## Strategy and analysis

<table>
<thead>
<tr>
<th>GRI</th>
<th>Indicator</th>
<th>Level</th>
<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-1</td>
<td>Provide a statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and the organization’s strategy for addressing sustainability.</td>
<td>✔</td>
<td>Introduction from the CEO [SR 2016]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
</tbody>
</table>

## Organizational profile

<table>
<thead>
<tr>
<th>GRI</th>
<th>Indicator</th>
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<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>G43</td>
<td>Name of organization</td>
<td>✔</td>
<td>About Shell [SR 2016]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
<tr>
<td>G44</td>
<td>Primary brands, products, services</td>
<td>✔</td>
<td>About Shell [SR 2016] Business overview [AR 2016]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
<tr>
<td>G45</td>
<td>Headquarters</td>
<td>✔</td>
<td>Carel van Bylandtlaan 16, 2596HR The Hague, The Netherlands Contact us [shell.com]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
<tr>
<td>G47</td>
<td>Nature of ownership and legal form</td>
<td>✔</td>
<td>Business overview [AR 2016]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
<tr>
<td>G48</td>
<td>Markets served</td>
<td>✔</td>
<td>Location of oil and gas exploration [AR 2016] Oil and gas production available for sale [AR 2016] Downstream data tables [AR 2016]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
</tbody>
</table>
G4-10 Total workforce by employment type, employment contract, and region

Our people [AR 2016]

Our reporting on a global level includes the different regions, elements like employment types or employment contracts will be considered in the local environment.

G4-11 Percentage of employees covered by collective bargaining agreements

We strive to maintain healthy relations with our employees. Dialogue between management and employees is integral to our work practices and takes place directly and, where appropriate, through employee representative bodies.

We regard accumulating numbers for this topic on a global level as not meaningful.

G4-12 Describe the organization’s supply chain

Contractors and suppliers [SR 2016]
Shell for suppliers [shell.com]

We do not have one document describing our complete supply chain. Common processes for procurement and contractor management are in place. Different teams are addressing strategy development, contractor management, specific business needs, performance management, HSSE and Social Performance, local content and communications.

G4-13 Significant changes to the organization in the reporting period regarding size, structure, or ownership

Chair’s message [AR 2016]
CEO’s review [AR 2016]
Risk factors [AR 2016]
Strategy and outlook [AR 2016]
Upstream – Investments and portfolio [AR 2016]

Not applicable

G4-14 Whether and how the precautionary approach or principle is addressed by the organization

Introduction from the CEO [SR 2016]
The energy future [SR 2016]
How sustainability works at Shell [SR 2016]
Safety [SR 2016]
Environment [SR 2016]
Addressing climate change [SR 2016]
Commitments, policies and standards [shell.com]

Not applicable

G4-15 List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.

Living by our principles [SR 2016]
Collaborations [SR 2016]
Commitments, policies and standards [shell.com]
Climate Change – public policy positions [shell.com]

Not applicable

G4-16 List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization participates or supports.

Environmental and social partners [SR 2016]
Collaborations [SR 2016]

Not applicable

Identified material aspects and boundaries

<table>
<thead>
<tr>
<th>UNGC GRI</th>
<th>Indicator</th>
<th>Level</th>
<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-17</td>
<td>Entities included in financial statements and those not covered by report</td>
<td></td>
<td>About this Report [AR 2016] About our reporting [SR 2016]</td>
<td>Not applicable</td>
</tr>
<tr>
<td></td>
<td>Boundaries and how the organization has implemented the Reporting</td>
<td></td>
<td>[AR 2016]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Principles for Defining Report Content.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G4-19</td>
<td>List all the material Aspects identified in the process for defining</td>
<td></td>
<td>Topic selection for 2016 [SR 2016] Risk factors [AR 2016]</td>
<td>We take material Aspects to</td>
</tr>
<tr>
<td></td>
<td>report content.</td>
<td></td>
<td></td>
<td>mean aspects that are</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>significant from a stakeholder</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>perspective, as explained in</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>our Sustainability Report</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>[SR 2016].</td>
</tr>
</tbody>
</table>
G4-20  For each material Aspect, report the Aspect Boundary within the organization.

