluorescent lamps	0.09 %	0.09 %	0.02 %	0.02 %	
Fixer	0.38 %	0.00 %	0.00 %	0.00 %	
Separation ratio **	73 %	28 %	31 %	32 %	

* Reference values refer to the proportion of domestic-type commercial waste, hence, higher percentages are unfavourable.

** The separation ratio is the proportion of domestic-type commercial waste compared to the entire waste volume, to the exclusion of grease trap contents.

Sharing responsibility

	2000 (267 empl.)	2010 (363 empl.)	2011 (360 empl.)	2012 (368 empl.)	Reference value average (national)*
Waste (output) – Vienna location Strauchgasse building (kg)					
Non-hazardous waste					
Domestic-type commercial waste	90,000	34,900	32,670	31,890	9,200 – 46,000
Paper	26,288	64,799	60,269	56,122	21,344 – 82,432
Glass	1,824	3,744	3,456	3,648	
Plastic waste	1,248	4,014	3,872	4,545	
Scrap metal and metal scrap	480	650	480	590	
Grease trap contents	20,410	16,280	15,760	13,940	
Electronic scrap	715	9,885	3,607	1,647	
Hazardous waste					
Developer, fixer	540	–	–	–	
Colour residues	800	132	264	145	
Accumulators, batteries	774	73	91	1,000**	
Fluorescent lamps	129	121	24	25	
Construction waste loft conversion					
Debris	–	59,571	1,058,000	11,910	
Construction and demolition timber	–	35,400	592,460	0	
Demolition rubble and debris	–	513,300	0	0	
Construction site waste	–	76,800	42,000	115,540	
Asbestos cement	–	0	34,820	0	
Demolition concrete	–	24,820	0	0	
Iron and steel waste, contaminated	–	6,720	0	1,320	
Domestic-type commercial waste	–	1,660	0	0	

* Source: 'Benchmarking für Finanzdienstleister' (benchmarking for financial service providers) – guideline for operational ecology and social key indicators issued by ÖGUT Österreichische Gesellschaft für Umwelt und Technik (Austrian association for environment and technology), working group 'Geld- und Versicherungswirtschaft' (money and insurance industry), base data 2008.

** The previously existing emergency power supply was discontinued.

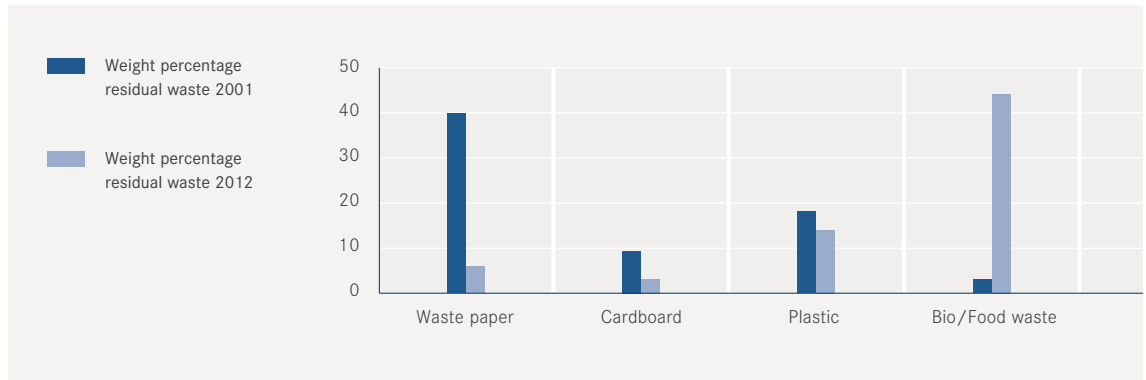
6.7.4.1 Findings of the residual waste analysis

The first new residual waste analysis in more than ten years was prepared in the period under review. The findings of this new analysis illustrate progress made in terms of waste separation. For instance, the proportion of waste paper in residual waste decreased to 7 %.

Similarly, the new analysis produced positive findings in terms of reusable materials, such as cardboard packaging and plastic.

However, these generally positive findings after more than 10 years of environmental and waste management are overshadowed by a significant increase in biogenic waste and table scraps, with a weight ratio plus of 41 %. It is suspected that this is due to bad waste separation habits of several tenant businesses at the Strauchgasse location. Consequently, the proportion of misthrows from this fraction should be significantly reduced over the coming years in order to improve further the otherwise encouraging separation quota.

Findings of the residual waste analysis (excerpt)



6.7.5 Paper

GRI EN 2

The cyclical rise and decline in paper consumption of previous years continued in the period under review in terms of absolute consumption. However, compared to the previous year, there was a slight

reduction in consumption by 66 sheets per person. At 99.52 %, the proportion of recycling paper remained nearly constant.

Sharing responsibility

	2000 (342 empl.)	2010 (467 empl.)*	2011 (457 empl.)*	2012 (464 empl.)*	Reference value average (national)**
Copy paper (A4 sheets)					
	3,540,157	4,046,500	3,338,500	3,359,000	3,364,000 – 5,220,000
Per employee	10,351	8,665	7,305	7,239	7,250 – 11,250
Recycling paper	4.40 %	88.70 %	99.66 %	99.52 %	–
White paper (TCF)	95.60 %	11.30 %	0.34 %	0.48 %	–

* Excluding the Linz location, where paper is procured separately.

** Source: 'Benchmarking für Finanzdienstleister' (benchmarking for financial service providers) – guideline for operational ecology and social key indicators issued by ÖGUT Österreichische Gesellschaft für Umwelt und Technik (Austrian association for environment and technology), working group 'Geld- und Versicherungswirtschaft' (money and insurance industry), base data 2008. Benchmarks for total consumption are extrapolated based on consumption per employee.

6.7.6 Business travel and sustainable mobility

GRI EN 18,
EN 29, EC 4

Over the past few years, business travel has become the key factor of OeKB Group's carbon-dioxide balance. Particularly noteworthy is the large proportion of air travel in business travel, which was reduced however by 5 % this year. Since air travel can be controlled only to a limited extent, measures taken in the period under review increasingly concerned individual transport.

