



Values connect us

# Sustainability Report

# 2022

# Table of Contents

<b>3</b>	Foreword by the CEO
<b>4</b>	<b>Chapter 1:</b> RWA – a portrait
<b>20</b>	<b>Chapter 2:</b> Climate & environmental protection
<b>28</b>	<b>Chapter 3:</b> Service & product portfolio
<b>59</b>	<b>Chapter 4:</b> Employees & society

# Foreword by the CEO



RWA Raiffeisen Ware Austria is presenting a detailed sustainability report for the very first time. In doing so, not only are we complying with future legal requirements - we also want to explain in detail how we view and practise sustainability within our group.

Sustainability has various dimensions, all of which are equally important to us: environment, social responsibility and good corporate governance. These high standards make it clear that we can never achieve all our objectives simultaneously, but must always be striving to work towards them. As a Lagerhaus (lit. warehouse) organisation, however, we have already moved a long way along this path.

125 years ago, Austria's first Lagerhaus cooperative was established in Pöchlarn, with many others following soon after. The goal was to ensure the reliable supply of operating resources at fair prices and thus the nutrition of the population through the merger of a region's farms. To this day, this basic mission has not changed.

The principles of self-governance, solidarity and subsidiarity are practised in cooperatives. This explains the lasting success of this idea and of the companies that operate on its basis. Over time, the Lagerhaus cooperatives have changed, adapted to new conditions, developed additional business segments. They are now local providers not only for agricultural businesses, but for the entire rural population. Consequently, they make an important contribution to maintaining the infrastructure and attractiveness of the countryside.

Agriculture means the careful and conservative use of natural resources. This mindset is also written in our DNA. To ensure that people are supplied with food, we support agricultural businesses in every type of production - whether conventional or organic. We have created extensive silo capacities for storing the products and keeping them healthy. We reliably supply mills and the food industry with raw materials. We also see that as being a part of our social responsibility.

To minimise the use of resources, we deploy the opportunities offered by the latest technology and by digitisation, such as precision tractors, GPS-supported application equipment, soil sample measurements and needs-based fertilisation, high-tech sensors, precision irrigation, agricultural robots and much more besides. We scour the world for innovative companies and start-ups in order to make new, reasonable ideas rapidly applicable for the agricultural sector.

The fact that RWA also trades in diesel and petrol is part of the security of supply that matters so much to us. At the same time, we are pioneers in biofuels, are now an important player on the market for pellets and wood briquettes, and one of the leading project developers of large photovoltaic installations with our subsidiary RWA Solar Solutions.

Recent years have shown us that security of supply cannot be taken for granted. As a Lagerhaus organisation, we have been able to demonstrate under difficult conditions that we are making a significant contribution to this with our structure as well as our long-term and forward-looking strategy.

**CEO DI Reinhard Wolf**

A handwritten signature in green ink, appearing to read 'Wolf', written in a cursive style.

1

RWA – a portrait

# About this report

This report is the first to be published by RWA Raiffeisen Ware Austria on the subject of sustainability. It is intended to convey to all stakeholders the approach, activities and vision of the company on the subject of sustainability.

This report builds on the foundation of the longstanding involvement of RWA in the sustainability reporting process of BayWa AG. For the first time in a separate format, it casts lights on aspects that are particularly important for the business model and sustainability impacts of RWA.

Unless indicated otherwise, this report refers to the activities of the entire RWA group (RWA AG and majority holdings) and contains key figures for financial year 2022.

This report was checked and released by the management; there was no external audit. The BayWa report, which also includes the key figures of RWA, was subjected to an external audit. It also contains data of RWA that are not explicitly stated in this report. You can find the BayWa report at: [www.baywa.com](http://www.baywa.com)

# RWA – a portrait

## Ownership structure

(simplified illustration)



# 36

Lagerhaus cooperatives

(LA, UA, STYR, BGLD)



# 50%

RWA Genossenschaft  
[cooperative]



# 50%

BayWa AG

# RWA AG

### Fact Sheet

#### BayWa AG

- BayWa is a global player in the business segments of agriculture, construction and energy.
- Publicly traded company with headquarters in Munich, Germany
- Locations in 50 countries
- RWA Genossenschaft and Leipnik-Lundenburger Invest (LLI) together indirectly hold approx. 27% of BayWa shares

### Fact Sheet

#### Lagerhaus cooperatives

Austria is home to about 80 Lagerhaus cooperatives with more than 1,000 locations. They are independent, regionally anchored and democratically organised companies owned by farmers. As regional companies, they directly supply agricultural business and the entire rural population with products and services from the segments of agriculture, technology, energy, home & garden as well as building materials and construction services.

## RWA at a glance



**Producer,  
commercial enterprise &  
service provider**



**Umbrella organisation  
of the Lagerhaus cooperatives  
in Austria**



**Innovative products & services  
in five business segments**



**Strategic alliance  
with BayWa**

RWA Raiffeisen Ware Austria is a group with agricultural roots which, in addition to its traditional business segment of agriculture, is also known for its importance as a company on the Austrian and Central European market, as a producer, service provider and trader (wholesale and retail) in the areas of technology, energy, building materials and home & garden.

RWA is owned 50% by the Austrian Lagerhaus cooperatives and 50% by BayWa AG. It is thus both firmly anchored in rural areas and connected to the world market.

The Executive Board of RWA Raiffeisen Ware Austria comprises three members under the chairmanship of CEO DI Reinhard Wolf. The Executive Board manages the company under its own responsibility, determines the strategic direction, coordinates this with the Supervisory Board and ensures its operational implementation. The Supervisory Board has 12 members. It checks the work done by the management and appoints the members of the Executive Board.

RWA Raiffeisen Ware Austria was founded to support the Lagerhaus cooperatives across Austria as a wholesaler and service provider. While the cooperatives

supply their customers as independent companies, RWA ensures professional marketing of the agricultural products, provides common purchasing, raises synergies and sets impulses for development.

The range of services that RWA offers the Lagerhaus cooperatives covers areas such as the further development of the Lagerhaus association, modern operational organisation and IT, marketing and personnel, logistics and construction technology, support in business administration, accounting and legal matters. More than 40 subsidiaries and holdings in Austria as well as Central and Eastern Europe supplement the portfolio of RWA.

In its various business segments, RWA has integrated a range of sustainable solutions into its product and service portfolio, such as, for example, in the area of renewable energy and in sustainable agriculture. Some of these solutions are presented in this report.

## Business segments

The business segments of RWA have developed homogeneously out of the company's origins. Its claim was and continues to be to supply the farming community and people in rural areas with everything they need. The core values of RWA – diversity,

pragmatism, solidarity and resilience – characterise the sustainable understanding and economic action. They reflect the social responsibility that is a matter of course for the company.



### Agriculture

- Cultivation, production and distribution of seed
- Acceptance/storage & marketing of agricultural products
- Trade in operating resources
- Introduction of technical innovations



### Agricultural Machinery

- Trade in agricultural machinery and tractors of the brands John Deere, Lindner and Pöttinger
- Commercial vehicles
- Spare parts, tyres, workshops



### Building Materials

- Trade in construction materials for building, refurbishing and renovating
- Franchiser for Lagerhaus cooperatives
- Services: irrigation equipment, greening technology



### Home & Garden

- Trade in products for home & garden as well as local supply ranges
- Franchiser for the Lagerhaus cooperatives



### Energy

- Trade in: fuels, compacted biomass, lubricants, electricity
- Partner and conceptualiser for: filling stations, fuel card, e-mobility and photovoltaics



## CEE locations

The RWA Group is headquartered in Korneuburg and in addition to Austria is also represented in the Czech Republic, Croatia, Hungary, Romania, Slovenia, Serbia, Slovakia and the Ukraine. The business focus in CEE is in the area of agriculture.



In Austria, RWA provides its products, services and expertise including digital offerings to the respective customer base through the Lagerhaus cooperatives and through various subsidiaries. This customer base encompasses agricultural businesses, commercial and trading companies, municipalities and private individuals.

## Economic development and result

Despite difficult economic conditions – the war in Ukraine, record inflation, raw material shortages, highly volatile prices, delayed consequences of the pandemic – the RWA group was able to achieve a total turnover of 4.03 bn EUR in financial year 2022. This corresponds to an increase of 1.08 bn EUR (+36.4 %).

With more than 3,000 employees, the group increased its result before taxes by +90.2 % to 54.2 m EUR. In the operational business segments, significant increases compared to the previous year were recorded in some instances.

The best result in the company's history to date is proof of the group's resilience and robust business model. This is based on diversity, controlled growth and customer and supplier relationships that have been cultivated over decades.

Detailed information and extensive descriptions on the economic development of the RWA group can be found in the 2022 management report.

Turnover by business segment (in EUR '000)	2022	2021
<b>Total</b>	<b>4,026,954</b>	2,951,312
Agriculture	2,247,935	1,690,176
Agricultural Machinery	293,590	326,450
Building Materials	63,770	56,067
Home & Garden	184,688	175,028
Energy	1,223,441	693,116
Digital Farming	110	128
Other	13,420	10,347

Turnover by regions (in EUR '000)	2022	2021
<b>Total</b>	<b>4,026,954</b>	2,951,312
Austria	2,610,491	1,926,280
Germany	121,407	101,421
Remaining European Union	970,747	758,837
Other countries	324,309	164,774

Other key figures (in EUR '000)	2022	2021
Profit before tax (in EUR '000)	54,210	28,500
Employees (average)	3,023	2,614

**4.03**

bn EUR  
turnover 2022

approx.  
**3,000**

employees  
group-wide

**54.2**

m EUR EGT 2022

approx.  
**40**

subsidiaries and holdings  
in AT and CEE

# Sustainability at RWA and its predecessor organisations

## Founding of RUG Raiffeisen Umweltgesellschaft m.b.H.

RUG placed a sustainable objective at the heart of its activity from the moment it was founded: building up comprehensive waste collection in the Lagerhaus cooperative areas



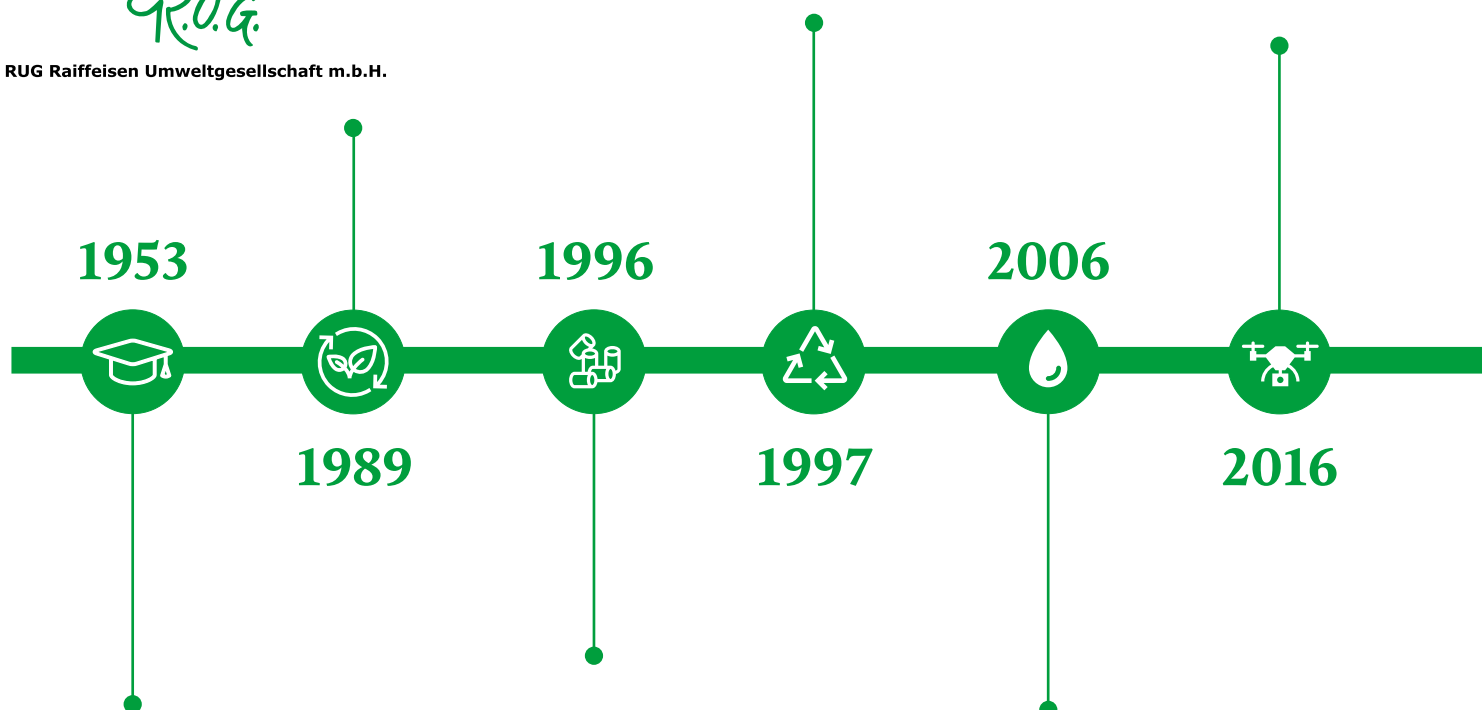
RUG Raiffeisen Umweltgesellschaft m.b.H.