<p>| About our reporting [SR 2016] |</p>
<table>
<thead>
<tr>
<th>About this Report [AR 2016]</th>
</tr>
</thead>
<tbody>
<tr>
<td>We report on an operational basis.</td>
</tr>
</tbody>
</table>

G4-21  For each material Aspect, report the Aspect Boundary outside the organization.

<table>
<thead>
<tr>
<th>Not reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is not within the scope for our global sustainability reporting efforts. Issues that are of significance on a local level are locally managed.</td>
</tr>
</tbody>
</table>

G4-22  Report the effect of any restatements of information provided in previous reports.

<table>
<thead>
<tr>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>No significant restatements were made in the applicable reporting year.</td>
</tr>
</tbody>
</table>

G4-23  Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.

<table>
<thead>
<tr>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is possible to compare our current report with previous reports to view the changes in our reporting over the years. We continue to report on an operational basis.</td>
</tr>
</tbody>
</table>

### Stakeholder engagement

<table>
<thead>
<tr>
<th>UNGC GRI</th>
<th>Indicator</th>
<th>Level</th>
<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-24</td>
<td>Provide a list of stakeholder groups engaged by the organization.</td>
<td>Topic selection for 2016 [SR 2016]</td>
<td>Not applicable</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>G4-25</td>
<td>Report the basis for identification and selection of stakeholders with whom to engage.</td>
<td>Topic selection for 2016 [SR 2016]</td>
<td>Not applicable</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>G4-26</td>
<td>Report the organization’s approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.</td>
<td>Topic selection for 2016 [SR 2016] Embedding sustainability into projects [SR 2016] Investing in communities [SR 2016] Environmental and social partners [SR 2016] Joint ventures [SR 2016] External Review Committee [SR 2016]</td>
<td>Communities – we hold community meetings and engage with advisory panels with local advisors throughout project life cycles. Suppliers &amp; Contractors – we engage with suppliers and contractors regularly to ensure they can meet our expectations and requirements with regard to health, safety, social, security and environmental issues. Governments – we engage with them as required by specific projects or operations. Non-Governmental Organizations – We have long-term relationships with several NGOs to work on specific areas, and meet as required by projects at hand. We engage with NGOs in the locations where we operate and cooperate on local initiatives as often as needed. The annual Shell People Survey is one of the principle tools used to measure employees’ views on a range of topics. ERC: The Committee meets in person three times annually (in The Hague, the Netherlands), and on other occasions by teleconference. It holds meetings with Shell senior management, including Shell’s Executive Committee, to discuss Shell’s approach to sustainability and our reporting.</td>
<td>no</td>
<td></td>
</tr>
</tbody>
</table>

G4-27  Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.

### Report profile

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>G4-28</td>
<td>Reporting period (such as fiscal or calendar year) for information provided</td>
<td>●</td>
<td>Cover Environmental data [SR 2016] About our reporting [SR 2016]</td>
<td>Not applicable</td>
<td>x no</td>
</tr>
<tr>
<td>G4-29</td>
<td>Date of most recent previous report (if any)</td>
<td>●</td>
<td>April 2016</td>
<td>Not applicable</td>
<td>x no</td>
</tr>
<tr>
<td>G4-30</td>
<td>Reporting cycle (such as annual, biennial)</td>
<td>●</td>
<td>Annual</td>
<td>Not applicable</td>
<td>x no</td>
</tr>
<tr>
<td>G4-31</td>
<td>Provide the contact point for questions regarding the report or its contents</td>
<td>●</td>
<td>Contact – Share your opinion [SR 2016]</td>
<td>Not applicable</td>
<td>x no</td>
</tr>
</tbody>
</table>
| G4-32    | a. Report the ‘in accordance’ option the organization has chosen.  
   b. Report the GRI Content Index for the chosen option. | ● a. Core |  | Not applicable | x no |
| G4-33    | a. Report the organization’s policy and current practice with regard to seeking external assurance for the report.  
   b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided.  
   c. Report the relationship between the organization and the assurance providers.  