The OeKB Dispatch Department has been using an electric vehicle of the Citroën brand since May 2012. Replacing the previous diesel passenger car, this electric vehicle contributes significantly towards reducing carbon-dioxide and fine particles emissions. Purchasing the electric vehicle was possible because OeKB joined the Vienna e-mobility model region. The charging station for the electric vehicle, which is powered exclusively by renewable energy, is located at the parking garage on Freyung square. This marks the first time that a (nearly) carbon-dioxide neutral means of transport is available for transport in Vienna. Last year, moreover, OeKB concluded a cooperation agreement with a carsharing provider. Under this

agreement, we achieve cost and are able to present carsharing as an environmentally sustainable, alternative means of transport.

Emission from air travel relating to the Austrian Development Bank's (OeEB) business operations enjoy special status. Since detailed evaluations are available concerning OeEB employees' travelling which, with the majority of projects being located in non-European countries, is mostly by air, these are referred to in calculating carbon-dioxide equivalents / traffic. In line with a sustainability objective set in 2011, OeEB carbon-dioxide emissions from business travel are compensated through a reforestation project in Ethiopia that is operated by the University of Natural Resources and Life Sciences, Vienna. Hence, emissions from OeEB air travel are not reckoned in calculating OeKB carbon-dioxide emissions from air travel.

Further information is available at

www.boku.ac.at/co2-klimaschutzprojekt.html

	2000 (325 empl.)	2010 (478 empl.)	2011 (468 empl.)	2012 (474 empl.)	Changes compared to previous year	Reference value National average*
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Business travel (km)

	1,038,017	1,667,405	1,441,436	1,391,513	-49,923	2,080,860
Per employee	2,867	3,488	3,080	2,936	-144	4,390
Railway	1.36 %	2.44 %	0.90 %	2.73 %	+1.83 %	–
Aircraft	94.86 %	95.04 %	96.32 %	94.79 %	-1.53 %	–
Passenger car	3.78 %	2.52 %	2.78 %	2.48 %	-0.30 %	–
Per working day (250)	4,152	6,670	5,776	5,566	-210 km	8,323

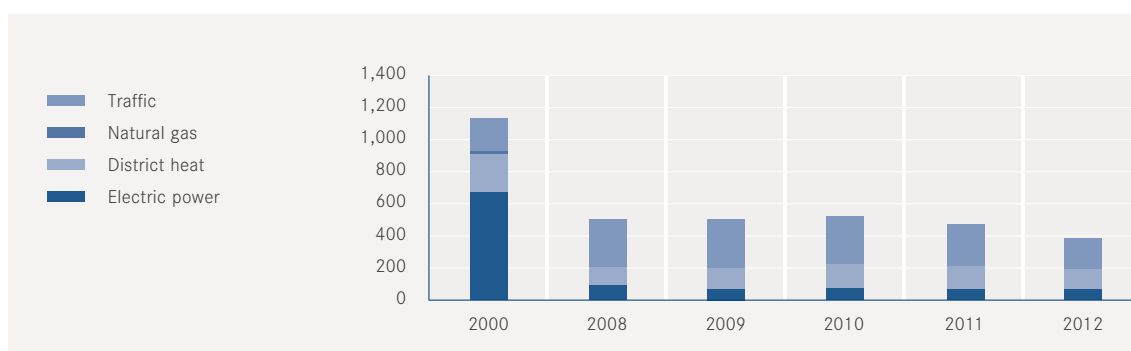
Carbon-dioxide emissions from traffic (kg)

	202,270	317,088	278,436	187,180	-91,256	–
Per employee	559	663	595	395	-200 kg	–
Per working day (250)	809	1,268	1,114	749	-365 kg	–

* Source: 'Benchmarking für Finanzdienstleister' (benchmarking for financial service providers) – guideline for operational ecology and social key indicators issued by ÖGUT Österreichische Gesellschaft für Umwelt und Technik (Austrian association for environment and technology), working group 'Geld- und Versicherungswirtschaft' (money and insurance industry), base data 2008.

6.7.7 Carbon-dioxide emissions

GRI EN 16

Changes by energy source (carbon-dioxide emissions – '000 t)

	Carbon-dioxide (kg)	Sources
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Conversion chart to determine carbon-dioxide emissions 1 km railway (electric) / person*

1 km	railway (electric) / person	0,0087	Environmental Agency Austria 2012
1 km	aircraft / person, national	0,0406	Environmental Agency Austria 2012
1 km	aircraft / person, international	0,0252	Environmental Agency Austria 2012
1 km	passenger car / vehicle	0,1558	Environmental Agency Austria 2012
1 kWh	electric power	0,1999	Linz Strombetrieb GmbH & Co KG
1 kWh	hydro-electric power	0,0000	Wien Energie Vertrieb GmbH & Co KG
1 kWh	district heat	0,0200	2012 Act Amending the Viennese Construction Ordinance (technical amendment); energy pass, Vienna Municipal Department MA 37

* All conversion factors indicated above have been revised on occasion of the EMAS audit of the period under review.

6.7.8 Procurement

On principle, replacements and new purchases of items, including office furniture, office supplies and IT equipment, are selected by the department where such items are needed through a pre-selection process. The Sustainability officer subsequently verifies that the products pre-selected by the Procurement officer comply with sustainability criteria from the criteria catalogue.

The criteria catalogue, 'Sustainable procurement at OeKB', includes a convolute of principles in terms of sustainability to be observed in the procurement procedure. These principles are based on a foundation of general, basic rules of universal applicability. Superimposed upon these basic rules are more elaborate, detailed rules concerning the office supplies, IT hardware, employee catering, construction, merchandising and energy procurement sectors. Sustainable handling of OeKB procurement is based on these superimposed pillars and on the basic principles of the criteria catalogue.

Concerning procurement of office supplies, in particular, reference is made to the www.bueroeinkauf.at (office procurement) platform maintained by the Austrian Federal Ministry of Agriculture, Forestry,

Environment and Water Management. Provided that a product is registered in this website's database, it is deemed sustainable, in any case. If the desired product is not indicated on the website, the internal procurement criteria for office supplies shall apply.

In addition to measurable criteria (such as electric power consumption, proportion of recyclable components, etc.), procurement takes into consideration certificates and (product) quality seals for all product groups. The Sustainability officer evaluates and prioritizes individual quality seals based on his experience and expertise. In this context, the relevant manufacturer's commitment to sustainability is evaluated based on its environmental, CSR and sustainability reporting practice. After the Sustainability officer has investigated the products and manufacturers of these, he provides such feedback to the Procurement officer who subsequently selects one of the eligible products based on his own evaluation and the Sustainability officer's expertise.