## Holding in Bonus Holsystem für Verpackungen GmbH & Co.KG

The logical consequence of RUG and of the goal of comprehensive waste collection: the company Bonus Holsystem für Verpackungen offers a packaging commitment in the areas of commerce and household

## Founding of Agro Innovation Lab GmbH

AIL was founded as an accelerator in the area of agricultural technology and now builds bridges of innovative and sustainable solutions to the operational business of RWA



## Founding of Raiffeisen-Lagerhaus Fund for training support

The fund has the sole non-profit and charitable purpose of granting scholarships to students in need, in order to render a service in particular for the cooperative system and to promote the next generation for the cooperative system

## Commencement of pellet business and trade by Genol

The starting point for accompanying the technological change from fossil to sustainable energy carriers (energy mass)



## Acquisition of PARGA Park- und Gartentechnik GmbH

At PARGA, the focus is on water – probably one of the most important topics on our planet. PARGA has expertise in efficient irrigation solutions and sprinkler systems in agriculture and in other areas, e.g. pond and fountain technology, for pumps or filters

From its roots as a cooperative via internal further developments with a sustainable orientation to structuring of the topic of sustainability as a group cross-sectional issue through a dedicated department – here are some milestones on ecological and social sustainability:

**Acquisition of biohelp – biologischer Pflanzenschutz, Nützlingsproduktions-, Handels- und Beratungs-GmbH**

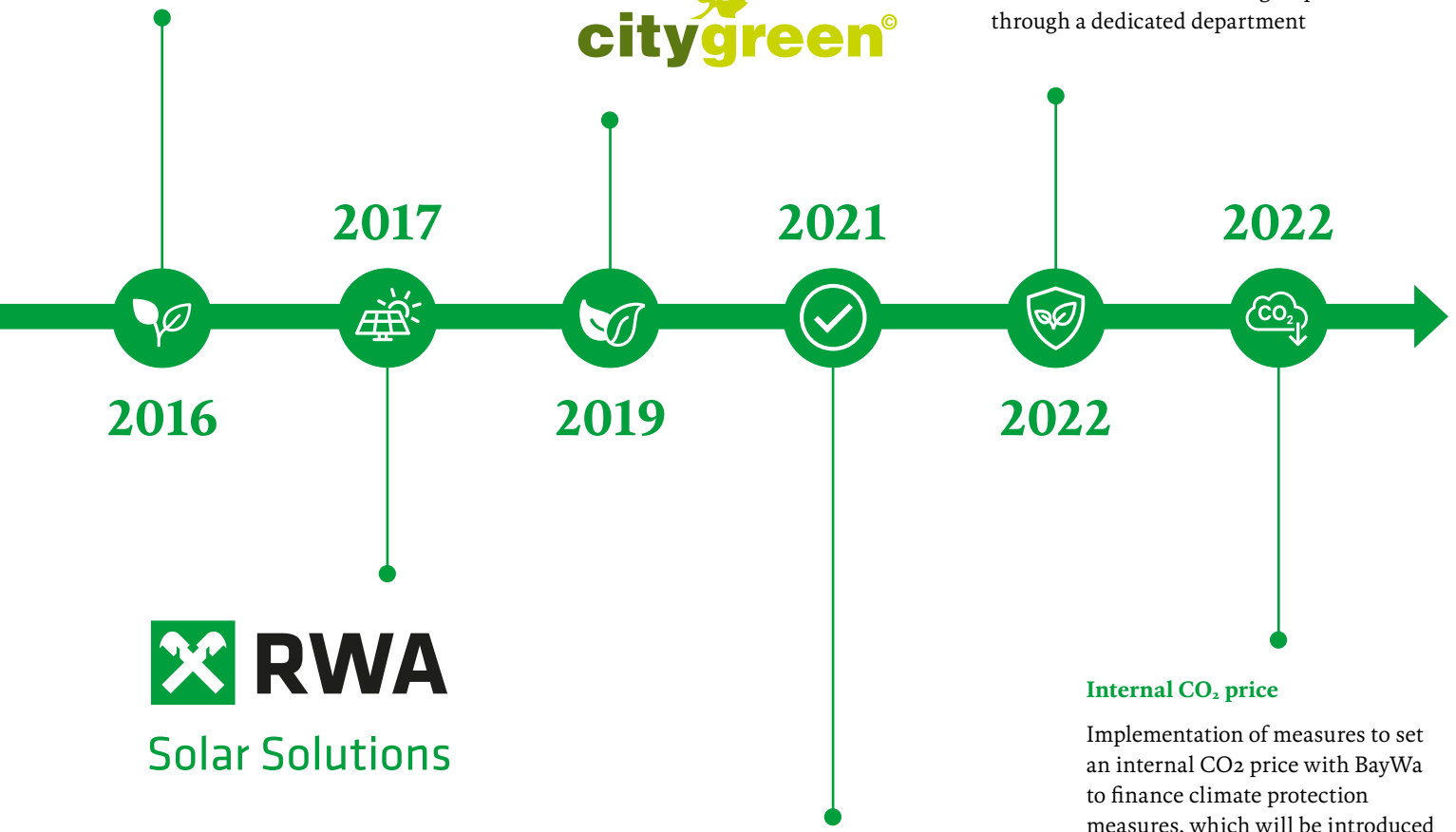
The integration of biohelp marked an important step in the advancement of the production, development and marketing of effective organic alternatives for agricultural and municipal areas

**Acquisition of Citygreen Gartengestaltung GmbH**

Roof and façade greening contribute positively to CO<sub>2</sub> management and biodiversity

**Founding of the Sustainability/Compliance department at RWA AG**

Group-wide structuring of the topic of sustainability as a focus topic and cross-sectional issue in the group through a dedicated department



2016

2017

2019

2021

2022

2022



**Solar Solutions**

**Founding of RWA Solar Solutions GmbH**

Renewable energies in the form of PV installations are becoming a fixed component of the RWA energy portfolio

**Implementation of sustainability as an important stream of the group strategy**

Orientation towards a sustainable group

**Internal CO<sub>2</sub> price**

Implementation of measures to set an internal CO<sub>2</sub> price with BayWa to finance climate protection measures, which will be introduced from 2023

# Group strategy

RWA Raiffeisen Ware Austria AG is the wholesale and service company of the Lagerhaus cooperatives in Austria. In this role, RWA delivers a widely differentiated range of services. These range from the marketing of agricultural products, trading in agricultural inputs, energy, building materials and products for home and garden, through to a wide range of services. Operational implementation takes place functionally in the arrangement between RWA and its Lagerhaus member cooperatives. In many of these areas, RWA has developed new, internationally competitive structures of scale for itself in recent years through further development, diversification as well as organic and inorganic growth by means of cooperations and mergers.

Accordingly, RWA Raiffeisen Ware Austria is now active as a holding group with subsidiaries in Austria and selected neighbouring European countries, especially in the business segments of Agriculture, Energy, Home & Garden, Building Materials and Agricultural Machinery. Thanks to its strategic alliance with BayWa AG, RWA is integrated into an internationally operating trading and services group.

The strategy of the RWA group is subject to review at regular intervals, and went through its latest review in 2021 with the cooperation of numerous internal and external experts. The goal of the 2030 group strategy is to validate current business models and make them fit for the future, as well as to identify opportunities for growth within and beyond the existing core business segments.

During the review of the group strategy, current legal and social developments as well the expectations and requirements of the stakeholders, such as the Lagerhaus cooperatives and employees, were also taken into account.

This laid the foundation for remaining a leading provider in future with an attractive portfolio of products and services that offers its system partners and customers a high degree of benefit and also makes it a respected employer.

Key to the evaluation of existing business models and associated growth areas were existing competences and established market positions and above all the future dynamics formatively identified for the core business segments, in particular:

- **Climate change**
- **Sustainability**
- **Technological change in agriculture**
- **Change in trade as a result of digital, data-driven business models**
- **Changed consumer behaviour in the sense of a new awareness of mindfulness**
- **Change in rural areas**

The overarching, visionary image of the future of RWA is to develop from a dealer and service provider into a comprehensive provider of solutions. To this end, RWA will grow along the value chain of the existing segments and take on new strategic roles. This will strengthen the existing core business and gain customer and partner companies with innovative, digital solutions and business models at the Lagerhaus cooperatives and in the RWA group.

In recent years, RWA has faced an increasingly dynamic, complex and rapidly changing environment. In addition to dramatic changes resulting from geopolitical conflicts and the pandemic, primarily climate change, technological progress with increasing automation, advancing digitalisation, rapidly changing regulations and clearly changing consumption habits are having a major impact on the core business segments of RWA.

All pursued initiatives follow the defined strategic directions of RWA: strengthening operating excellence, advancing digital products, services and business models, anchoring innovation and digitalisation, growth in the organic segment of all agricultural business segments, alignment to becoming a sustainable group.

# Sustainability strategy

During the review of its group strategy, RWA not only accorded the topic of sustainability a separate stream, but also identified sustainability as one of its key cross-sectional issues. Sustainability at RWS therefore forms not only a separate direction of impact, but also one of the strategic key pillars on which initiatives and projects in the various business segments are built. This enables RWA to find suitable approaches to its various fields of action.

The focus is on processes and value creation, products and services, new business models as well as the employees with the objectives listed here.

In all of this, RWA pursues a dual approach: undertakings should deliver economic value added with sustainable products and services and increase the number of sustainable activities in the group overall. In this way, the change as per the Green Deal of the EU will be advanced step by step as a responsible company in all areas of impact and resilience strengthened.

Apart from promoting and developing new solutions or exploiting sustainable business segments, RWA focuses on continuously reducing unavoidable environmental burdens in areas that are necessary for maintaining the security of supply – and thus economic and social life – especially through further developed technologies and increased sensitisation of the employees. You can find examples of these measures in chapter 3 of this report.

Each focus area will subsequently be defined with the core topics of the respective business segment and specific objectives. In doing so, important new impulses will be set, especially on the topics of sustainable procurement, climate and energy, circular economy, ecosystems and biodiversity as well as water. Measurable targets and measures have already been developed for some topics and will be developed for others in the future. The key topics for RWA are central here.

In 2022, the first step in this regard was to perform an analysis of the key topics on the basis of the Sustainable Development Goals (SDGs) of the United Nations. This involved holding workshops to identify the topics based on the SDGs that are relevant for RWA. Next, approx. 40 managers evaluated the business relevance of sustainability topics (outside-in) and the impacts of the activities of RWA on these topics (inside-out).



## Responsibility for people & environment

RWA lives its responsibility for sustainability along the entire process and value chain. In particular, this concerns responsible procurement, which includes the topics of human rights and the environment.



## Innovations

With innovative products and services as well as its consulting and solutions, it supports Lagerhaus cooperatives and other partner companies in successfully implementing the requirements for sustainable business.



## Circular economy

RWA develops new, sustainable business models that promote biodiversity and the transition to a circular economy.



## Workplace environment

To truly live the corporate values of pragmatism, diversity, resilience and solidarity, RWA creates the right working environment for its employees, promotes the development of the skills and competences of relevance to it and provides healthy and safe working conditions.

# Sustainability topics

The key topics of relevance to RWA with regard to sustainability are listed below. The **SDGs (Sustainable Development Goals)** defined by the United Nations serve as a template.

The large number of topics arises from the different business segments of RWA.



## Topics

- Further development of sustainable agriculture
- Supply with health and affordable food
- Retention of plant genetic diversity

## Relevance for RWA?

Creating the basics for feeding the population is a central task and core business of RWA, for which it assumes responsibility towards suppliers, customers and stakeholders.



## Topic

- Occupational health and safety

## Relevance for RWA?

The area of occupational safety at RWA AG is centrally managed by the administration. The topic has grown in importance, especially in times of the Covid pandemic. In this regard, RWA put comprehensive protective and service measures in place, such as free testing and vaccination drives in the workplace.



## Topic

- Equal pay for women and men

## Relevance for RWA?

RWA values pay that is based on qualification, responsibility and skills, regardless of gender, age, religion or sexual orientation. To ensure this, both internal and external pay comparisons are performed by means of benchmarks.



## Topic

- Efficient use and protection of water resources

## Relevance for RWA?

Secure access to sufficient water is an existential topic. RWA strives for the thriftiest use of water and offers highly efficient solutions. Modern technology enables the use of fertilisers and plant protection products according to the principle “as much as necessary, as little as possible”.