### Governance

<table>
<thead>
<tr>
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</tr>
</thead>
</table>
## Ethics and integrity

<table>
<thead>
<tr>
<th>UNGC GRI</th>
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<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 and 10 G4-56</td>
<td>Describe the organization’s values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.</td>
<td>✓</td>
<td>Living by our principles [SR 2016] Our values [shell.com]</td>
<td>Not applicable</td>
<td>☒ no</td>
</tr>
</tbody>
</table>

## Economic

### ECONOMIC PERFORMANCE

<table>
<thead>
<tr>
<th>UNGC GRI</th>
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<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>7-9 G4DMA</td>
<td>Disclosures on management approach</td>
<td>✓</td>
<td>About Shell [SR 2016] Tax and transparency [SR 2016]</td>
<td>Not applicable</td>
<td>☒ no</td>
</tr>
</tbody>
</table>

### MARKET PRESENCE

<table>
<thead>
<tr>
<th>UNGC GRI</th>
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<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4DMA</td>
<td>Disclosures on management approach</td>
<td>✓</td>
<td>How sustainability works at Shell [SR 2016] Social performance – Investing in communities [SR 2016] Contractors and suppliers [SR 2016]</td>
<td>We consider this indicator significant as described in the oil and gas sector disclosure guidance notes.</td>
<td>☒ no</td>
</tr>
</tbody>
</table>

### INDIRECT ECONOMIC IMPACTS

<table>
<thead>
<tr>
<th>UNGC GRI</th>
<th>Indicator</th>
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<th>Location of disclosures</th>
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</tr>
</thead>
<tbody>
<tr>
<td>G4EC7</td>
<td>Development and implication of infrastructure investments and services supported</td>
<td>✓</td>
<td>Embedding sustainability into projects [SR 2016] Social performance – Investing in communities [SR 2016]</td>
<td>We engage with communities to identify how we can avoid, minimise or mitigate negative impacts.</td>
<td>☒ no</td>
</tr>
</tbody>
</table>
**PROCUREMENT PRACTICES**

**G4EC8** Significant indirect impacts, including the extent of impacts

- How sustainability works at Shell [SR 2016]
- Embedding sustainability into projects [SR 2016]
- Social performance – Investing in communities [SR 2016]
- Social performance – Listening and responding [SR 2016]
- Contractors and suppliers [SR 2016]

Not applicable

**G4EC9** Proportion of spending on local suppliers at significant locations of operation

- Social performance – Listening and responding [SR 2016]
- Contractors and suppliers [SR 2016]

Not applicable

---

**Environmental**

<table>
<thead>
<tr>
<th>UNGC GRI</th>
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<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MATERIALS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>G4EN1</td>
<td>Materials used by weight or volume</td>
<td>We report on the amount of crude oil and other oil products used in our refining processes (Downstream [AR 2016]). We do not group or add all the numbers of inputs and materials that are bought in our worldwide operations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ENERGY (CONSUMPTION)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>G4EN3</td>
<td>Energy consumption within the organization</td>
<td>CDP section CC11 (energy) [shell.com]</td>
<td>Our assurance statements are available at our website [shell.com].</td>
<td>yes</td>
</tr>
<tr>
<td></td>
<td>G4EN4</td>
<td>Energy consumption outside the organization</td>
<td>CDP section CC14 (Scope 3 emissions) [shell.com]</td>
<td>Our assurance statements are available at our website [shell.com].</td>
<td>yes</td>
</tr>
<tr>
<td></td>
<td>G4EN6</td>
<td>Reduction of energy consumption</td>
<td>Our work to address climate change [SR 2016] Environment – Environmental performance [SR 2016] CDP section CC3 (targets and initiatives) [shell.com]</td>
<td>Not applicable</td>
<td>no</td>
</tr>
</tbody>
</table>
### WATER

| 7 | G4DMA | Disclosures on management approach | ● | Environment – Environmental performance [SR 2016]  
Economic performance [SR 2016]  
Oil sands [SR 2016]  
Our approach to fresh water [shell.com] | Not applicable | □ no |

| 7-8 | G4EN8 | Total water withdrawal by source | ● | Environmental data [SR 2016]  
2015 Oil Sands Report: page 30 [shell.ca] | We do not report on water withdrawal by source on a group level. Water withdrawal by source is reported for oil sands operations. | □ no |

| 8 | G4EN10 | Percentage and total volume of water recycled and reused | ● | 2015 Oil Sands Report: page 30 [shell.ca] | As water is managed as an issue on a local level, we do not report on this globally. Water recycling rates are for oil sands operations. | □ no |