OeKB does not procure any products containing PVC and prefers renewable, recyclable, repairable, regional products and suppliers that address social issues as defined in the UN Global Compact.

6.7.9 Miscellaneous key indicators

It takes more than just the total of all material input flows, for all processes within an enterprise to be running friction-free. The employees of an enterprise are the most important factor in achieving corporate targets and handling all operational responsibilities.

With OeKB having its traditional roots in Austria and its registered offices in Vienna, coffee plays a significant part in day-to-day business life. Therefore, we determinate key figures for coffee and other, similar areas.

	2011 (457 empl.)	2012 (457 empl.)	Changes 2011–2012
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Coffee (kg)

	992	997	+5
Per employee	2.17	2.15	-0.02
Per working day (250)	3.97	3.99	+0.02
Proportion of Fair-Trade coffee	48.11 %	61.28 %	+13.17 %

Mineral water (litres)

	24,210	24,109	-101
Per employee	52.98	51.96	-1.02
Per working day (250)	96.84	96.44	-0.40

Milk (litres)

	5,295	5,761	+466
Per employee	11.59	12.39	+0.8
Per working day (250)	21.18	23.04	+1.86
Proportion of certified organic milk	68.94 %	76.13 %	+7.19 %

profitable
future
re
planning
long-term
added
projects
benefit
global
quality

7 Making responsibility measurable



Sustainably enquired: on the subject of economy and development

OeEB: Combining Business and Development on a Sustainable Level

Are sustainable investments profitable?



Kristin Duchâteau,
Head of Department Advisory
Programmes at Oesterreichische
Entwicklungsbank AG

“OeEB finances private-sector investment projects and evaluates these in terms of economic sustainability and usefulness for development-policy – these factors determine the sustainability of a particular project. At the same time, we were able to secure jobs, promote enterprises and, in particular, contribute to improving energy supply in developing countries. Figures demonstrating these effects (development-policy usefulness / profitability) are published annually in our Development Report, which is available at the OeEB website. In the first five years, none of the OeEB projects defaulted (economic profitability). Therefore, these projects sustainably contribute to improving local living conditions.”

7.1 Commercial development

GRI 2.8,
3.9, EC 1

7.1.1 Oesterreichische Kontrollbank AG

EUR '000	2010	2011	2012
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Commercial development – Oesterreichische Kontrollbank AG

Core capital	342,390	367,847	397,447
Eligible equity capital	459,237	490,459	521,212
Required equity capital	49,844	55,181	59,805
Operating result	79,313	78,433	78,798
Group net income	71,983	50,167	82,433
Balance sheet total	35,802,286	37,978,215	32,767,934
Dividends payable	20,020	20,020	30,008
EUR per share	22.75	22.75	34.10
Number of shares	880,000	880,000	880,000
Yield per share	81.80	57.01	93.67
Return on Equity (net income / cc)	21.02 %	13.64 %	20.74 %
Cost/income ratio	50.24 %	50.45 %	51.12 %

EUR '000	2010	2011	2012
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Cost breakdown

Operating expenditure	22,568	22,397	22,579
Personnel cost	53,315	53,421	55,290
Salaries	35,953	36,291	36,745
Social benefits	7,620	8,239	7,778
Cost of pension scheme and social security contributions	9,742	8,891	10,767
Taxes	20,699	14,709	23,879

7.1.2 OeKB Versicherung AG

EUR '000	2010	2011	2012
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Commercial development – OeKB Versicherung AG

Premiums earned	23,701	24,669	22,027
Claims ratio (effective claims: premiums earned)	36.20 %	44.82 %	36.01 %
Equity	35,285	36,950	37,856
Balance sheet total	54,928	57,173	56,579
Return on ordinary activities	2,244	3,818	3,466
Profit for the year	1,829	2,864	2,607
ROE	5.24 %	7.93 %	6.97 %
Employees	41	42	40

EUR '000	2010	2011	2012
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Cost breakdown

Operating expenditure	2,136	2,345	2,313
Personnel cost	3,242	3,303	3,647
Salaries	2,461	2,473	2,678
Social benefits	43	40	54
Cost of pension scheme and social security contributions	738	790	915
Taxes	415	954	859

For a detailed report on the commercial development of OeKB Versicherung AG, please refer to its Annual Report 2012.

7.1.3 „Österreichischer Exportfonds“ GmbH

EUR '000	2010	2011	2012
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Commercial development – “Österreichischer Exportfonds” GmbH

Credits outstanding	793,011	823,867	1,038,519
Equity	12,581	12,701	13,203
Balance sheet total	792,718	827,590	1,037,860
Return on ordinary activities	642	689	772
Net income	465	465	465
Employees	14	13	14

EUR '000	2010	2011	2012
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Cost breakdown

Operating expenditure	394	439	460
Personnel cost	1,495	1,590	1,311
Salaries	1,121	1,177	1,120
Social benefits	217	228	199
Cost of pension scheme and social security contributions	157	185	-8
Taxes	177	224	307

7.1.4 OeKB Business Services GmbH

EUR '000	2010	2011	2012
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Commercial development – OeKB Business Services GmbH

Sales revenue*	1,270	1,348	2,537
Equity	2,121	2,195	2,247
Balance sheet total	2,407	2,377	2,560
Return on ordinary activities	97	89	70
Net income	73	74	52
Employees, average	9	10	9

EUR '000	2010	2011	2012
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Cost breakdown

Purchases*	220	456	1,599
Personnel cost	577	600	678
Thereof, salaries	443	456	510
Miscellaneous operating costs	385	293	241
Taxes	24	15	17

* Purchases and sales revenue vary subject to sales of hard/software and carbon dioxide emission certificates.

7.1.5 Oesterreichische Entwicklungsbank AG

EUR '000	2010	2011	2012
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7.1.5 Commercial development – Oesterreichische Entwicklungsbank AG

Core capital	5,890	6,464	7,136
Eligible equity capital	6,276	7,507	8,835
Required equity capital (Article 22 of the Austrian Banking Act)	501	680	820
Operating result	1,581	1,991	2,104
Group net income	782	849	902
Annual profit	280	274	230

EUR '000	2010	2011	2012
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Cost breakdown

Operating expenditure	883	1,084	1,677
Personnel cost	1,789	2,384	2,622
Salaries	1,462	1,921	2,081
Social benefits	284	407	434
Cost of pension scheme and social security contributions	43	56	107
Taxes	373	502	529

ethics
progress
activities
strategy
future
responsibility
community
aware
man

8 Showing commitment – shaping the future

united
targets
information
resources
responsibility
fairness
principle
management

Sustainably enquired: with the Sustainability Officer.