## Topics

- Renewable energies
- Efficient energy supply

## Relevance for RWA?

With the use of renewable energies, both at its own sites (see chapter 2, Energy generation solar) and as a provider of wood pellets and large PV installations (see chapter 3, Energy), RWA makes an important contribution to the energy transition.



**Topics**

- Agricultural innovation/modernisation
- Competence qualification/availability of qualified workers

**Relevance for RWA?**

RWA scouts worldwide for innovative ideas for agriculture and ensures their practicality. It therefore drives technical further development and raises it to the operational level. The training of the employees of RWA and Lagerhaus cooperatives forms an essential part of the practised corporate values (see chapter 4, Employees).



**Topics**

- Sustainable procurement
- Resource-efficient products and services
- Reduction of waste
- Reduction of food waste

**Relevance for RWA?**

The trade in raw materials for the production of food requires safe processes (see chapter 3, Certificates). RWA values organic products (see chapter 3, Agriculture) and sustainable products (see chapter 3, Building Materials and Home & Garden).



**Topic**

- Biodiversity – maintenance of ecosystems in agriculture and forestry

**Relevance for RWA?**

“Production locations” cannot be easily exchanged in agricultural cultivation. RWA therefore opts for humus-rich soils, biodiversity and the preservation of ecosystems. Through its collaboration with the Lagerhaus cooperatives, it creates attractive jobs and thus development opportunities in rural areas (see chapter 4, Employees).



**Topic**

- Compliance with laws and regulations

**Relevance for RWA?**

By establishing its compliance system, which goes beyond the statutory regulations, RWA shows a high degree of self-responsibility (see chapter 1, Compliance).



**Topics**

- Reduction of energy consumption
- Reduction of greenhouse gas emissions
- Recognising the opportunities and risks of climate change

**Relevance for RWA?**

The agricultural sector is one of the first seismographs for the impacts of climate change. RWA has set itself the goal of making solutions for dealing with its consequences available to the agricultural sector (see chapter 3, Climate-fit varieties) and also to reduce its own energy consumption and emissions (see chapter 2, Internal CO<sub>2</sub> price).



**Topic**

- Partnerships and collaboration

**Relevance for RWA?**

The activities of RWA are based on the close collaboration with its most important stakeholders, the Lagerhaus cooperatives. Through cooperations, it promotes the development of sustainable products (see chapter 3, Bio InnovationChallenge, respACT membership).





# Sustainability organisation of RWA

The Executive Board of RWA AG has overall responsibility for sustainability in the RWA group. The Sustainability/Compliance department reports sustainability agendas directly to the CEO.

In line with the status of sustainability as a strategic cross-cutting issue, the department works with the group's various units on designing the sustainability

strategy and its objectives. New topics of relevance to sustainability are taken up and structured for the group. Objectives and measures are implemented by the respective operating business segments and group functions. To this end, the department offers advice and exchange as a sparring partner.

In terms of sustainability, the RWA group is incorporated into the key figure reporting of BayWa AG. The Sustainability/Compliance department is also a member of the Strategic Sustainability Board and the Operational Sustainability Board of BayWa.

## Compliance

RWA respects and follows the laws and regulations of the countries in which it operates and endeavours to maintain the highest possible standard in the performance of its business activities at all times.

The Executive Board is fully committed to compliance and adheres to the position that striving for profit can never justify any violations of the law or corporate guidelines. RWA therefore dispenses with transactions that can only come about through such practices.

Its group-wide code of conduct, which specifies the guiding principle and to some extent also further-reaching rules of behaviour for the most important issues, forms the basis of the compliance system of RWA. Building on the code of conduct, there are guidelines that extend to areas of application that correspond to the risk landscape identified for RWA. In particular, therefore, topics such as anti-trust law, data protection law, procurement and competences are regulated.

In 2021, a group-wide e-learning course on compliance was introduced, which is a mandatory requirement for a good part of the employees. The e-learning comprises 4 modules:

- (i) General part on the compliance system of RWA;
- (ii) Antitrust law;
- (iii) Data protection;
- (iv) Anti-corruption and money laundering prevention.

The respective modules ends with a quiz in which abstract questions and problems – some that have actually occurred in everyday working life at RWA – have to be overcome.

Sofar, a total of about 2,000 employees have completed the e-learning programme.

Apart from the e-learning, the Sustainability/Compliance department holds special training courses in attendance form as required. These training courses are for employees in exposed positions and are intended to sensitise them to a correspondingly specified topic in a particular way.

In 2022, using a certified tool, RWA established a whistleblowing channel that is available to employees, customers, suppliers and other third parties to make reports. This makes it possible for the

whistleblowers to freely decide whether they wish to remain anonymous or want to be identified. They have the possibility to send the report in the preferred language.

RWA protects the personal data it processes as part of its activity. Given that national regulations vary from country to country, RWA has specified a group-wide minimum standard. This is the only way to ensure that personal data is sufficiently protected and at the same time efficient business procedures are made possible. Keeping the processing register, managing marketing data, dealing with data breakdowns and data subject enquiries as well as reducing risk by taking certain measures are mandatory. The e-learning module on data protection and ongoing consultancy support the implementation of the guidelines.

The RWA group-wide compliance management system is controlled by the Sustainability/Compliance department with the manager of the Legal/Executive Board Office. Compliance agendas are reported directly to the CEO of RWA.

# Opportunity & risk management

Using the opportunities that arise is a basic requirement for achieving the strategic objectives of RWA Raiffeisen Ware Austria described above. However, this also means addressing risks, the early detection and professional management of which determines the group's success. By promptly identifying key risks and systematically dealing with them, the group is able to use the opportunities that arise in an entrepreneurial and responsible manner.

RWA takes this insight as well as obligations from existing legal guidelines into account by combining the risk management measures available within the company in a unified risk management system. This pursues the goal of ensuring the ongoing and person-independent functionality of risk management through appropriate protection in the business and reporting processes of RWA.

Thus the implemented risk management system serves

- compliance with legal provisions,
- the establishment of company-wide risk awareness,
- the structured identification of risks that impact corporate objectives,
- adequate and institutionalised reporting of the information and findings obtained to the decision-makers to enable their systematic inclusion in company decisions,
- the creation of the basis for appropriate and effective countermeasures,
- the optimisation of risk costs,
- the protection against financial and image losses.

The methodical and organisational design of the risk monitoring system also takes into consideration how the company's risk landscape will develop in future.

The existing risk management system therefore fulfils both a monitoring functioning and an important early warning function.

The Executive Board of RWA is responsible for controlling and monitoring the risk management system. To this end, it defines the risk strategy and its goals via the principles of the RWA risk policy. Furthermore, different levels of risk management have been established for the avoidance, early detection, prevention and reduction of risks. For example, preventive measures such as training courses, guidelines, powers of attorney, delegation schematics and backup strategies are principally aimed at avoiding certain risks. Regular monitoring and reporting processes such as contract, position or receivables valuations serve the early detection and assessment of risks. Regular risk boards on a wide range of operational levels ensure the required monitoring and control of the risk exposure. Corresponding logs and detailed risk reports ensure the necessary reporting and documentation.

Accordingly, the RWA Risk Management committee issues a half-yearly group risk report on the basis of the Control and Transparency Act (KonTraG).

The required ongoing check of the risk management system per se is the responsibility of internal audit, the auditor and the RWA Supervisory Board.

# Dialogue with stakeholders

As a result of its activity as a manufacturing, wholesale and service company, RWA Raiffeisen Ware Austria has different internal and external stakeholder groups (employees, partner companies, service providers, etc.), each of which is supported by the individual departments. One of the most important stakeholder groups are the Lagerhaus cooperatives in Austria. RWA offers them a comprehensive range of services on the basis of its fundamental understanding and in line with the cooperative support mandate. These services are also called association services and consist of a large number of support activities. They range from marketing, advertising and PR activities via consulting on legal and management questions, tax and bookkeeping advice to support on personnel matters, the development of employees and the training of functionaries, for example in the form of impulse days or professional trips for functionaries. Also included are IT support as well as project and process management for the establishment of a unified IT/goods management system. Important digitalisation projects – such as the Lagerhaus online shop, the website of the Lagerhaus cooperatives and the agriculture portal On-farming – are also supported and further developed by RWA on an ongoing basis.

In addition, the Lagerhaus cooperatives are currently intensively advised by groups of RWA experts in the topic areas of funding, personnel and business consultancy on dealing with measures required due to inflation, interest rate reversal and sharply higher energy costs due to the conflict in Ukraine.

These important support activities of RWA enable the successful use of valuable synergies between RWA and its Lagerhaus member cooperatives and the horizontal transfer of know-how in line with the professional further development of the Lagerhaus cooperatives to be significantly promoted.



# 2

Climate &  
environmental protection

# Climate and environmental protection

The corporate activities of RWA of course have an impact on the environment and climate. RWA supports the Paris Climate Accord with the goal of limiting global heating relative to pre-industrial levels. At the same time, RWA has supported the climate strategy of BayWa since its launch in 2018. Under this strategy, BayWa is focused on the “well below 2 °C” target and aims to achieve climate neutrality for the Scope 1 and Scope 2 emissions by 2030. The area of Scope 3 is currently being prepared.

**Scope 1** covers all direct emissions, including all those that arise in the group’s facilities. **Scope 2** includes all emissions connected with purchased energy (e.g. electricity, district heating). **Scope 3** in turn covers the indirect greenhouse gas emissions (e.g. by business trips or by goods and services bought).

In light of this, RWA intends to reduce negative impacts as far as possible and to contribute to the protection of livelihoods. The constant expansion of renewable sources of energy at the group’s locations, the optimisation of transport routes and the reduction of energy consumption are the first measures for implementation.

In addition, RWA, together with BayWa, has introduced an internal CO<sub>2</sub> price, which will be implemented from 2023. The annual Scope 1 and Scope 2 emissions are priced internally at 50 EUR per tonne of CO<sub>2</sub>e. Measures to reduce greenhouse gas emissions are financed from the resulting budget. This creates an additional governance instrument for advancing the reduction of emissions in the individual areas and subsidiaries.

Despite the expansion of solar installations and the energy-saving measures taken at the individual locations, quantities of grey energy remain. Since 2020, these have been covered by corresponding green electricity certificates of origin.

RWA is a founding member of the Raiffeisen Sustainability Initiative (RNI) and has also worked closely with it since 2022. The goal is to advance developments in the area of sustainability on a wide scale.

# RWA key figures

## Collecting and calculating the key figures

RWA collects sustainability-related data, including Scope 1 and 2 as well as some selected Scope 3 areas, annually via an online data capture tool. The recorded data are first checked for plausibility at the level of the respective company and then consolidated both at RWA group level and at BayWa group level. Unless otherwise indicated, the following figures

refer to the year 2022 and the overall RWA group (RWA AG and fully consolidated subsidiaries). Any increases are mainly due to company acquisitions. The collecting and calculating methods used for greenhouse gases follow the internationally recognised Corporate Standard of the Greenhouse Gas (GHG) Protocol.