### BIODIVERSITY

| 7-8 | G4DMA | Disclosures on management approach | ● | Embedding sustainability into projects [SR 2016]  
Environment [SR 2016]  
Biodiversity [shell.com] | Not applicable | □ no |

| 7-8 | G4EN11 | Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | ● | Biodiversity – Environmentally sensitive areas [shell.com] | Not applicable | □ no |

| 7-8 | G4EN12 | Description of significant impacts of activities, products and services on biodiversity in protected areas of high biodiversity value outside protected areas | ● | Embedding sustainability into projects [SR 2016]  
Environment [SR 2016] | Not applicable | □ no |

| G4EN13 | Habitats protected or restored | ● | Our activities in Nigeria [SR 2016]  
Environment [SR 2016]  
Environmental and social partners [SR 2016]  
Biodiversity [shell.com]  
Our major projects – Majnoon [shell.com] | Not applicable | □ no |

### EMISSIONS

| 7 | G4DMA | Disclosures on management approach | ● | Addressing climate change [SR 2016]  
Greenhouse gas emissions [shell.com]  
CDP section CC3 (targets and initiatives) [shell.com]  
Risk factors [AR 2016]  
Environment and society – Climate change [AR 2016] | Not applicable | □ no |

| 7-8 | G4EN15 | Direct greenhouse gas (GHG) emissions (Scope 1) | ● | CDP section CC9 (Scope 1 emissions) [shell.com]  
Greenhouse gas emissions [shell.com] | The direct (Scope 1) emissions come from the facilities under the operational control or the equity boundary. Our assurance statements are available at our website [shell.com]. | □ yes |

| 7-8 | G4EN16 | Energy indirect GHG emissions (Scope 2) | ● | CDP section CC10 (Scope 2 emissions) [shell.com]  
Greenhouse gas emissions [shell.com] | The energy indirect (Scope 2) emissions come from the facilities of others that provide electricity or heat and steam to our operations. Our assurance statements are available at our website [shell.com]. | □ yes |
7-8 G4EN17 Other indirect GHG emissions (Scope 3)

CDP section CC14 (Scope 3 emissions) [shell.com]
Greenhouse gas emissions [shell.com]
Scope 3 emissions are those emissions that we estimate come from the use of our refinery and natural gas products as reported in the Annual Report. Our assurance statements are available at our website [shell.com].

7-8 G4EN18 GHG emissions intensity ratio

Environment and society – Climate change [AR 2016]
Greenhouse gas emissions [shell.com]
Emissions intensity is a measure of the amount of GHG produced for each unit of oil or gas produced by our upstream operations or crude and feedstock refined by the downstream facilities where we have operational control. It is the total amount of GHGs emitted (direct and energy indirect) per unit of output or throughput. Our assurance statements are available at our website [shell.com].

7-8 G4EN19 Reduction of GHG emissions

Environment – Environmental performance [SR 2016]
Environment and society – Climate change [AR 2016]
The reductions are not broken down by type of GHG or initiative. Our assurance statements are available at our website [shell.com].

7-8 G4EN20 Emission of ozone depleting substances

Environment – Environmental performance [SR 2016]
Environmental data [SR 2016]
We report the amount of gas lost to the atmosphere. It is reported in terms of mass of the actual gas.

7-8 G4EN21 NOx, SOx, POP, VOC, HAP, PM

Environment – Environmental performance [SR 2016]
Environmental data [SR 2016]
This is not broken down by business sector, because it is not meaningful for our performance management.

**EFFLUENTS AND WASTE**

7 G4DMA Disclosures on management approach

Environment – Environmental performance [SR 2016]
Managing waste [shell.com]
Not applicable

7-8 G4EN23 Total weight of waste by type and disposal method

Environmental data [SR 2016]
The total amount of waste (hazardous and nonhazardous) in tonnes by type for composting, reuse, recovery, composting, incineration (or use as fuel), landfill, deep well injection and on-site storage. We report separately on (1) hazardous and (2) nonhazardous waste. We do not report on all the disposal methods of all our different waste flows on a group level. Individual installations will have their own expanded waste metrics and targets, some derived from government permits for regional and local impacts.