Declarations of intent are not enough to make a sustainable enterprise, but sustainability as an end in itself is always too much.

How far can sustainability management reach?



Michael Sasse
is Sustainability Officer at
OeKB Group

“Rephrased, the question should be, ‘If at all, to what extent is it possible to manage sustainability?’ In terms of operational ecology, it is certainly possible. But how do you manage social responsibility? Bearing responsibility means accepting obligations. Generally, this happens only if it appears to make sense in one way or another. Perhaps this, nevertheless, is the right approach to divert the concept of soundness from an ego-centric perspective to an overriding perspective of community – whatever it may take to do so. That’s as far as sustainability management should go; and never lose sight of that principle, since it is the only way to prevent you from going too far.”

8.1 Communication on progress

GRI EN 18,
FS 7

In the sections below, we explain achievements of our objectives for the past year.

Objective	Measure	Communication on progress
Objectives of the departments		
Enhance project monitoring	Evaluation and follow-up, based on available evaluation studies, of criteria to develop project monitoring (e.g., 'Evaluation of Export Promotion in Austria. Ecological, Social and Economic Impact in Target Countries', by ETA Environmental Management / ARBOS, January 2010)	The monitoring criteria included in a study prepared by ETA Environmental Management / ARBOS were successfully applied, once again, on occasion of evaluating projects in China in May 2012.
Performance of ethic investment funds in practice	Assign a master thesis that analyses the performance of MSCI and OeSFX prior and subsequent to the financial crisis and explains relevant underlying facts.	A master thesis was assigned, completed in spring 2012 and subsequently presented. One copy is available for review at the Organization, Construction, Environmental Issues and Safety Department. A summary of the findings is included in Section 1.4 'Sustainable investment – findings of the OeSFX performance study' of this Report.
Promote mutual understanding of sustainability between OeKB and its customers	OeKB Organization, Construction, Environmental Issues and Safety Department to summarize the sustainable activities of major OeKB customers in order to prepare for and support customer visits of the Project and Environmental Analyses Department.	There were no activities in this context in the period under review.
	Events with OeKB coordinators and sustainability managers of major OeKB customers.	OeKB, along with respACT, held an event on 27 November 2012 concerning 'International guiding principles – Not my business? Globally acting enterprises – business and responsibility'; participants were OeKB customers (division heads and sustainability officers)

Objective	Measure	Communication on progress
Ethic investment included in the Bank's own portfolio	Assess potential ways to transpose existing exclusion criteria to the entire special fund.	Existing exclusion criteria were transposed to the entire special fund.
Consultancy services provided to the Federal Ministry of Finance	Participate in the revision and implementation of the OECD – Recommendation on Environment and Officially Supported Export Credits	On 28 June 2012, the OECD adopted the amended Common Approaches (OECD Recommendation of the Council on Common Approaches for Officially Supported Export Credits and Environmental and Social Due Diligence). http://www.oecd.org/tad/exportcredits/commonapproaches.htm
	Cooperate with the Ludwig Boltzmann Institute of Human Rights concerning the handling within OECD committees prior to and during the revision procedure.	This successful cooperation will continue in 2013.

Objective	Measure	Communication on progress
Information and communication		
Clarify various policies and regulations and offer relevant trainings at OeKB	Develop a code of conduct for the OeKB.	Work on the Code of Conduct (CoC) commenced in early 2012. See Section 3.1.7 'Code of Conduct'.
Promote fair competition through anti-corruption	Hold customer training events in cooperation with the International Chamber of Commerce (ICC) on how to react to corruption.	In cooperation with the ICC, OeKB held two events in 2012, one in spring and the other in autumn, that focused on the Balkans and China, respectively.
Illustrate how employees proactively influence the Company's sustainability management	Communicate sustainable targets agreed in employee appraisal meetings and illustrate ideas that emerge as a result thereof.	Since the assessment of targets agreed in employee appraisal interviews 2011/2012 indicated no extraordinary targets, critical comments or suggestions, aside from the long known measures of conserving electric power, switching off lights and double-page printing, this objective was postponed and carried forward until 06/2013 in order to assess employee appraisal interviews 2012/2013.
Change the manner of external communication on sustainable issues	Assess potential options to publish future sustainability reports exclusively in digital form and include these in a concept.	Since 2011, the Sustainability Report, as well as the OeKB Annual Report, have been published exclusively in digital form. The Sustainability Report is available for download at the OeKB website: www.oekb.at
Raise awareness in terms of social differences within society	Carry out a social project where employees donate labour.	On a Saturday, in July 2012, the room of a youth at the <i>Kiwozi – Kinder- und Jugendwohngemeinschaft Zirkelweg</i> (assisted living community for children and youths) in Schwechat was refurbished in cooperation with Teamwerkstatt (team workshop). Nine employees participated.

Objective	Measure	Communication on progress
Specify stakeholder expectations	Assign a master thesis on an OeKB-related topic; fine-tune the existing stakeholder analysis by discussing relevant expectations with specific stakeholders.	After several attempts at other institutions of learning, the most suitable degree programme for a master thesis concerning this issue was identified at the IMC University of Applied Sciences, Krems. The OeKB Sustainability team has established contact with the head of the Environmental and sustainability management degree programme at IMC Krems, who will approach OeKB at the beginning of the summer term 2013 to clarify the details of this cooperation. Although a thorough investigation had not been carried out for the existing stakeholder analysis, nevertheless, on occasion of the reputation analysis, stakeholders (i.e. employees, Export Services customer relations personnel, customers of Capital Market Services and Information Services) were interviewed and promoters of OeKB reputation identified among these. The findings will be incorporated in the brand development process, at the end of which there will be measures to optimize stakeholder communication. On occasion of preparing the OeKB Group Sustainability Report 2012, we contacted stakeholder representatives and asked these for statements concerning 'sustainable investment'. These statements, which include some expectations, mark the beginning of each section of the Report.
Promote sustainable investments	Promote the OeSFX.	Inserts in various publications; extending the OeSFX advisory committee in terms of implementation into practice; sustainable investment as leitmotif of OeKB Group's Sustainability Report 2012.