## Energy consumption

### Energy consumption in the RWA group

<b>2022</b>	<b>2021</b>
<b>109,023.10</b>	<b>99,374.57</b>
MWh	MWh

### Energy consumption in RWA AG

<b>2022</b>	<b>2021</b>
<b>19,613.43</b>	<b>23,089.38</b>
MWh	MWh

### Energy consumption in the RWA group in MWh

	2021	2022
Heating oil <sup>1</sup>	4,977.535	4,138.25
Natural gas <sup>2</sup>	32,904.16	26,498.86
Fuels <sup>3</sup>	16,928.52	26,321.47
Electricity <sup>4</sup>	31,483.75	36,861.58
Electricity and heat from own renewable energy sources	1,631.351	4,004.54
Biogenic fuels <sup>5</sup>	1,134.836	1,383.50
District heating	1,0314.41	9,814.90
<b>Total</b>	<b>99,374.57</b>	<b>109,023.10</b>

<sup>1</sup> Heating oil for heating and drying purposes | <sup>2</sup> Natural gas for heating and drying purposes and other uses | <sup>3</sup> Diesel, petrol, propane, LPG and CNG  
<sup>4</sup> Incl. electricity for cars | <sup>5</sup> Includes wood pellets and wood chips

## Greenhouse gas emissions

### RWA group (Scope 1+2)

<b>2022</b>	<b>2021</b>
<b>15,167.50</b>	<b>14,238.86</b>
tonnes CO <sub>2</sub> e	tonnes CO <sub>2</sub> e

### RWA AG (Scope 1+2)

<b>2022</b>	<b>2021</b>
<b>2,306.75</b>	<b>3,286.13</b>
tonnes CO <sub>2</sub> e	tonnes CO <sub>2</sub> e

## Distribution Scope 1+2 RWA group

in tonnes CO <sub>2</sub> e	2020	2021	2022
<b>Scope 1</b>			
Heating oil	1,497	1,357	1,128
Natural gas	6,623	6,592	5,307
Transport	4,432	4,499	7,027
Biogenic fuels	17	17	21
Volatile gases	0	13	9
<b>Total Scope 1</b>	<b>12,569</b>	<b>12,478</b>	<b>13,492</b>

in tonnes CO <sub>2</sub> e	2020	2021	2022
<b>Scope 2<sup>1</sup></b>			
District heating (market-based)	1,754	1,761	1,676
Electricity (market-based)	0	0	0
<b>Total Scope 2</b>	<b>1,754</b>	<b>1,761</b>	<b>1,676</b>

<sup>1</sup> The market-based method was used for the calculation (the total electricity consumption is covered by green electricity products – the result is therefore shown as 0); values according to location-based method: electricity 11,550 tCO<sub>2</sub>e (2021: 9,543 tCO<sub>2</sub>e; 2020: 8,935 tCO<sub>2</sub>e), district heating 1,676 tCO<sub>2</sub>e (2021: 1,761 tCO<sub>2</sub>e; 2020: 1,754 tCO<sub>2</sub>e)

## Targets

On the path to a sustainable future as envisaged by the Paris Climate Accord, RWA supports the climate strategy of BayWa, which has set itself the following targets in its climate strategy:

Climate targets	RWA	BayWa
Climate neutrality by 2030 (Scope 1 and 2) <sup>3</sup>	→	→
100 % coverage of the electricity requirement from renewable energies from 2020 <sup>1</sup>	✓	✓
-22 % in greenhouse gases (Scope 1 and 2) by 2025 <sup>1</sup>	✓	✓
-22 % energy consumption by 2025 <sup>1, 2</sup>	✓	✓
+10 GW generation capacities from renewable energies by 2025 <sup>1</sup>	✓	✓

<sup>1</sup> Reference year 2017 – Generation capacities proportionately met by RWA

<sup>2</sup> With regard to EBITDA

<sup>3</sup> Here, climate neutrality means the avoidance, reduction and offsetting of remaining Scope 1 and Scope 2 greenhouse gas emissions (CO<sub>2</sub> and other relevant gases that impact the climate). Offsetting takes place through investments in high-quality climate protection certificates.

## Scope 3

According to the GHG Protocol, Scope 3 is divided into 15 sub-groups. So far, values have been prepared in selected groups; further groups are in development.

in tonnes CO <sub>2</sub> e	2020	2021	2022
<b>Scope 3</b>			
Purchased goods and services (Scope 3.1) <sup>1</sup>			5,832,103
Fuels and energy (upstream chain) (Scope 3.3) <sup>2</sup>	2,726	3,131	3,303
Commissioned transports (Scope 3.4) <sup>3</sup>	127,733	124,112	156,489
Business trips (Scope 3.6)	81	625	863
Commuting behaviour (Scope 3.7) <sup>4</sup>	3,252	4,420	4,991
<b>Total Scope 3</b>	<b>133,792</b>	<b>132,288</b>	<b>5,997,749</b>

<sup>1</sup> Surveyed for the first time in 2022. Coverage: RWA AG and selected RWA group companies. Data may contain double payments due to intercompany sales.

<sup>2</sup> Upstream chain emissions of all energy sources used from Scope 1 and Scope 2

<sup>3</sup> Figures contain estimates.

<sup>4</sup> Volume-based calculation of the commissioned transports on the basis of the collected tonne kilometres. Figures based on estimates.

## Waste and recycling

In 2022, the volume of waste across the RWA group was 5,068.40 tonnes (2021: 4,680.70 tonnes). Of this, around 29 percent was recycled.

In 2022, 205.31 tonnes (2021: 164.87 tonnes) of hazardous waste were professionally disposed of in accordance with the RWA group-wide operating procedures. 39.74 tonnes of hazardous waste were recycled.

RWA applies the following waste hierarchy:

**avoid, recycle, dispose**

Waste by disposal methods RWA group in tonnes	2020	2021	2022
<b>Total</b>	<b>5,139.46</b>	<b>4,681</b>	<b>5,068.40</b>
Reuse	222.85	205.06	144.18
Recycling	1,483.82	1,470.92	1,474.18
Composting	223.20	251.05	153.44
Recycling incl. combustion with energy recovery	2,461.14	2,130.32	2,541.43
Thermal treatment	249.93	138.48	112.80
Landfill	445.66	420.36	590.51
Storage	0.12	27.40	24.07
Other disposal methods	52.74	33.17	26.00
Quantity of waste taken back		3.95	1.79

# Concrete measures of the group

The administration of RWA AG takes the lead in structuring and implementing site-related environmental management measures.

Numerous areas and subsidiaries have identified and implemented measures aimed at protecting the climate. The focus here is often on the construction of photovoltaic installations, the refurbishment of existing buildings and the replacement of existing lighting systems with more energy-efficient alternatives. In addition, the use of cars, lorries and forklift trucks is optimised from ecological perspectives, such as the saving of fuel or switching to electric models.



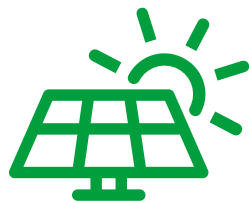
## Mobility

RWA is expanding the infrastructure for the company's own electric cars. A total of 37 charging points have now been installed at RWA AG sites to increase the appeal of using electromobility. Concepts for mobile working support the reduction of commuting and help to reduce emissions in this regard.



## Energy-efficient lighting

Since 2009, RWA has been gradually converting traditional bulbs to LEDs. However, conventional lighting is still in use in some places. The intention is to replace all of these remaining items with LEDs and, if necessary, to make the switch to brightness and motion detectors. To this end, for example, many of the remaining bulbs in Korneuburg were replaced with LEDs in 2022. The goal is to upgrade all properties that have not yet made the switch to LEDs by 2023. Upon completion, the RWA site in Korneuburg should achieve a total saving of over 134,000 kWh per year compared to the previous bulbs. This is equivalent to the annual energy needs of more than 30 average households.



## Energy generation solar

RWA is advancing the expansion of solar installations at its own locations. At the sites in Austria alone, a total of more than 3,300,000 kWh were generated in 2022. Responsible for the expansion is the RWA subsidiary RWA Solar Solutions GmbH.



## From fossil energy sources to biomass

Alongside the expansion of solar installations, the conversion from fossil energy to biomass at selected sites is one of the measures for achieving the set targets. At the Lannach Industriestraße site, disposable pallets are no longer thrown away, but shredded into wood chips on site. Doing so enabled the additional production of approx. 57 tonnes (around 250 m<sup>3</sup>) of wood chips in 2022. The gas-fired heating system has now mostly been replaced by the wood chip burner converted in 2022. In total, this enabled gas consumption at the site to be reduced by 92.51% in 2022 compared to 2021.





### **Korneuburg site**

The RWA headquarters in Korneuburg, which were completed in 2020, achieved the klimaaktiv GOLD Standard with 922 out of a possible 1000 points. That means the building for 500 employees meets the highest standards in terms of low energy consumption, comfort through high-quality insulation, indoor air quality and health as well as design and efficiency. klimaaktiv is an initiative of the Austrian Ministry of Climate Action and Energy and is implemented by the Austrian Energy Agency.

To supply heat to the eight-storey building, deep boreholes (approx. 9,900 linear metres) were drilled for brine/water heat pumps. These provide for heating and ventilation and, in summer, for cooling. The engineering office bauXund, which specialises in environment and health, has certified the RWA headquarters as having a very good indoor air quality and thus a significant improvement from the perspective of environmental and employee protection.

A PV installation with an output of 60 kWp was installed on the roofs of the new campus building. Electric cars can be charged at 23 charging points. Landscaped roofs, urban gardening for employees, a garden and a forest educational path enrich the RWA Campus with further sustainable aspects.



### **RUG Raiffeisen Umweltgesellschaft**

RUG Raiffeisen Umweltgesellschaft is a subsidiary of RWA. It has a supporting role on the topic of ecology in the RWA group because it has broadly specialised in precisely this area and offers a range of corresponding services. In particular, RUG focuses on supporting the Lagerhaus cooperatives.

The RUG energy consultation for companies identifies savings potentials in the areas of heating, ventilation, lighting, etc. 22 Lagerhaus sites were analysed by RUG in 2022. Energy-saving potential of up to 20 percent has been identified.

RUG also performs CO<sub>2</sub> footprint calculations and energy audits, and issues energy performance certificates. The Amstetten Cooperative was the first Lagerhaus in Austria to be declared climate neutral, with RUG accompanying the entire process.

In the complex areas of hazardous goods transport and the correct handling of chemicals and dangerous substances, the engineering office offers professional training courses and also takes on the function of hazardous goods officer for businesses.

In the area of waste, too, RUG supports several companies: it designs waste management concepts and takes on the function of waste officer.

The services are mainly used by Lagerhaus cooperatives, RWA group companies and medium-sized enterprises.

# 3

Service and  
product portfolio



The area of agriculture is the traditional core business of RWA Raiffeisen Ware Austria. Since the founding of the first Lagerhaus cooperatives 125 years ago, their umbrella organisation has seen it as being its primary task to supply agricultural businesses in Austria reliably and fairly with all the inputs they need for their production – whether conventional or organic. Inputs are seed, fertiliser, plant protection and feed as well as spare parts, fuels and other accessories for agricultural primary production.

In addition, RWA takes on the marketing of agricultural and forestry products. This is done by bundling the small volumes of the agricultural businesses via the Lagerhaus cooperatives in order to achieve effects of scale – not least for the farmers – and to be able to reliably provide domestic and foreign processors and users of the raw materials with the required qualities and quantities. Extensive services are provided as part of its agricultural activities – from overall goods logistics to quality assurance and healthy storage.

The agriculture sector is currently faced with enormous challenges: the growing world population needs more food. Climate change is calling existing product methods into question. Consequently, political framework conditions are changing: the farm-to-fork strategy of the EU Commission envisages a further reduction in the use of mineral fertilisers and plant protection products, and organic production is being encouraged. The structural shift in agriculture is leading to ever fewer but increasingly larger operations with different requirements.

RWA takes all these developments into consideration and accompanies the change processes with many initiatives: the cultivation of climate-fit seeds adapted to Austria's highly varied topography is cushioning the production-related consequences of climate change. Efficient irrigation systems and the digitalisation of agricultural technology ensure the thrifty use of resources. RWA has completed its offer of organic inputs and the infrastructure for storing and marketing organic products. Seed and feed are mostly produced in house.

In collaboration with the Lagerhaus cooperatives and the RWA subsidiaries in Central Europe, RWA is organising a regional and sustainable circular economy in a range of formats. The good geographic distribution of the operating sites, drop-off and pick-up points is an important element of this.

Some examples:

Seed propagation mostly takes place regionally to meet the respective needs of agricultural production. In this way, the right types can be made available as required and in the local area. In the event of overproduction, the produce is marketed nationally by RWA, and supplied by it in the event of underproduction. Any remaining seed can be added as a consumer good in the food or feed segment in the place of use.

In regions with a strong livestock sector, feed grain is increasingly grown. Thus production and demand are coordinated, which simplifies the logistics considerably. RWA and Lagerhaus cooperatives fulfil this balancing function in a very efficient and sustainable way.

The medium-sized processing agriculture and forestry industry – such as mills, feed plants, sawmills, the paper, board and cellulose industry – is supplied on the one hand by local producers via the cooperatives and on the other by RWA nationally from production regions with optimised freight costs.

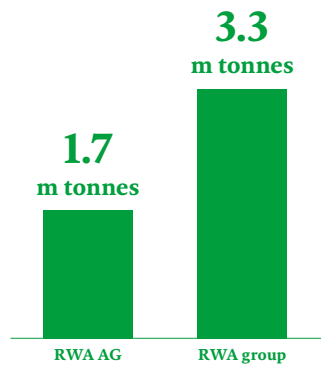
In line with the machinery available at the agricultural businesses, the specialist workshops are regionally distributed so as to create efficient travel distances and service times. The automated central warehouse in Korneuburg guarantees overnight express delivery of spare parts to even the most remote of workshops. Orders placed by 1700 hours are delivered the next morning. This can prevent extended downtimes of machines, which is especially relevant at harvest time.

RWA supports agricultural business in sustainable management with farm management systems such as, for example, Agrar-Commander and other online tools. Thus the fertiliser requirement for each field can be precisely calculated and individually mixed “fertiliser made to measure” ordered via the Onfarming platform. Before that happens, a precise analysis is carried out by taking soil samples and calculating the nutrient requirements. This ensures that only the required and useful quantity of fertilisers is applied in each case.