7-8 G4EN24 Total number and volume of significant spills

Our activities in Nigeria [SR 2016]
Environment – Environmental performance [SR 2016]
Environmental data [SR 2016]
Environment and society – Climate change [AR 2016]
Not applicable

**PRODUCT AND SERVICES**

7 G4DMA Disclosures on management approach

Lower-carbon alternatives [SR 2016]
Not applicable

7 G4EMA Extent of impact mitigation of environmental impact of products and services

Lower-carbon alternatives [SR 2016]
Not applicable
**COMPLIANCE**

7. G4DMA Disclosures on management approach  
   - Disclosures on management approach
   - Our people [AR 2016]
   - Consolidated Balance Sheet [AR 2016]
   - Legal proceedings and other contingencies [AR 2016]

   Compliance is an aspect of our policy, rather than a material aspect.

7. G4EN29 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations

   We are subject to a variety of environmental laws, regulations and reporting requirements in the countries where we operate. Infringing any of these laws, regulations and requirements could result in significant costs, including clean-up costs, fines, sanctions and third-party claims, as well as harm our reputation and our ability to do business. Our ongoing operating expenses include the costs of avoiding unauthorised discharges into the air and water, and the safe disposal and handling of waste.

**SUPPLIER ENVIRONMENTAL ASSESSMENT**

7. G4DMA Disclosures on management approach  
   - Disclosures on management approach
   - Contractors and suppliers [SR 2016]

   Supplier environmental assessments are part of our general supplier assessment approach.

7. G4EN32 Percentage of new suppliers that were screened using environmental criteria

   Supplier environmental assessments are part of our general supplier assessment approach. All our suppliers must comply with the Shell Supplier principles, but assessment against specific criteria is based on perceived risk.

**ENVIRONMENTAL GRIEVANCE MECHANISMS**

7. G4DMA Disclosures on management approach  
   - Disclosures on management approach
   - Social performance – Investing in communities [SR 2016]
   - Social performance – Listening and responding [SR 2016]

   Categorisation of community complaints is locally determined and their treatments are not differentiated.

7. G4EN34 Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms

   Categorisation of community complaints is locally determined and their treatments are not differentiated.

**Social: Labor practices and decent work**

<table>
<thead>
<tr>
<th>UNGC GRI</th>
<th>Indicator</th>
<th>Level</th>
<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
</table>
| 1        | G4DMA Disclosures on management approach                                  | ●     | Living by our principles [SR 2016]  
   Contractors and suppliers [SR 2016]  
   Our business partners [SR 2016]      | Not applicable                        | X no |

1. G4LA1 Total number and rates of new employee hires and employee turnover by age group, gender and region  
   - Our people [AR 2016]

   At December 31, 2016, we employed 89,000 people, compared with 90,000 at December 2015. The reduction in 2016 was driven by our continued effort to improve operational efficiency and reduce costs, mainly through redundancy programmes, which more than offset the impact of the acquisition of BG Group plc (BG), the insourcing of specific skill sets into the organisation (predominantly into our business service centres) and other external recruitment to build our talent pipeline.
### OCCUPATIONAL HEALTH AND SAFETY

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Description</th>
<th>Relevant Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4LA2</td>
<td>Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation</td>
<td>Part-time and full-time employees have the same benefits, though these may vary based on country.</td>
<td>Our people [AR 2016]</td>
</tr>
</tbody>
</table>

### TRAINING AND EDUCATION

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Description</th>
<th>Relevant Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4MA</td>
<td>Disclosures on management approach</td>
<td>Employee training is very important to us. We describe with regard to building the competence of our staff in different topic areas, such as safety and environment.</td>
<td>Living by our principles [SR 2016]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Our business partners [SR 2016]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Our people [AR 2016]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Safety [SR 2016]</td>
</tr>
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<td></td>
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<td>Environment [SR 2016]</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Social [SR 2016]</td>
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<tr>
<td></td>
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<td></td>
<td>Embedding sustainability into projects [SR 2016]</td>
</tr>
</tbody>
</table>

### DIVERSITY AND EQUAL OPPORTUNITY

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Description</th>
<th>Relevant Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4MA</td>
<td>Disclosures on management approach</td>
<td>Not applicable</td>
<td>Our people [AR 2016]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Committees [AR 2016]</td>
</tr>
</tbody>
</table>
Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity

Diversity is not reported by age group or minority group, as this is proprietary information. We report diversity data on the composition of our Board of Directors and the Board Committees. We also provide information on employees by gender and nationality in senior leadership positions. Data on minority employees are not aggregated globally, as this is defined locally and legislation in some countries prohibit requesting race/ethnicity data. The data on disabled employees are not collected or aggregated as this depends on local legislation on disability recording and also individual wishes for declaration. In some countries, disclosure of these data is not permitted.