Objective	Measure	Communication on progress
Social responsibility including measures under the “familyandcareer” audit		
Enhance the daily work-life balance	Introduce take-away lunch to be carried home from the EUREST company restaurant.	As of 1 January 2012, employees may opt to take home lunch or dinner.
Continue to enhance the work-life balance within the Company	Repeat “familyandcareer” audit.	The re-audit was carried out on 31 May 2012.
Objective	Measure	Communication on progress
Operational ecology		
Loft conversion observing ecologic criteria at the Strauchgasse location	Realize innovative approaches when selecting materials and HVAC concepts.	Ecological criteria were given priority in selecting construction materials for the loft conversion. These were evaluated through an indoor air analysis. Waste heat generated by the server rooms is used for room heating. Improved insulation allowed a clear reduction in heating energy. The photovoltaic unit installed on the roof at the Strauchgasse location represents a further step towards renewable energy forms.
Raise awareness in terms of Fair IT	Amend invitations to bid that are sent to IT companies by including a clause that provides for information requirements concerning certification of production sites, supply chain management and conduct in case of deviations.	The Fair IT project ended in June 2012. In future, IT hardware suppliers will be asked to include in their bids information concerning supply chain management. The intention is to raise awareness on the part of manufacturers.

Objective	Measure	Communication on progress
Standardise ecologic procurement	Cooperate with <i>ÖkoKauf</i> (eco-buy) / city of Vienna and other banks.	Discussions were held with <i>ÖkoKauf</i> (eco-buy) as well as with the Austrian Ministry of Life. The OeKB procurement guidelines reference the ' <i>clever einkaufen</i> ' (clever shopping) website maintained by the Ministry and a future cooperation in terms of product selection is being contemplated.
Sustainable traffic management	Purchase an electric vehicle.	An electric vehicle of the Citroën Berlingo brand was purchased in May 2012. OeKB is a member of the Vienna e-mobility model region, which is an initiative of the cities of Vienna and Berlin. This provided appropriate promotion for the vehicle purchase.
Ecologic construction	Obtain the GreenBuilding certificate for the building at the Strauchgasse 1-3 location.	On 24 April 2012, OeKB was certified as a partner of the European GreenBuilding programme for the reconstruction and loft conversion works at the Strauchgasse 1-3 location. Further information is included in Section 1.2 'GreenBuilding and photo voltaics at the Vienna Strauchgasse location' of this Report.
Evaluate present waste accumulation	Prepare a new residual waste analysis.	The residual waste analysis was carried out by Optimist GmbH, Vösendorf, on 11 June 2012. The report is available for review at the Organization, Construction, Environmental Issues and Safety Department. The findings are included in Section 6.7.4.1 'Findings of the residual waste analysis' of this Report.
Update conversion factors for carbon dioxide calculation	Agree values anew with the Federal Ministry of the Environment.	Since the Environmental Agency Austria's complex calculation method (direct and indirect emissions in Scopes 1 and 3, i.e. distinguishing between carbon dioxide emissions and equivalents), in the present form, would affect the Report's readability, a simplified presentation should be used in future.

Objective	Measure	Communication on progress
Make suppliers aware of environmental and human rights criteria	Revise the manual of sustainable procurement.	The OeKB Guidelines of sustainable procurement were revised in terms of the criteria for IT and office supplies and are available for review at the Organization, Construction, Environmental Issues and Safety Department; in the first semester of 2013, these Guidelines will be amended to include criteria on construction materials.
	Train procurement personnel in terms of human rights aspects.	On occasion of the Fair IT project, implementation measures concerning supply chain management were discussed with other participants in the working group of the UN Global Compact Austrian Network.
Assess Fair-IT criteria	Incorporate assessment of human rights criteria into IT hardware procurement.	In April 2012, the Fair-IT project was presented at the UN Global Compact conference on 'The Green Economy' held in Arnheim, The Netherlands. The objective was to team up, internationally, with the UN Global Compact Network, discuss further steps and, finally, to hand over the initiative to the UN Global Compact Network. OeKB had made great efforts to turn the Fair-IT project into an international procurement initiative. This, with the intention of potentially setting up a Fair-IT foundation. Unfortunately, there was little feedback, internationally. Therefore, after two years of hard work, it was decided in June 2012, to discontinue the project on the part of OeKB. OeKB is not irrevocably abandoning the issue; rather, it continues to support the Fair-IT initiative and will be more than pleased to contribute, on national and international levels, experience gathered during the project, provided that such an opportunity should arise.

Objective	Measure	Communication on progress
Objectives of OeKB Versicherung AG		
Responsible use of resources	Give priority to re-usable, refillable and recycled products in terms of office supplies; where the internal procurement system offers alternatives, these should be used up to nearly 100 %.	As regards orders for office supplies, used ring binders are put to use again, recycling versions of post-it and writing tabs are preferred, refills are offered instead of new ball-point pens, and highlighters are refilled from tubes. Purchasing of new ball-point pens was reduced to a minimum.
Reduce paper consumption	Publish the Annual Report of OeKB Versicherung AG exclusively in an electronic manner as of the business year 2011	The Annual Report was published exclusively in electronic form and is available for download at the website of OeKB Versicherung GmbH: http://www.oekbversicherung.at/

Objective	Measure	Communication on progress
Objectives of “Österreichischer Exportfonds” GmbH		
Analyze the product range from the angle of economic sustainability	Analyze and illustrate the duration of relationships with individual customers.	Carried forward to 2013.
Enhance the work-life balance	Support implementation of the programme agreed in 2011 with consentiv Employee Assistance Services GmbH through intense information work.	In the quarterly meetings, reference is made to this offer on a regular basis.
Optimize the process of preparing monthly reports in terms of utilised resources	Question the usefulness of monthly print-outs and discuss alternative approaches.	Print-out was reduced by 61% through double-page printing and using particular prints several times.
Objective	Measure	Communication on progress
Objectives of OeKB Business Services GmbH		
Conservative use of resources	Implement the OeKB-BS Publication Manager publishing software throughout the OeKB Group in order to reduce consumption of resources.	OeKB purchased and licensed the Publication Manager software.
Provide substantial support and effective publicity for the Caritas ‘food + orientation’ project (<i>Lebensmittel + Orientierung; LE+O</i>)	Initiate an event in cooperation with OeKB.	Carried forward by Caritas to Q1/2013.
Promote employees’ health	Provide motivation to organize internal meetings in a health-promoting manner.	Internal meetings are preceded by a workout training, which is appropriately recorded in the minutes.