Given how the climate has developed in recent years, it is clear that agriculture will be affected particularly severely by climate change. For this reason, it is the goal of RWA for the agriculture sector to make an important contribution to holding back climate change. The intensive examination of sustainability risks will make it possible to precisely identify the future challenges and opportunities, to derive suitable measures and to develop practical solutions.

# Key figures

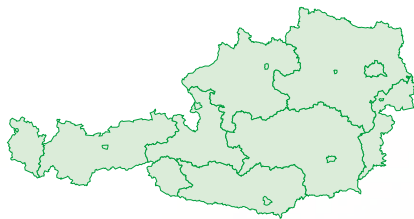
Traded volume of agricultural products 2022:



Number of storage sites of RWA and Lagerhaus cooperatives managed by RWA Quality Management



Storage capacities of agricultural products of RWA (based on wheat)



**210,000**

tonnes | 5 storage sites in Austria



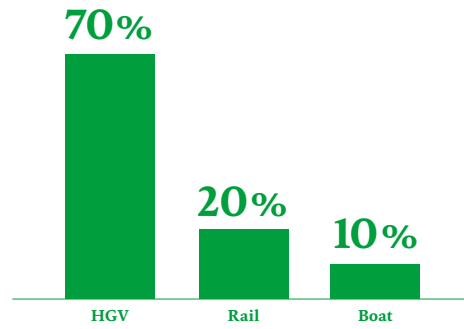
**310,000**

tonnes | 21 storage sites in CEE

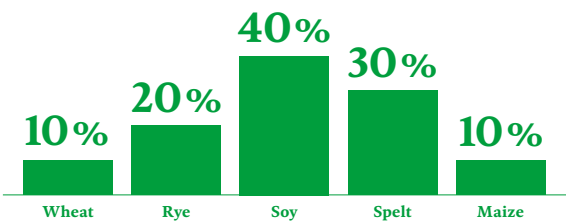
Then there is also a large number of Lagerhaus sites in Austria where agricultural products are received and stored. This small-scale structure enables, in particular, short travel distances when delivering straight from the field.

**Logistics for agricultural products** (rounded):

When it comes to logistics, RWA always tries to shift the transport to the railways or the Danube. Due to the war in Ukraine, however, the transport capacities of the railways pivoted heavily towards Ukraine in 2022. The Danube was repeatedly unnavigable due to low water levels.



**Seed – Organic share** (rounded):



**Current seed types of the RWA subsidiaries Saatzucht Gleisdorf and Saatzucht Edelhof:**

approx. **40** varieties

**Organic share of plant protection products** (turnover):



**Organic share of fertilisers** (volumes):



# Certifications

The AACS and ISCC EU certifications mentioned in this section are sustainability certifications officially recognised in accordance with REDII EU 2001/2018. GMP+, ISCC PLUS, AACS plus are industry standards.

## Sustainability certifications and quality standards for products in the area of agricultural products of RWA AG

Certification / Standard	Description and RWA relevance
<b>International Sustainability and Carbon Certificate (ISCC EU)</b>	Sustainability certification for biofuels <b>RWA:</b> Cereals, oilseeds
<b>International Sustainability and Carbon Certificate (ISCC PLUS)</b>	Sustainability certification for food <b>RWA:</b> Cereals of breadmaking quality
<b>Austrian Agricultural Certification Scheme (AACS)</b>	Sustainability certification for biofuels <b>RWA:</b> Cereals, oilseeds
<b>Austrian Agricultural Certification Scheme (AACSplus)</b>	Sustainability certification for food <b>RWA:</b> Malting barley
<b>Donau Soja, Fields of Europe</b>	GM-free soy feed of European origin
<b>Bio Austria</b>	Trade and development of organic goods on the basis of the EU organic production regulation
<b>BioSuisse</b>	Trade and development of organic goods on the basis of the organic production regulation of Switzerland
<b>Naturland</b>	Trade and development of organic goods on the basis of the organic production regulation for marketing in Germany in accordance with Naturland criteria

The product certifications require the corresponding certifications of locations. RWA has implemented these, in particular at its sites in Aschach, Albern, Stadl-Paura and Krems.

RWA is additionally certified to GMP+ (feed standard) and OGT (Ohne Gentechnik / GM-free). RWA operates a quality management system based on the GMP+ standard, whereby a digital tool is used to organise, check and ensure compliance with the required parameters. Approx. 360 storage sites have been recorded through association certification. Thus RWA and the Lagerhaus cooperatives form the largest matrix organisation committed to GMP+.

The other sustainability standards are administered in-house by RWA and the Lagerhaus cooperatives.

The following subsidiaries of RWA are certified in accordance with ISCC EU:

- RWA Magyarország (Hungary)
- RWA Srbija (Serbia)
- RWA Slovenija (Slovenia)
- RWA Slovakia (Slovakia)
- RWA Raiffeisen Agro Romania (Romania)
- RWA Hrvatska (Croatia)



## Bio Innovation Challenge results in new plant protection product

# 72 Start-ups

from 21 countries took part

Since 2016, the Agro Innovation Lab has been scouting the world for creative start-ups and innovative, practical solutions for agriculture. The rapid development of organic alternatives is important for ensuring the sustainable supply of food in the world.

Together with the Plant Protection department at RWA and the subsidiary biohelp, the “Bio Innovation Challenge” was held in 2022. Bearing in mind that the use of chemical plant protection should be significantly reduced in the fields, meadows and gardens of the EU by 2030, sustainable plant protection products were sought for organic, but also for conventional, agriculture. 72 start-ups from 21 countries took part, ten presented their products live before a jury, the best four were awarded.

The following companies came out on top:

### Ceradis from the Netherlands

The organic ingredient CeraMax is used in cereal, soy and maize cultivation in order to be able to handle seed effectively against disease such as Fusarium – a kind of fungus.

### Bioamin from Mexico

The product “Orgfung” avails itself of the natural effect of the leaf ingredients of the creosote bush (lat. Larrea tridentata), which is indigenous to the deserts of Mexico. A water-based special procedure is used to make an extract from the leaves, which shows an effectiveness of 85 percent in combating Fusarium on strawberry plants, but can also be used on other fruit and vegetables.

### EcoSafe from Austria

The company has specialised in the manufacture of insecticides and acaricides (active substances against mites). The basis for this is an innovative, insect-pathogenic fungus that can help to completely eradicate the Varroa mite without affecting bees. Thus the product can contribute to the maintenance of biodiversity.

### ESCApe from Germany

With ESCApe, the German company Lignilabs has for the first time developed a product that works on the fungal disease Esca so feared by vintners. What is special is the innovative carrier technology: a lignin capsule is injected into the vine stem. The fungus loves the lignin, so as soon as pathogens appear, the capsule breaks open and the fungicide gets to work.



## Linseed in feed reduces the methane emissions of cows

Methane is formed in the rumen of ruminants and enters the atmosphere by natural means. Even if the contribution of cows to climate change is disputed, livestock farmers can still make a positive contribution. In the area of ruminant feed, there are additives whose methane-reducing effect has been proven in scientific studies and also independently awarded with the so-called “Carbon Trust” certificate.

Using extruded linseed, which is manufactured in a special and patented process, Garant Tiernahrung offers dairy cattle farmers an interesting way to do something good both for their animals and the climate. This is an energy and protein-rich feed made from linseed. It is noted for its high content of omega 3 fatty acids. 40% of the linseed used comes from Europe. Together with RWA, contract farming is also being organised to increase the regional share.

up to  
**12 %**  
reduction in  
methane emissions

With the patented extrusion method, the linseed is processed while anti-nutritional factors are reduced at the same time. As these restrict digestion, untreated linseed can only be ingested in limited amounts. The feed made with extruded linseed delivers many positive aspects. Both in scientific and practical trials, higher productivity (more milk), better fertility – including across generations – and better values are observed in several parameters pertaining to animal health. In addition, there is an enrichment with physiologically valuable omega 3 fatty acids in milk and meat.

The reduction in methane emissions of up to 12% – regardless of the basic feed – has been confirmed by long-term studies. The extruded linseed, which is manufactured using a patented method, has been awarded a “Carbon Trust” certificate. The Carbon Trust is a world-leading, independent certification body for greenhouse gas balances.



# Targeted plant protection through spot spraying

Savings of up to

85%

Digitalisation and artificial intelligence are opening up new ways to make the use of plant protection products more sustainable. One of these ways is called spot spraying. The precision field spray ARA of the Swiss company Ecorobotix recognises plants with the aid of artificial intelligence and applies the selected plant protection product exactly where it's needed. The Agro Innovation Lab has tested the spray together with two Lagerhaus cooperatives and several agricultural businesses in practice.

ARA is equipped with cameras and takes pictures of the subsoil. These are constantly compared with saved images of plants. The system recognises the plants to be protected, directs the nozzles straight at them and sprays the product directly onto the plant in an area measuring 6x6 cm. Depending on the amount of weeds, this results in savings of up to 85% compared to conventional wide-area treatment.

On the other hand, it is also possible to apply herbicides only to predefined herbals, which minimises the stress to the main crop and in the best case scenario can even lead to additional yield.

The special construction and application near to the ground prevent potential drift and thus protect the surrounding soil. Thanks to automatic height adjustment depending on the height of growth in pastureland, the precision of the application can additionally be increased.

Quite incidentally, not only is the amount actually applied per pass automatically recorded, but the farmer automatically saves images of the plants to the system and thus benefits from the constantly growing accuracy of the artificial intelligence.

The plant protection product spray was tested in pastureland for controlling dock and also in an onion field. It can also be used on arable crops such as sugar beet and spinach and on the grass of sports grounds and golf courses.



## Saving water through spot irrigation

The RWA subsidiary PARGA is a specialist in agricultural irrigation and the most resource-saving use of water possible. With the aid of trickle and micro irrigation, crops such as potato, onion, maize, lettuce, carrot, sugar beet, etc. are supplied evenly and precisely with water and nutrients where they are needed – namely in the area around the main root.

As the hoses are laid in the soil, losses caused by wind drift and evaporation when using water cannon do not occur. This can reduce water consumption by up to 50 percent. Energy costs also fall because the low-pressure system works at max. 1.5 bar. Fewer fertilisers and plant protection products are used. At the same time, yield increases of up to 50 percent can be achieved.

In 2022, Parga laid a total of around 14 million metres of trickle hoses on an area of 1,200 hectares. As underground trickle hoses

# 14 million metres

of trickle hoses on an area of **1,200 hectares**

Up to  
**50%**

water savings

may only be used for annual crops, Parga organised their return to the recycling process with a partner company.

In many regions, the groundwater level is falling, precipitation events are shifting to the spring and autumn, ever longer dry periods threaten in summer. For this reason, Parga is also engaged in the topic of storage, mainly in the form of water storage ponds. These are intended to catch rainwater for periods of low precipitation and give farmers planning certainty for their cultivars.

Well planned irrigation management is also used for the production of berries in polytunnels or greenhouses. Rainwater is collected on the roofs of the propagation houses all year round. Water that is not taken up by the plants is also drained away and returned to the cycle. Sensors and control computers control the main factors such as temperature, PH value and EC values (the electricity conductivity of the water is a factor for the concentration of the dissolved salts) and adapt these automatically. In this way, the water is optimally prepared and used for the respective type of plant.





# Various sustainability initiatives



## Regional circular economy through Garant

Garant Tiernahrung contributes to the regional circular economy through the use of industrial by-products from food and ethanol production as raw materials for mixed feed. Share of by-products in the raw material mix:

13% by-products (esp. sugar, starch and ethanol industry) approx. 49,000 tonnes  
7% mill by-products approx. 25,000 tonnes

## RWA is a partner in the cultivation programme Carta del Molino

Carta del Molino is a food project and sustainability programme of the company Barilla. It requires the participating farmers and storage sites to meet specific requirements. The programme is based on the ISSC plus certificate, and the following requirements, among others, also apply:

- 3 % of the farmland under wheat grown for Barilla must be laid out as flowering strips (in addition to the stipulations of 7 % biodiversity areas under the ÖPUL programme)
- Ban on the use of glyphosate
- Ban on the use of conventional storage protection products
- Compliance with crop rotation requirements
- Max. 25 % rape in the crop rotation
- Creation of a 5 metre-wide greening strip



## Project “Zukunft Erde” and “Finis mit gutem Grund”

RWA is a partner of the initiative “Finis mit gutem Grund”. Together with the producer of the brand “Finis Feinstes”, RWA supports cereal farms with measures that increase the humus content in the soil. Within the scope of the “Zukunft Erde” project of RWA, soil samples are taken and targeted fertilisation recommendations are derived; green strips intended to serve as feeding areas for birds are also created. If the humus content of the soil has increased in the control period, the agricultural businesses additionally benefit from the sale of CO<sub>2</sub> certificates (see page 40 for more information on the Zukunft Erde programme).