SUPPLIER ASSESSMENT FOR LABOR PRACTICES

2. G4MA Disclosures on management approach

Living by our principles [SR 2016]
Contractors and suppliers [SR 2016]

Not applicable

G4LA14 Percentage of new suppliers that were screened using labour practices criteria

Working with communities – Social performance [SR 2016]
Contractors and suppliers [SR 2016]

All our suppliers must comply with the Shell Supplier principles, but assessment against specific criteria is based on perceived risk.

Social: Human rights

<table>
<thead>
<tr>
<th>UNGC GRI Indicator</th>
<th>Level</th>
<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>INVESTMENT</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>1-2-7 G4MA Disclosures on management approach</td>
<td></td>
<td></td>
<td></td>
<td>no</td>
</tr>
</tbody>
</table>

Living by our principles [SR 2016]
Contractors and suppliers [SR 2016]
Joint ventures [SR 2016]
Our values [shell.com]
UK Modern Slavery Statement [shell.com]
VPSHR report [shell.com]

All Shell companies and Shell-operated joint ventures must comply with local legislation and regulations, and must conduct their activities in line with the Shell General Business Principles and our core values of honesty, integrity and respect for people. We also encourage joint ventures we do not operate to apply materially equivalent business principles. Respect for human rights is embedded in our Business Principles and in our Code of Conduct. Our approach is informed by the Universal Declaration of Human Rights, the core conventions of the International Labour Organisation and the United Nations’ Guiding Principles on Business and Human Rights. We have a Global Helpline in place for all employees and contract staff in Shell and for third parties with whom Shell has a business relationship (such as customers, suppliers, agents) to raise concerns and report instances of potential non-compliance with our values and principles, in full confidence and without fear of retaliation. Respect for human rights and provision of remedy for potential non-compliance are ways in which we uphold our Business Principles.
Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening

Our values [shell.com]
UK Modern Slavery Statement [shell.com]
VPSHR report [shell.com]

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Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.

Living by our principles [SR 2016]
Risk factors [AR 2016]

All our employees and contractors follow mandatory training on Shell’s Code of Conduct. We do not record the number of hours used for this specifically.

Disclosure of management approach

Working with communities – Social performance [SR 2016]
Living by our principles [SR 2016]
Joint ventures [SR 2016]
Environmental data [SR 2016]

Not applicable

Disclosure of management approach

Living by our principles [SR 2016]
Contractors and suppliers [SR 2016]

Certain areas of our supply chain may pose a higher risk to labour rights due to their location and the nature of the goods and services we procure. In these cases, we use a defined set of criteria to identify potential supply-chain risks and, where we see risk, we ask suppliers to undertake due diligence studies before considering awarding a contract. In 2016, 1,436 suppliers who worked to deliver Shell projects and help run our operations, were required to register with our Supplier Qualification System. Of these suppliers, several hundred were flagged for second stage qualification for one of our risk filters, 70 of which were flagged for labour risks risk analysis.

Disclosure of management approach

Working with communities – Social performance [SR 2016]
Living by our principles [SR 2016]
Joint ventures [SR 2016]
Environmental data [SR 2016]

Not applicable
Operations and suppliers identified as having significant risk for incidents of forced and compulsory labour, and measures taken to contribute to the effective abolition of all forms of forced or compulsory labour.