8.2 Programme of ecology, sustainability, energy management and “familyandcareer” audit

GRI EN 18, EN 26,
HR 2, HR 3

Objective	Measure	Responsible	By
Objectives of the departments			
Field trial and enhanced implementation of the amended Recommendation of the Council on Common Approaches for Officially Supported Export Credits and Environmental and Social Due Diligence	Cooperate with the Ludwig Boltzmann Institute of Human Rights concerning the practical implementation of the assessment of projects' potential impact in human rights compliance.	Project and Environmental Analyses	12/2013
Extend and specify exclusion criteria for the OeKB own portfolio	Assess the practicability of negative lists or positive screenings in collaboration with fund management and other providers.	Bond Market	12/2013
Expand the market for the OeSFX	Evaluate an extension of the OeSFX to the German-speaking region.	Capital Market Services	12/2013

Objective	Measure	Responsible	By
Information and communication			
Assess and point out sustainable alternatives to conventional life styles	Set up a platform where employees can share their personal experience with sustainable procurement.	Organization, Construction, Environmental Issues and Safety / Sustainability	06/2013
Illustrate how employees proactively impact sustainability management	Communicate sustainable targets agreed in employee appraisal interviews and illustrate ensuing reflections.	Organization, Construction, Environmental Issues and Safety / Sustainability	06/2013
Involve youths as stakeholders	Reserve a section of the auditorium at sustainable events for the 'pupils shape changes' initiative; invite youths to the podium.	Organization, Construction, Environmental Issues and Safety / Sustainability	12/2013
External communication	Revise the sustainability-related OeKB web presentation.	Corporate Communications / Organization, Construction, Environmental Issues and Safety	12/2013
	Design the Sustainability Report 2013 in an interactive form.	Corporate Communications / Organization, Construction, Environmental Issues and Safety	06/2014
Networking and raising awareness on sustainability issues	Hosting the UNGC General Meeting at OeKB premises in Q1/2013.	OeKB, all departments	06/2013
	Host events concerning sustainable investment at OeKB premises in autumn 2013.	OeKB, all departments	12/2013
Specify stakeholder expectations	Assign a master thesis with reference to OeKB; fine-tune the existing stakeholder analysis through discussing relevant expectations with individual stakeholders	Organization, Construction, Environmental Issues and Safety / Sustainability; departments	06/2014

Objective	Measure	Responsible	By
Cooperation on academic level	Cooperate with INEX International Network for Educational Exchange in terms of an inter-university lecture series.	OeKB, all departments	06/2013
	Placing to Diplomatic Academy Vienna a thesis entitled "Impacts on economic company development of regulations governing CSR (statutory/voluntary), comparing GRI/G4, OECD Guidelines for Multinational Enterprises and UN Global Compact".		12/2013
Facilitate feedback of external stakeholders	Set up an external complaints mechanism.	OeKB, all departments	06/2014
Topical support EU	Inform employees on a continuous basis on the European Year of Citizens 2013.	Organization, Construction, Environmental Issues and Safety; Corporate Communications	12/2013
Practical implementation of the UN Global Compact Anti-corruption Principle	Host events concerning the anti-corruption issue in cooperation with the International Chamber of Commerce (ICC) and <i>respACT</i> .	Organization, Construction, Environmental Issues and Safety;	12/2013
Raise awareness on regulations and values at OeKB	Implementation and roll-out of the Code of Conduct.	OeKB, all departments	12/2013

Objective	Measure	Responsible	By
Social responsibility including measures of the “familyandcareer” audit			
Generations management	Project 55+: Promote intergenerational exchange in daily working life.	Organization, Construction, Environmental Issues and Safety / Sustainability Human Resources	06/2013
Strengthen the establishment of social responsibility at OeKB	Survey among the 50 ‘most junior’ employees concerning their values.	Organization, Construction, Environmental Issues and Safety / Sustainability; Human Resources; Works Council	12/2013
Objective	Measure	Responsible	By
Operational ecology			
Reduce absolute district heat at the Strauchgasse location by 5 % (802,451 kWh as at 31 December 2009)	Loft extension, utilising waste heat and additional energy-optimizing measures.	Organization, Construction, Environmental Issues and Safety / Construction	12/2013
Create transparency in terms of cost and benefit of sustainability-relevant decisions	Evaluate the consequences of sustainability management in terms of material costs or material cost savings.	Organization, Construction, Environmental Issues and Safety / Sustainability	06/2013
New internal procurement criteria	Revaluate the environmental ranking.	International Financing	06/2013
	Supplement Procurement Guidelines with a section concerning building construction.	Organization, Construction, Environmental Issues and Safety / Sustainability	12/2013
	Review of OeKB's conditions of purchase	Organization, Construction, Environmental Issues and Safety / Sustainability	12/2013

Objective	Measure	Responsible	By
Sustainable mobility	Assess the option of purchasing company bicycles.	Human Resources	06/2013
Reduce electric power and district heat consumption at the Am Hof location by 3 % (base data 2012: electric power: 451,480 kWh; district heat: 294,495 kWh)	Optimize operating hours and regulations.	Organization, Construction, Environmental Issues and Safety / Construction	12/2013
Objective	Measure	Responsible	By
Objectives of OeKB Versicherung AG			
Assess ways of incorporating the corruption issue in credit checks	Since such investigation, in fact, needs to be conducted on location, OeKB is seeking to cooperate with the foreign trade offices of the Austrian Chamber of Commerce.	OeKB Versicherung AG / Underwriting Department	06/2013
Implement Solvency II	Redesign the controlling system in light of risk aspects.	OeKB Versicherung AG / Management Board	12/2015