## Training

Together with the Austrian Chamber of Agriculture, RWA offers training courses for silo workers at the sites of RWA and the Lagerhaus cooperatives which also sensitise employees to aspects of sustainability, such as the efficient use of energy in the drying of grain.

## Project Rapso Rapeseed

RWA organises the cultivation of Rapso rapeseed for the oil mill in Aschach an der Donau. The participating businesses have to meet the following requirements, among others:

- Use of selected seed
- No cultivation next to the motorway – at least 50 m distance from the edge of the carriageway
- Max. 25 % rape in the crop rotation
- Creation of a 5 metre-wide greening strip



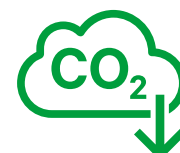
## Plant protection disposal campaign 2022

Lagerhaus cooperatives ensure the professional disposal of old plant protection products and dressed seed. 15,000 litres were collected at 36 locations.



## Optimised large dryer

RWA operates a large dryer at the Aschach site. By installing sensors, which measure the moisture level during the drying procedure, it was possible to optimise and reduce the use of gas as an energy source.



## Lightweight bottle saves CO2

The Nachhaltig Austria wine bottle saves 34 tonnes of CO2 and 50 tonnes of glass for every 1 million bottles; up to 80 % share of waste glass; 92% recycling rate.

## Various sustainability initiatives



### Fill level sensors

Internet of Things: the accuracy of sensors that simplify the fill level measurement in feed silos and support the reduction of transport routes was checked.



### “Zukunft Erde”

This is the name of the programme of the Lagerhaus cooperatives and RWA which aims at encouraging the formation of humus in agricultural soils. The farmers benefit on the one hand from strengthened soils, on the other from the fact that the accrued humus stores CO<sub>2</sub> and is converted into CO<sub>2</sub> certificates under the programme. These certificates are purchased by companies that want to declare themselves to be climate neutral. This process is an additional incentive for farmers to build up humus and thus make an important contribution towards climate protection. 71 farmers have already taken part in the programme and 2,798 hectares have been sampled to date.



### Soil sample service

In 2022, more than 2,500 samples were automatically taken by soil sample vehicles. They form the basis for an accurate fertiliser consultation (fertiliser made to measure) and the CO<sub>2</sub> credit and humus formation programme “Zukunft Erde”.



### Customer consultation for thrifty use

Ongoing customer consultation on the use of plant protection through trained Lagerhaus employees on site and online in accordance with the principle “As much product as necessary – as little product as possible”.



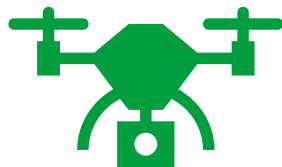
## Specialist for organic plant protection

The RWA subsidiary biohelp has 30 years of expertise in the development of sustainable, organic and practical plant protection solutions as well as the production of beneficial insects for agriculture, fruit growing, viticulture, vegetable growing and horticulture.



## Innovative organic fertilisers

Innovative products in the area of organic fertilisers: Citrosol (by-product from the production of citric acid), dried chicken manure pellets



## Trichogramma programme

Organic combating of the European corn borer by means of ichneumon wasp larvae, which are applied by drones



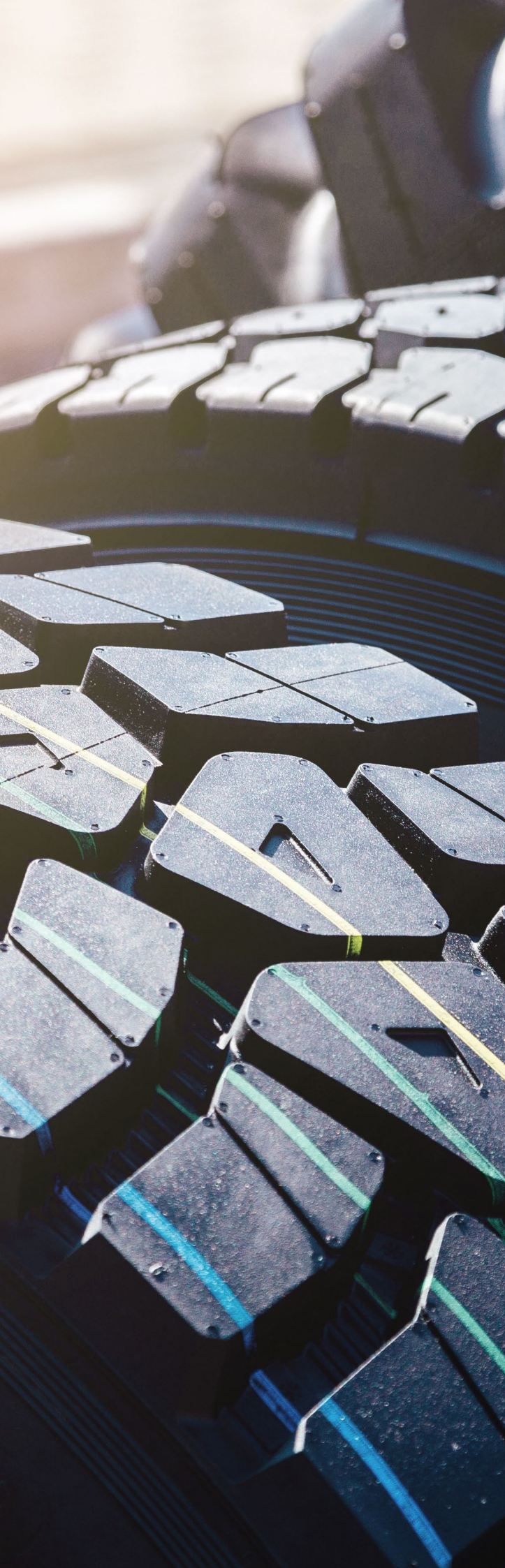
## Regional weather forecast

Ever more weather stations are expanding the Lagerhaus weather network and improving the reliability of regional forecasts.



## Robots in the vineyard

The autonomous, electrically operated carrier platform "Slopehelper" for use in vineyards was successfully tested at winegrowing businesses over a period of ten weeks.



# Agricultural Machinery



The motorisation of Austria's agriculture and forestry sectors began in the 1940s with the increased use of tractors. General mechanisation began in the 1950s. The primary goal was to rapidly increase food production. The Lagerhaus cooperatives also supported this modernisation drive in the interest of their members.

Nowadays, Lagerhaus Technik-Center (LTC) supplies Austria's agricultural sector with state-of-the-art tractors and a comprehensive range in all areas of agricultural technology. LTC is the national dealer for John Deere in Austria and distributes highly innovative, quality brands such as Lindner, Brantner, Pöttinger, Manitou and Rauch.

The majority of tractors and machines used in agriculture continue to run on combustion engines as powerful alternatives are lacking from a technical perspective. For this reason, the LTC mostly sells agricultural machinery that runs on fossil fuels, as well as related attachments. As a trading company within the RWA Group, the LTC fulfils a supply mandate in respect of agricultural businesses that need modern equipment for daily work and are able to procure it through the LTC.

The structural shift in agriculture is also evident in the area of agricultural machinery in the demand for ever-larger and more powerful tractors. Research is working on alternative drives based on hydrogen and electric motors. Their performance is still limited. Not least due to the collaboration with the world's largest manufacturer of agricultural machinery, John Deere, the LTC is always right up to date with technological developments and able to advise farmers in depth.

The LTC endeavours to make a considerable contribution to more sustainable management of the usable areas. It therefore focuses on the digitalisation of the machinery and on robotics in agriculture. These future technologies help make it possible to operate existing machinery much more efficiently and with a smaller CO<sub>2</sub> burden on the environment.

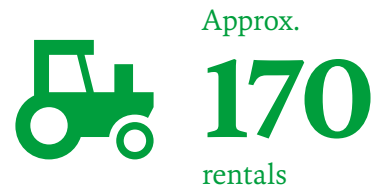
At the same time, the LTC has also set itself the goal of assuming a pioneering role in completely autonomous robotic solutions. A trend in this direction is already evident, the technologies on offer are highly promising. In summary, it can be said that increasing numbers of manufacturing companies are developing drives, robotic systems and digitalisation measures.



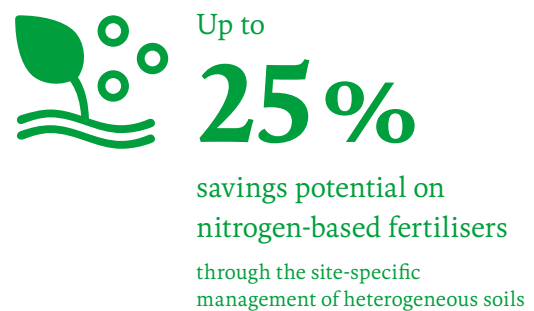
# Key figures

## Rentflex rental service

For special tasks and to cover seasonal peaks, agricultural businesses can rent state-of-the-art tractors of various strengths by the hour and for clearly calculable all-in costs, thereby saving on investment outlays. Figures for 2022:



## Savings potential through precision farming



The dense workshop network of the Lagerhaus cooperatives means manageable transport routes for the farmers. The current trend in agricultural machinery service is moving towards mobile service: modern service buses come directly to the business and maintain the equipment on site.

## Precision farming has enormous potential

Automated guidance systems, which enable precise driving on the field, have almost become the standard in agricultural technology in recent years. Awareness of the potential for precision farming is now also on the rise in Austria. It aims at optimising the relationship between effort and yield. To this end, the use of inputs is coordinated to the individual site conditions and the needs of the plants. In practice, this means that seed, fertilisers or plant protection products – depending on soil quality, water availability and nutrient supply – are applied in differing amounts depending on the position. This saves operating resources, meets legal framework conditions more easily and, in the best case scenario, increases yields.

Due to small-scale farming structures, a lack of technology and insufficient know-how, this potential has often gone unused thus far. Now, however, the costs of inputs have fallen sharply. The “Green Deal” of the EU creates new framework conditions for agricultural businesses. That is why interest in precision farming is also on the increase.

In addition, systems or attachments with artificial intelligence can further increase the savings potential of a digitalised agricultural sector. Especially in the area of plant protection, technologies that are able to distinguish the weeds from the crops and deliver targeted treatment are creating new possibilities for the farming of tomorrow.

Precise machine guidance

# 2 cm

overlap  
with a 13 m span



# Various sustainability initiatives



## Start-up competitions

Competitions for start-ups in the area of technology in cooperation with the RWA departments Agro Innovation Lab and Farming Innovations: advanced solutions for agriculture are scouted for. Highly promising young companies are supported and accompanied in the first phase of market entry and in final product developments by professionals of the LTC and RWA.



## LTC Academy

Investments in employees are an important aspect of sustainability. The end of 2022 therefore saw the founding of the LTC Academy, which offers new and experienced employees a comprehensive and individual portfolio of courses for professional and personal development.



## Driving training

The LTC supports its customer base in the optimal use of their machinery. Driving training courses for farmers will increasingly be offered in future.



# Building Materials and Home & Garden

The trade of the Lagerhaus cooperatives in building materials has its origins in the high personal contribution of many farmers in barn and stable construction and in the maintenance of their farms. Building materials were needed to maintain the business and were therefore as much a part of the Lagerhaus range as the inputs and other specialist farming needs. The commercial code of the 1970s allowed the cooperatives to also do business with non-members. From that developed the area of Home & Garden, which is one of the key pillars of the cooperatives nowadays. The modern Lagerhaus markets offer the population an attractive shopping experience in their respective home region and thus ensure the revival of rural areas.

The subsidiary Lagerhaus Franchise GmbH supports the Austrian Lagerhaus cooperatives for RWA as a franchiser in the two business segments of Building Materials and Home & Garden. Its services include purchasing and product range development, marketing and sales support, market set-up and management of the online shop, further development of digitalisation and own-brand management.

In the past ten years, the term Green Franchising has increasingly come to the fore. In the segments of Building Materials and Home & Garden, there are already more ecological products and building materials. Ecological building is also part of the current government programme. Lagerhaus Franchise is already dealing intensively with the impacts this topic will have on the Lagerhaus cooperatives and how it can support the franchisees.

One point of focus here is the topic of refurbishment: thermal insulation, modern windows, new heating systems and many other measures lower the energy costs of existing properties and make an important contribution to reducing the strain on the environment. The expense and effort is generally less than for a new-build project.

Lagerhaus Franchise has defined a number of focal points for operational implementation:

- Healthy building: making construction, refurbishment and living sustainable and ecological
- Ecological and sustainable product range design that focuses on the entire life-cycle of a material: are the raw materials sustainable? Is the transport cost as low as possible? Is the manufacturing process energy-extensive? Are a long service life and the ability to be repaired a given? Can the product be returned to the natural cycle?
- The aim of one new line is to reduce the amount of pollution in the indoor air.
- Consulting and services on the topic of energy performance certificates, thermal imaging cameras, etc. Thermal imaging cameras identify the weak points of a building at which energy is lost and enable targeted refurbishment measures.
- Climate adaptation in the construction sector: use of grey water, roof greening, etc.

