The long-term business success of OMV Downstream depends on our ability to continually improve and guarantee the quality of our products, processes and services while protecting people, environment, assets and reputation. Therefore, Health, Safety, Security, Environment incl. Energy and Quality (HSSEQ) are integral parts of our business.

Our Vision “Zero Harm – No Losses” guides our behavior, actions and decisions:

**Leadership and Compliance**
- We hold ourselves accountable for our systems, products, services and actions
- We demonstrate commitment and leadership at all organization levels
- We expect our employees, partners and contractors to adhere to this policy and our management system
- We provide products, goods and services that meet customer and applicable statutory and regulatory requirements and enhance customer satisfaction
- We comply with all relevant legislation and OMV Group regulations wherever we operate

**Performance and Risk Management**
- We improve competence of all our employees on relevant HSSEQ matters
- We establish specific goals, measure and benchmark our progress for continuous performance improvement
- We identify hazards and threats to prevent, control or reduce risks to an acceptable level

**Focus Areas**
- We focus on the health of our employees by improving working conditions, health promotion programs and medical services
- We keep our workplaces and processes safe for the environment and all people who may be affected by our activities
- We actively engage in stakeholder dialog and manage our social impacts and risks
- We minimize our impact on the environment through pollution prevention, reduction of emissions and efficient use of energy and natural resources
- We protect against crime, malicious acts arising from geopolitical threats and business crime
- We develop resilience to respond and recover from incidents and ensure business continuity

Vienna, August 2019