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### Identifying issues

In the first phase of the process, workshop participants were asked to identify topics could be of importance to the company and its employees, as well as RAG Austria AG's stakeholders. These topics were determined in the light of the core issues und activities singled out by ISO 26000, the United Nations Sustainable Development Goals, the "megatrends" cited by Zukunftsinstituts.de, and the key issues that had emerged to date.

### Key stakeholders' concerns

The second step called for participants to judge the importance of each of the topics identified from the perspective of the relevant stakeholders. A scale of 0 to 10 (very important) was used.

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### Assessment of impacts

Thirdly, each point was evaluated individually to determine the extent of RAG's economic, social and environmental impact – both negative and positive. Here too, a scale of 0 to 10 (very high) was used.

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