Objective	Measure	Responsible	By
Objectives of “Österreichischer Exportfonds” GmbH			
Analyze the product range from the angle of economic sustainability	Analyze and illustrate the duration of relationships with individual customers	<i>Exportfonds</i> / Sustainability coordinator	12/2013
Enhance the work-life balance	Implement the ‘Vital4Brain’ programme.	<i>Exportfonds</i> / Sustainability coordinator	06/2013
Cross-generational knowledge management	Identify, analyze and implement potential options of knowledge transfer.	<i>Exportfonds</i> / Sustainability coordinator	12/2016
Objective	Measure	Responsible	By
Objectives of OeKB Business Services GmbH			
Provide substantial support and effective publicity for the Caritas ‘food + orientation’ project (<i>Lebensmittel + Orientierung; LE+O</i>)	Provide content-related support through know-how transfer.	Sustainability coordinator OeKB-BS	06/2013
	Initiate an event to be held in cooperation with OeKB at the <i>Reitersaal</i> hall.	Sustainability coordinator OeKB-BS	06/2013
Sustainable mobility	Process and make available via an internal web portal information concerning the use of Citybike and carsharing opportunities in Vienna.	Sustainability coordinator OeKB-BS	12/2013
Reducing hardware employed in information technology and simultaneously increasing energy efficiency through innovative software solutions.	Developing cloud-solutions and evaluating application scenarios using Microsoft technology.	Sustainability coordinator OeKB-BS	12/2013

Objective	Measure	Responsible	By
Objectives of Oesterreichische Entwicklungsbank AG			
Create a common self-image and management style among the OeEB management team	Execute a training process on executive level.	OeEB	06/2013
Identify further opportunities for OeEB to get involved in sustainable issues	Assess opportunities to cooperate with an Austrian environmental organization.	OeEB	06/2014

9 Certificate and validation

Ernst & Young Independent Assurance Report

GRI 3.13

Limited assurance over disclosures and data in the Sustainability Report 2012 of Oesterreichische Kontrollbank AG

Attention: This letter has been translated from German to English for referencing purposes only. Please refer to the officially legally binding version as written and signed in German. Only the German version is the legally binding version.

Engagement

We were requested to perform a limited assurance engagement related to disclosures and data in the Sustainability Report 2012 (hereafter **"Report"**) of Oesterreichische Kontrollbank AG.

The assurance engagement includes the following organisations of the OeKB Group:

OeKB – Oesterreichische Kontrollbank AG, "Österreichischer Exportfonds" GmbH, OeKB Business Services GmbH, OeEB – Oesterreichische Entwicklungsbank AG and OeKB Versicherung AG.

We performed an Application Level Check according to GRI ("GRI Third Party Application Level Check"), to confirm the declared Application Level in the report of Oesterreichische Kontrollbank AG.

Our procedures have been designed to obtain a limited level of assurance on which to base our conclusions. The extent of evidence gathering procedures performed is less than for that of a reasonable assurance engagement (such as a financial audit) and therefore a lower level of assurance is provided.

The "General Conditions of Contract for the Public Accounting Professions"¹, are binding for this engagement. According to that, our liability is limited and an accountant is only liable for violating intentionally or by gross negligence the contractual duties and obligations entered into. In cases of gross negligence the maximum liability towards Oesterreichische Kontrollbank AG and any third party together is EUR 726,730 in the aggregate.

Limitations to our Review

- We did not test data derived from external surveys, we only verified that relevant disclosures and data are correctly quoted in the Report.
- We did not perform any assurance procedures on data, which was subject of the annual financial audit. We merely checked that data was presented in accordance with the GRI Guidelines.

¹ Version of February 21st 2011 (AAB 2011) issued by the Chamber of Public Accountants and Tax Advisors, section 8 http://www.kwt.or.at/de/PortalData/2/Resources/downloads/downloadcenter/AAB_2011_englische_Fassung.pdf

Criteria

The information included in the Report was based on the following criteria applicable in the year 2012 (**"The Criteria"**):

- External sustainability reporting guidelines elaborated by the Global Reporting Initiative (GRI)², Version 3.0, application level A+, and the guidance "GRI Guidelines and the UNGC Communication on Progress"³

We assessed the information in the Report against these criteria. We believe that these criteria are suitable for our assurance engagement.

Management responsibilities

Oesterreichische Kontrollbank AG's management is responsible for the preparation of the Report and the information therein in accordance with the criteria mentioned above. This responsibility includes designing, implementing and maintaining internal control. Those are relevant to the preparation of the Report to eliminate material misstatements.

Our responsibilities

It is our responsibility to express a conclusion on the information included in the Report on the basis of the limited assurance engagement. Our assurance engagement has been planned and performed in accordance with the International Federation of Accountants ISAE3000⁴ and the Code of Ethics for Professional Accountants, issued by the International Federation of Accountants (IFAC), which includes requirements in relation to our independence.

What we did to form our conclusion

We have performed all the procedures deemed necessary to obtain the evidence that is sufficient and appropriate to provide a basis for our conclusions. The assurance engagement was conducted at the Clients head quarter in Vienna. Our main procedures were:

- Obtaining insight into the industry sector and the characteristics of the organisation;
- Interviewing a selection of group and functional senior managers and executives to understand key expectations and identify systems, process and internal controls processes to support them.

² <https://www.globalreporting.org/resource/library/G3.1-Guidelines-Incl-Technical-Protocol.pdf>

³ <https://www.globalreporting.org/information/news-and-press-center/Pages/Making-the-connection-UN-Global-Compact-Spain-updates-software-to-reference-GRI-Guidelines-.aspx>

⁴ International Federation of Accountants' International Standard for Assurance Engagements Other than Audits or reviews of Historical Financial Information (ISAE3000)

- Reviewing Group level, Board and Executive documents to assess awareness and priority and to understand how progress is tracked.
- Examining risk management and governance processes related to sustainability and critical evaluation of the representation in the report;
- Performing analytical procedures at Group level;
- Reviewing data samples and processes to test whether they had been collected, consolidated and reported appropriately at Group level. This included reviewing data samples and conversion factors relating to CO₂ emissions to test whether the data had been reported in an accurate, reliable and complete manner.
- Reviewing the coverage of material issues against the key issues raised in the stakeholder dialogues, areas of performance covered in external media reports and the environmental and social reports of Oesterreichische Kontrollbank AG's peers;
- Challenging statements and claims in the Report against our worksteps and the GRI principles
- Reviewing whether Oesterreichische Kontrollbank AG's reporting has applied the GRI G3 Guidelines to a level consistent with the A+ application level.
- Assessing completeness of the GRI Indicators according to the guidance document "The GRI Guidelines and the UNGC Communication on Progress".