The RWS subsidiaries Citygreen and Parga are already specialised in these future topics: in the greening of interiors, roofs, façades and outdoor facilities as well as in the resource-efficient use of water.

# Key figures



# 359

Lagerhaus markets Home & Garden as well as Building Materials (from 150 m<sup>2</sup>)

## Number of Austrian building materials suppliers

# 83%

Of the 194 centrally listed suppliers in the building materials area, 161 have their headquarters in Austria

In 2022, they achieved a share of

# 94%

of purchasing turnover (1-9/2022)

# 65%

126 of the 194 suppliers also produce in Austria

In 2022, they achieved a share of

# 77%

of purchasing turnover (1-9/2022)

“Grün gedacht” logo

## in the Home & Garden area

18 suppliers, approx. 500 items

“Grün gedacht” logo

## Building Materials

13 suppliers, approx. 250 items

Lagerhaus Franchise is a member of the following organisations and in dialogue with them on the topic of sustainability:

- **Intercoop** (amfori BSCI)
- **respAct** (Austria’s leading business platform for business with responsibility and an international network for expertise and exchange of experience)
- **Österreichischer Franchiseverband**

# Various sustainability initiatives

## “Grün gedacht”

A logo to indicate products with a sustainable/innovative approach. Thirteen criteria were defined for this. If a product is shown to meet two of the required criteria by means of recognised certificates, it becomes a “Grün gedacht” product.



## Sustainable marketing

Lagerhaus flyers and catalogues are printed in Austria on PEFC-certified paper from sustainably managed forests and controlled sources. The distribution of Lagerhaus flyers via the post saves about 121,400 kg of CO<sub>2</sub> a year.

## Regional food

As Genussladen partners, some Lagerhaus markets, especially in Styria and Lower Austria, have set up so-called “Farmers’ Corners” that offer quality and origin-assured products from the immediate region. Suppliers are farmers from the immediate vicinity of the respective location. Lagerhaus is thus a marketplace and link between regional farming producers and sustainably thinking consumers.

## Citygreen

The RWA subsidiary Citygreen has been involved in the greening of interiors, roofs and outside facilities since 1999. In 2022, the business segments were joined by the area of module façade greening in order to be able to offer complete property greening.

Indoor plants improve the indoor climate, provide privacy and noise protection and create a pleasant feeling of nature. Employee motivation in offices rises and the amount of sick leave demonstrably fall. Numerous design options ensure harmony with the interior architecture. Greened interior walls create a pleasant atmosphere and are an eye-catcher.

# 60%

of rainwater  
stored for the long term

- The greening of roofs and façades is capable of counteracting the effects of climate change. Thus a flat roof with extensive greening can store 60% of the rainfall for a long period. That takes the strain off the drains during heavy rainfall and helps to cool urban heat islands.
- Each m<sup>2</sup> of green roof also has an air-cleaning and pollutant-binding effect – according to the literature, it can absorb up to 0.375 kg of CO<sub>2</sub> per year. That means a filtering effect that is 10–20% greater than conventional roofs.
- A conventional roof gives off 95% of its solar gain in the form of heat. With extensive roof greening, the plants convert 58% of this energy into evaporative cooling. In combination with a photovoltaic installation, this evaporative cooling alleviates the negative effects of heat on the performance of the panels.
- Greened roofs and overall building greening offer habitats for insects and have a positive impact on biodiversity in towns and cities.





## Key figures

- In 2022, Citygreen realised a total of 138,000 m<sup>2</sup> in the area of roof greening and approx. 640 m<sup>2</sup> in the area of façade greening in the variants Extensive, Intensive, Retention and Solar Green Roof.
- When selecting business partners, Citygreen places importance on the topic of sustainability. All suppliers in the area of interior greening are certified with MPS-Florimark TraceCert; MPS-Florimark GTP; ISO-9001; MPS-A; ISO 14001:2015 and Fair Trade.
- Citygreen use organic plant protection products.
- A decentralised network of storage sites for soil ensure shorter transport distances to construction sites and less environmental pollution.
- Plastic and aluminium products are made almost entirely from recycled raw materials. Thus the drain plates used are made from recycled HDPE from the drinks industry, the protective non-wovens from recycled items of clothing and carpet offcuts.
- In production and administration, Citygreen uses electricity from its own PV installation or green electricity. The company fleet also includes electric vehicles.





## Parga

Parga stands for the modern, sustainable and efficient use of water as a precious resource. As a wholesaler, consultant, planner and project manager, the RWA subsidiary has decades of experience in the implementation of sprinkler systems and agricultural irrigation, ponds and natural pools, fountains and water architecture. In the area of agricultural irrigation, Parga deals with the optimal supply of agricultural cultures with water. Modern sprinkler or micro irrigation ensures the thrifty use of water and energy as resources.

# 300

natural swimming ponds  
per year.

# KLT Traun

From the central Picking Warehouse Traun (KLT), approx. 140,000 pallet bays are despatched by lorry and 15,000 packages via courier each year as part of the franchise system. Sustainability is always an important topic for all order and despatch processes because it often goes hand in hand with cost efficiency in logistics.

The primary goal is to use each loading metre on the lorry as well as possible in terms of area and height. To achieve this, the delivery is planned precisely together with the forwarding agent. Pallet cages are used to load the goods in order to stack them as high as possible. The use of pallet cages and recyclable containers from the new, fully automated small parts warehouse enables products to be shipped without additional packaging materials. Reusable containers are repaired multiple times when damaged – the service life of a Europallet thus increases from an average of 10 to more than 30 cycles.

Deliveries are planned daily and individually with the goal of keeping the distance driven as low as possible. Should pre-booked orders reach the volume of a full lorry, a direct delivery from the production site to the customer will be considered.

longer life-cycle for reusable containers

30

instead of 10 cycles

Customers of the Lagerhaus online shops receive their goods in a recycled box and paper packaging. Click & Collect items are combined as well as possible with the regular delivery runs to the respective location. The recently implemented option of dropshipping in the online shop – goods are also sold that are not situated in the warehouse – also enables delivery straight from the manufacturer to the end customer.

Only electric vehicles are used at KLT, many of which can be charged from the on-site photovoltaic installation. In recent years, photovoltaic systems with a generating output of about 950 kWp were installed. Paperless work was implemented years ago through the use of scanners and wireless data.



# Energy

RWA Raiffeisen Ware Austria supplies the Austrian market – end customers, commerce, trade and industry – with renewable and fossil fuels and combustibles through its energy companies Genol and Wärme Austria. The gradual shift away from fossil to renewable sources of energy is an important element of its strategy: RWA is a pioneer and important market player in the area of wood pellets and briquettes and is systematically expanding this segment. The RWA Solar Solutions department set up in 2018 specialises in the planning, construction and operation of large photovoltaic installations and is now one of the leading project developers in Austria.

The containment of climate change and the associated energy transition represent an enormous challenge. Solutions will have to be found to generate electricity and heat in a way that is compatible with the climate. The use of fossil energy sources must be gradually reduced and replaced by renewable energy sources. RWA is well aware of this responsibility.

2022 was an extremely difficult year for the energy sector as a whole. Shortages across all product groups and materials, delivery delays and some massive price increases characterised the market. Nevertheless, the supply mandate to the Lagerhaus cooperatives and the Austrian agriculture sector was fulfilled and the transformation process continued.

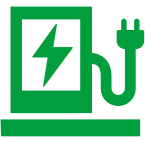


# Key figures



**206,866**

tonnes of pellets  
(sold quantity in 2022):



**30**

charging points, mostly in  
the car parks outside  
Home & Garden markets.



**256**

supplied Genol  
Lagerhaus filling stations

## RWA Solar Solutions (projects implemented since founding, as at Dec. 2022):

30 projects realised, 7 in implementation



**41,728**

panels

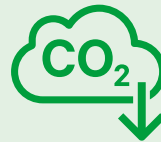
336,000 m<sup>2</sup> occupied area

156,100 m<sup>2</sup> module area

28,019 kWp total output

28,196,000 kWh annual production

28,196,000 kWh annual production corresponds to:



**9,990**

tonnes/year avoided  
CO<sub>2</sub> emissions



**4,139**

Circling the world  
with an electric car



Consumption of

**8,056**

households

## Awarded innovation project Eco-Solar Biotope Pöchlarn

Since the official opening of the pilot project Eco-Solar Biotope Pöchlarn in autumn 2021, the advantages of the unique large photovoltaic system, which has an output of 4.1 MWp, have been evident in everyday operation. The installation combines photovoltaic panels with special biodiversity areas and a system for agricultural photovoltaics.

The goal of the project is to bring sustainable electricity generation and agricultural use into line with each other. The expansion of photovoltaics in combination with food production increases land efficiency. The concept puts practicality front and centre. The cultivation of apple trees on a defined reference area beneath the photovoltaic installation is being tested by one of the leading fruit producers in Austria.

# 4.1

MWp  
large photovoltaic installation

### The advantages of the agricultural PV concept:

- Solar power with ongoing agricultural use
- no significant loss of land
- no sealing of the soil
- protection of the cultivars against storms and hail by the PV panels

The groundbreaking concept of Eco-Solar Biotope Pöchlarn has already received several awards – among them the Innovation Prize of the Province of Lower Austria and the Green Marketing Award. RWA Solar Solutions wants to drive similar concepts in Austria forwards at scale and thus create new possibilities for agriculture and the generation of solar power.

Apart from open-air installations, the gradual expansion of roof-mounted PV is another focal point of the team at RWA Solar Solutions. Industry and commerce increasingly want to get involved in energy production. The electricity produced on site can be used directly by the company. This promotes economic independence from rising energy prices.





# Various sustainability initiatives



## GENOL ECO Protect Diesel

The supply of diesel, especially for the agricultural sector, has been an important mandate for Genol and the Lagerhaus cooperatives since the beginning of mechanisation and remains so today. The necessary fuel is also gradually further developed and adapted to current requirements. This is done on the one hand through special additives to increase efficiency, but also through the admixture of biogenic components.

GENOL ECO Protect Diesel is a high-value basic fuel combined with a synthetic, renewable fuel component made from HVO (Hydrotreated Vegetable Oil). HVO is made from plant oils and suitable waste and residual fats. GENOL ECO Protect is made in the Schwechat refinery, which ensures short transport distances.



## Sustainable wood pellets

The gradual conversion of heating systems to renewable energy sources is an important pillar of the RWA energy strategy. Genol and the Lagerhaus cooperatives support customers in converting from heating oil to climate-neutral wood pellets.



## Windscreen cleaner dispenser

Since 2022, environmentally friendly windscreen cleaner dispensers have been available at selected Lagerhaus GENOL filling stations. Similar to classic refuelling, windscreen cleaner can be topped up at a dedicated pump. The dispensers enable accurate metering and precision filling without spillage. The bulky canister in the boot is a thing of the past, an important contribution to the avoidance of single-use plastic. The concept is well accepted by customers and protects the environment. In 2022, around 30 dispensers were set up and thus about 5000 plastic canisters saved.



# 4

employees

& Society

# HR strategy

As a modern and attractive employer with a wealth of perspectives, the goal of RWA Raiffeisen Ware Austria is to win and retain the best minds for the company. A place of strong identification has been created with the new group headquarters in Korneuburg. In addition, values and guidelines of the company were redefined in a large-scale process involving a large number of employees in order to create a good working environment.

RWA offers challenging tasks with lots of opportunities for creativity and plenty of personal responsibility in exciting business fields. Employees can avail themselves of training and development programmes. They have opportunities for promotion and an appreciative coexistence in a forward-looking and internationally engaged company.

# RWA values



## Solidarity

together – respectful – reliable

Cohesion, respecting one another and acting reliably – we achieve more together.



## Resilience

competent – courageous – innovative

We are competent and courageous – we are shaping the future of rural areas with innovation.

### Values & leadership principles

It is of central importance for a company to understand itself well as an organisation. Who is RWA Raiffeisen Ware Austria? What are its tasks and objectives and with what attitude should these be achieved?

These questions were discussed in workshops and discussion rounds. The answers are reflected in the newly formulated mission statement including the corporate values and leadership principles.

The common values and leadership principles are understood as signposts that offer orientation, provide important impulses for professional life and enable trust-based cooperation, today and tomorrow – in accordance with the RWA motto “Values connect us”.



## Variety

regional – international – stable

We unite different people, regions and segments – this range gives us security and stability.



## Pragmatism

sustainable – committed – human

We think sustainably and for the long term – are closely connected to the people and the land.

## Leadership principles

In the course of a participative process including employees and managers, the four defined values were used to derive six leadership principles that were subsequently included in various HR instruments (e.g. staff appraisals):

- We provide orientation.
- We communicate actively.
- We take responsibility.
- We create a positive working environment.
- We leave room for creativity.
- We are mindful of our influence as role models.

## 360° feedback

A 360° feedback session was held from February to April 2022. 24 managers at Executive Board, managing director and area head level as well as 257 managers at departmental head and team level received feedback, 62 of them from CEE. The questionnaire consisted of 36 closed and 3 open questions and was based upon the leadership principles. The results are processed confidentially: each manager received a report on their personal results and had the possibility to reflect on these in a personal coaching session. The results are available to the company in aggregated form only for the derivation of measures on this level. Thus, for example, it was decided that attention should be paid to collegial learning amongst managers in future. To promote this idea, RWA is providing the “peer coaching” format for senior management for the first time in cooperation with an external provider in 2023. Another goal is to make regular use of tools such as staff appraisals, 360° feedback and employee surveys.





## Employee survey

The group-wide employee survey was held in October 2022 – for the first time since 2006. The final return rate was a very high 80.3%. Taking the mean of all responses, the employees of RWA gave a total score of 2.2. Particularly well rated were the areas of happiness at work, appreciative contact in the team and the compatibility of work and family. Most of the participants would recommend RWA as an employer.

In addition to the quantitative results, there are also about 860 qualitative comments that serve as the basis for further analysis. The results were communicated through several informational events in the group. In the first quarter of 2023, all areas are holding workshops to derive concrete measures on the basis of the individual results.

**5**

Subject areas

Work situation  
Development opportunities and performance direction  
Work procedures  
Cooperation  
Corporate image and culture

**63**

Questions

**1,976**

sent invites

**1,568**

fully completed answer sheets

**80.3%**

return rate

# Employees



The average headcount in the RWA group rose by

**15.66%**

The main reason for the strong increase is the company **Patent Co**, which is included since 1 February 2022 with

**298**

employees.

Average number of employees

2022

**3,023**

Employees

2021

**2,614**

Employees

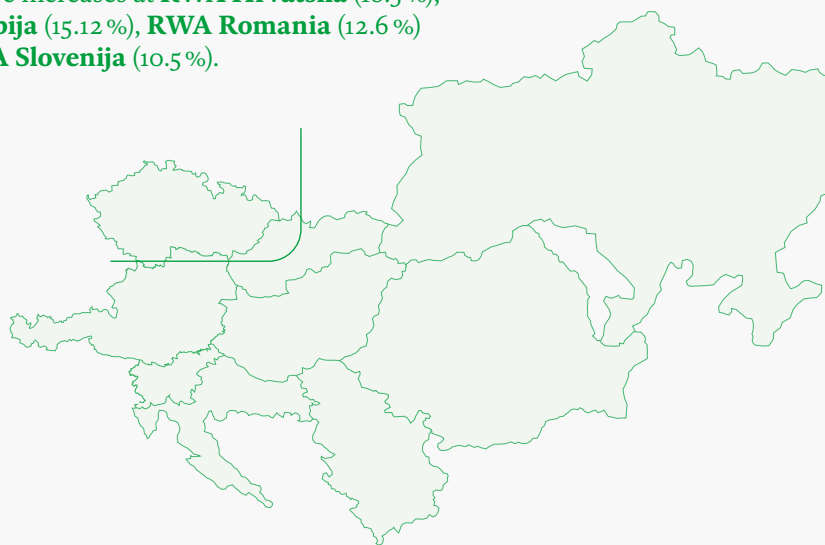
The headcount of the foreign holdings rose by

**68.64%**

In addition to the accession of the company Patent, there were increases at **RWA Hrvatska** (18.5%), **RWA Srbija** (15.12%), **RWA Romania** (12.6%) and **RWA Slovenija** (10.5%).

The headcount of the **domestic holdings** rose by

**3.27%**



## RWA AG employees in Austria:

Headcount rose by

**4.65%**

Average age

**41 years**

Ratio of women to men

**36%** to **64%**

Average length of service

**8 years**

## Group policy

### Mobile working

The goal of this policy is to enable employees to achieve a better work/life balance, to achieve greater job satisfaction through more personal responsibility in the design and execution of the work, to improve efficiency and productivity and thus also to increase the attractiveness of the employer. The employer provides a laptop and mobile phone or suitable pool devices. Depending on the respective working time model and activity, employees can have at least two days of mobile work per week. This should also reduce commuting and the associated CO<sub>2</sub> emissions. For all working time models, absences due to mobile work must be distributed evenly across the week where possible for each organisational unit. For absences from the workplace averaging more than two days per week, a shared desk scheme can be used, which must be agreed in an annex to the employment contract. Days for mobile work must be agreed with the respective manager.

## Possibilities on the campus

Since November 2020, the corporate headquarters of RWA Raiffeisen Ware Austria have been located in Korneuburg, in the immediate vicinity of the capital Vienna, and therefore benefit from urban structures like good public transport links. The site covers an extensive area. At its heart is the office building, which provides jobs for around 500 employees and is surrounded by spacious green areas. The office building with its open architecture and modern infrastructure provides a pleasant ambience both for employees and for customers, partners and suppliers. Among other facilities, the building has a spacious conference area with an attractive event room and diverse options for holding meetings. Other central areas are a restaurant with integrated café, a connected parking deck and a large multifunction room, as well as an outdoor sports ground for sporting activities.

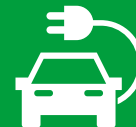




## Further benefits



Food support



Mobility

(public transport ticket, garage parking space, rental scooter, bicycle storage room)



Urban gardening



Massage



Fitness

e. g. boot camp, pilates, yoga, Back Fit, participation in running events



Child care

in the summer holidays



**Numerous Works Council campaigns**

Offers of occupational physician, g. vaccinations, preventive check-up, sight test





## Inclusion & diversity

There was a focus on diversity topics in 2022 – in particular the aspects of “Women”, “People with disabilities” and “Migrants”. The first initiatives to be launched were cooperations with HR service providers that concentrate on relevant target groups (myability, MTOP), as well as a regular exchange on diversity topics in the Austrian Raiffeisen Association.

## Talent management and further training

### Development Centres

Three Development Centres were held in 2022 in cooperation with the consultancy firm 5P. Within the scope of the diagnosis of potential, 20 next-generation managers received detailed feedback on their management and communication competences. In the development chats that followed, they had the opportunity for feedback with the respective manager and concrete developments measures were defined.

### Training opportunities

#### *Educational catalogue & individual training and development*

The training and development of RWA employees is a central task. The broad-based training programme includes e-courses, seminars and training sessions, some of which are held by the external training partner Raiffeisen Campus. In addition, the employees can apply in person for courses on topics that are not covered by the training catalogue.

#### *Individual coaching*

The employees, and above all the managers, should be strengthened and developed in their roles. Alongside the training offer, external coaches are also contacted to provide temporary support.

#### *Collegial peer coaching*

Collegial peer coaching sessions were conceived on the basis of the results of the 360-degree feedback. These will take place in the first half of 2023 as a learning and exchange format for senior management – with the idea to roll it out for other management levels in the future.

#### **Funkenflug@RWA**

The “Funkenflug” innovation format developed by Agro Innovation Lab brings together employees from a wide range of areas to develop innovation processes together – from coming up with the idea to developing prototypes. The goal is to make know-how and creativity usable in the rank and file and to strengthen entrepreneurial project thinking.

#### **Course for store managers (leading employees) for Lagerhaus cooperatives**

The course is the first stage of management training in the Raiffeisen Ware sector and includes the topics of general business administration, sales, personnel management and management generally.

A total of 7 rounds (5 in LA, 2 in UA) were carried out in 2022. A total of 101 managers took part in the 6-day course, which they also rated very highly in terms of practical relevance, content and organisation. Due to this success, further rounds – now also in Styria – will be organised in 2023.

# Recruitment

## Trade fairs

In 2022, it was possible to participate in career fairs again in person. RWA took this opportunity to raise awareness of the group and to present the variety of job options to the various target groups.

## Job fairs

- Jobaustria
- Career Calling
- Eferding Career Fair
- Job fair at Francisco Josephinum

## Career folder

In the new career folder, RWA presents itself as a strong, clearly structured corporate brand and attractive employer.

## Social media

HR-relevant topics are placed on social media platforms like LinkedIn in close collaboration with the Communications department.

## RWA & LH management trainee programme

Trainee programmes have a long tradition at RWA and the Lagerhaus cooperatives. In 2021, a revised trainee programme for RWA and Lagerhaus cooperatives was started to purposefully train the next generation of managers. This programme enters its final phase in 2023. The trainees were taken on with a predefined function and received a personalised training and rotation plan to match this profile. The duration of the trainee programme is between 13 and 16 months. A large number of internal and external rotations were organised and implemented, such as those at BayWa AG, various RWA CEE locations, Intercoop Switzerland and HGD-Germany.

Of the 17 recruited trainees:

- 5 trainees ended their trainee programme by the end of 2022 and are moving into the intended function,
- 2 trainees ended the programme early and moved into a function other than the intended function in the RWA Group,
- 2 trainees unfortunately left the company.
- The remaining 8 trainees are continuing their rotation in 2023 as planned.

A decision on continuing or restructuring the programme will be taken on the basis of an evaluation



## Lagerhaus apprentice marketing

RWA makes all documents for Lagerhaus apprentice marketing available to the cooperatives. The newly acquired certificate “popular training company” is communicated in various media.

# Occupational safety

The area of occupational safety at RWA AG is centrally managed by the administration. The number of notifiable occupational accidents in the RWA Group was 37 in 2022 (2021: 31). In the event of occupational accidents, the administration is contacted so that initial measures can be taken and the emergency services briefed as required. Following the first response, an accident report is filled out by the responsible manager. Together with the safety officer and the occupational physician, the site of the accident is inspected in order to put possible preventive measures in place, e.g. structural changes, additions to the briefing documents, etc.

Occupational physicians and safety officers are regularly on site at locations to take care of various matters concerning accident prevention and health. The inspections are documented and any grievances eliminated with the involvement of the respective managers.

Fire safety officers go on regular inspection rounds to ensure that evacuation routes are clear and inform the managers about possible obstacles, so that employees do not come to any harm in an emergency.

Both the area of administration and the Supervisory Board organise various health programmes and preventive measures for the employees, such as vaccination drives and medical preventive check-ups on site.

# Values connect us

## Social responsibility

As one of the 50 largest companies in Austria, RWA Raiffeisen Ware Austria is aware of its social responsibility and carries it out in various ways:

The safe supply of the Austrian population with healthy food is a key value. RWA supports farmers throughout the production process with all necessary inputs, know-how and practical innovations. The dense network of silo locations and warehouses of RWA and the Lagerhaus cooperatives ensures sensible stockpiling and maintains the health of the agricultural products. Through the well organised pool marketing, large customers in the food industry can depend on compliance with supply contracts including when times are difficult.

RWA sees itself as a pioneer of agricultural innovation in Austria. Through the subsidiary AIL, it scouts worldwide for new ideas and services for the agricultural sector. It works with start-ups and innovative companies, with universities and other research institutions and is integrated into a global network. The most important task is to identify reasonable, sustainable approaches and products early on and prepare them for practical use in Austria.

As the umbrella organisation of the Lagerhaus cooperatives, RWA supports their economic success and thus makes an important contribution to making rural areas attractive and keeping them that way. The cooperatives are owned by the regional farmers. With the respective resources, they manage their home region, know its needs and purposefully invest profits back into the region. As important employers and purchasers, they are reliable partners to the regional economy. With their local sites and broad offering, they contribute to the quality of life in rural areas.

RWA Raiffeisen Ware Austria is closely connected with the cooperative idea and thus also makes a contribution to democracy. Because cooperatives stand for participation. They are a community of owners, in which each member has a seat and voice, can take part in decisions and shape its environment, and also take responsibility. Cooperatives are not about making a quick profit, but take decisions carefully and for the long term. They are adaptable, crisis-resistant and therefore also well set up for the challenges of the day.

## Legal notice

### **Owner, publisher and editor**

RWA Raiffeisen Ware Austria AG  
2100 Korneuburg, Raiffeisenstraße 1  
Phone: +43 (0) 2262/755 50-0  
Email: office@rwa.at  
rwa.at

### **Editorial team & concept**

RWA Communication | Dr Monika Voglgruber  
Dr Stefan Galoppi  
RWA Sustainability | Mag. Bernhard Riepl

### **Concept & design**

RWA Grafik & Design

### **Photos**

Karl Schrotter, Imre Antal,  
Patricia Weisskirchner,  
Christoph Bertos, Getty Images,  
RWA Grafik & Design