Our Conclusion

Based on the scope of our review nothing has come to our attention that causes us to believe that the disclosures and data in the Report were not prepared in accordance with the criteria identified above.

Nothing has come to our attention that causes us to believe that Oesterreichische Kontrollbank AG's sustainability reporting does not meet the GRI A+ application level.

Vienna, February 5th 2013

ERNST & YOUNG Wirtschaftsprüfungsgesellschaft m.b.H.

Brigitte Frey

ppa. Christine Jasch



Environmental verifier's declaration on verification and validation activities

Ernst & Young Wirtschaftsprüfungsgesellschaft m.b.H. declares to have verified whether the organization of the OeKB-Group including

OeKB – Oesterreichische Kontrollbank AG (Reg. No. AT-000406), **“Österreichischer Exportfonds” GmbH**, **OeKB Business Services GmbH**, **OeEB – Oesterreichische Entwicklungsbank AG** and **OeKB Versicherungs AG** (Reg. No. AT-000526) as stated in the Sustainability Report 2012, meet all requirements of Regulation (EC) No 1221/2009 of the European Parliament and of the Council of 25 November 2009 on the voluntary participation by organizations in a Community eco-management and audit scheme (EMAS).

By signing this declaration, we declare that:

- the verification and validation has been carried out in full compliance with the requirements of Regulation (EC) No 1221/2009,
- the outcome of the verification and validation confirms that there is no evidence of non-compliance with applicable legal requirements relating to the environment,
- the data and information of the environmental statement (as integrated part of the Sustainability Report) reflect a reliable, credible and correct image of all the activities, within the scope mentioned in the environmental statement.

The next comprehensive Sustainability Report including the environmental statement is due in 2016, based on the data of 2015. An updated environmental statement is published every year.

Vienna, February 5th 2013

Mag. Brigitte Frey

Mag. Dr. Christine Jasch

Ernst & Young Wirtschaftsprüfungsgesellschaft m.b.H.
1220 Vienna, Wagramer Strasse 19, IZD Tower

EY registration number: AT-V-0025
Certificate Registration number: 01/2012
Date of validation: February 5th 2013
This certificate is valid till: February 5th 2014

10 Imprint

GRI 3.1 – 3.4

This Report covers the calendar year 2012. Unless otherwise stated, all of the underlying figures in this Report refer to 2012. The Report will be updated on an annual basis. A detailed report will be published every third year.

This Sustainability Report is also published in German (*Nachhaltigkeitsbericht*). The German and English versions of this Report are also available on the internet.

Proprietor and publisher:
Oesterreichische Kontrollbank Aktiengesellschaft

Editors:
Oesterreichische Kontrollbank Aktiengesellschaft
OeKB Versicherung Aktiengesellschaft
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11 Glossary of sustainable investment

Glossary

GRI 3.5,
FS 16

Best in Class

The Best-in-Class approach is an investment strategy that focuses on investing in companies that previously performed better than their peers in terms of environmental, social and corporate governance issues in a particular sector. In order to be admitted to Best-in-Class investment funds, such companies are required to re-qualify every year.

Crowdfunding

Crowdfunding is a form of financing for social or artistic projects. The capital providers are a number of individuals, usually internet users, since calls for Crowdfunding are mostly made through the World Wide Web. In Austria, the respekt.net platform (www.respekt.net) has been active since October 2010. Up until 1 January 2012, the total of donations collected for projects amounted to EUR 202,134. Achieving a return is not a priority.

Crowdinvesting

In contrast to Crowdfunding, Crowdinvesting aims at achieving a return. Young companies seek seed funding – usually on the internet – in the start-up phase. In return, financiers either have a claim to future profits, or benefit from the proceeds of the later sale or IPO of the company.

Ethical Fund

An Ethical Fund (also known as ethical-ecological fund or, in short, sustainability fund) applies an investment strategy that is geared not only to achieving the highest possible return but, rather, to taking into account ethical aspects as well. Such funds comply with the principles of ethical investing, i.e. socially responsible investing, and invest exclusively in enterprises that operate in a sustainable manner.

Ethical Investment / Socially Responsible Investment (SRI)

A financial investment that, in addition to financial objectives, such as yield, security and availability, observes moral values as well as environmental and social aspects. The investment decision integrates personal moral values and social concerns.

Exclusion Criteria

Defining (fund-) specific Exclusion Criteria serves to exclude entire sectors, products or production processes from a particular fund. For example, many ethical and ecological funds are operating with Exclusion Criteria.

Fund

A fund constitutes special assets represented by securities that are selected according to the risk spreading principle. It is divided in equal shares represented by securities, co-owned by the shareholders and managed by a capital investment agency

Impact Investment

In addition to a financial return, an Impact Investment aims to achieve a positive impact on society.

Index

An Index is a statistical key indicator that illustrates changes as compared to an earlier date (prices and cyclical trends). A stock index is a price or performance index that reflects the average price change of selected stocks, of a country, an entire region or specific sectors. The starting point is the price level as at a specific date.

PRI Principles for Responsible Investment

The 'Principles for Responsible Investment' (PRI) initiative is a network of international investors striving to implement six principles for responsible investment. These principles observe the fact that ecological, social and corporate governance issues (ESG) affect the performance of investment portfolios. Hence, investors should take these into consideration accordingly. This initiative is supported by the United Nations.

Sin Stock

Sin Stocks are shares in enterprises that produce goods or deliver services, which the investor deems unethical. Common examples are shares in companies that engage in the production or procurement of tobacco, alcohol, pornography, arms or gambling.

Social Impact Bond (SIB)

Social Impact Bonds are used to finance social projects. Investors invest money in a social project and hope that the investment will yield a return in the long term. If the project is successful, the government pays a yield, because the government saves a lot of money through such social bonds as there is no need for direct project financing on the part of the government. By way of crime prevention, the government is able to avoid having to pay for the consequences.

Soft Loan

Soft Loans (Scope II credits) include a concessional element and serve to finance Austrian exports to selected countries. This, through pre-mixed credits that provide for grace periods, long maturities and low interest rates, which is possible only through subsidy payments.

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