Living by our principles [SR 2016]
Contractors and suppliers [SR 2016]
UK Modern Slavery Statement [shell.com]

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SECURITY PRACTICES

1  G4DMA  Disclosures on management approach

| Security [SR 2016]  
| Living by our principles [SR 2016]  
| Social and safety data [SR 2016]  
| VPSHR report [shell.com] |

Not applicable  

1-2  G4HR7  Percentage of security personnel trained in the organization’s human rights policies or procedures that are relevant to operations

| Security [SR 2016]  
| Living by our principles [SR 2016]  
| VPSHR report [shell.com] |

We measure the percentage of countries with procedures in relation to security and human rights in place. The voluntary principles on security and human rights are implemented across Shell and are included in our private security contracts and our engagement with public security forces. We conduct annual risk assessments in our relevant operations and provide training to employees and contractors.

INDIGENOUS RIGHTS

1  G4DMA  Disclosures on management approach

| Social performance – Listening and responding [SR 2016]  
| Living by our principles [SR 2016] |

Not applicable  

G4HR8  Total number of incidents of violations involving rights of indigenous peoples and actions taken

Our approach is to prevent infringements of rights through engagement with affected stakeholders, compliance with local laws and Shell standards, and training for staff.

ASSESSMENT

1-2  G4DMA  Embedding sustainability into projects [SR 2016]  
Working with communities [SR 2016]  
Working with communities – Social performance [SR 2016]  
Living by our principles [SR 2016]  

Not applicable
Our values [shell.com]
Embedding sustainability into projects [SR 2016]
Social performance – Listening and responding [SR 2016]
Living by our principles [SR 2016]
Contractors and suppliers [SR 2016]
Impact Assessment [shell.com]

Shell’s framework of policies and manuals covers Human Rights. In practice we assess potential impacts on human rights using Environmental, Social, and Health Impact Assessments - which may include specialist topics such as cultural heritage, social livelihoods, security assessments, social performance plans, grievance mechanisms, and contracting and procurement procedures. This is not reported by percentage of operations. However, all the relevant systems, processes, and tools apply where it is understood there may be a potential impact.

SUPPLIER HUMAN RIGHTS ASSESSMENT

1-2 G4DMA Disclosures on management approach

Living by our principles [SR 2016]
Contractors and suppliers [SR 2016]
UK Modern Slavery Statement [shell.com]
VPSHR report [shell.com]

All Shell companies and Shell-operated joint ventures must comply with local legislation and regulations, and must conduct their activities in line with the Shell General Business Principles and our core values of honesty, integrity and respect for people. We also encourage joint ventures we do not operate to apply materially equivalent business principles. Respect for human rights is embedded in our Business Principles and in our Code of Conduct. Our approach is informed by the Universal Declaration of Human Rights, the core conventions of the International Labour Organisation and the United Nations’ Guiding Principles on Business and Human Rights. We have a Global Helpline in place for all employees and contract staff in Shell and for third parties with whom Shell has a business relationship (such as customers, suppliers, agents) to raise concerns and report instances of potential non-compliance with our values and principles, in full confidence and without fear of retaliation. Respect for human rights and provision of remedy for potential non-compliance are ways in which we uphold our Business Principles.

1-2 G4HR9 Total number and percentage of operations that have been subject to human rights reviews or impact assessments

1-2 G4HR10 Percentage of new suppliers that were screened using human rights criteria

Working with communities – Social performance [SR 2016]
Living by our principles [SR 2016]
Contractors and suppliers [SR 2016]

Not applicable

HUMAN RIGHTS GRIEVANCE MECHANISMS

1-2 G4DMA Describe the availability and accessibility of grievance mechanisms and remediation processes for human rights and the involvement of stakeholders in monitoring their effectiveness. List the types of training on the availability and accessibility of grievance mechanisms and remediation processes.

Working with communities [SR 2016]
Living by our principles [SR 2016]

Not applicable

1-2 G4HR12 Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms

Working with communities – Social performance [SR 2016]

We report on community complaints in a number of categories.
## Social: Society

<table>
<thead>
<tr>
<th>UNGC GRI</th>
<th>Indicator</th>
<th>Level</th>
<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCAL COMMUNITIES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G4DMA</td>
<td>Disclosures on management approach</td>
<td></td>
<td>Working with communities [SR 2016]</td>
<td>Not applicable</td>
<td>x no</td>
</tr>
<tr>
<td>G4SO1</td>
<td>Percentage of operations with implemented local community engagement, impact assessment, and development</td>
<td></td>
<td>Embedding sustainability into projects [SR 2016] Social performance [SR 2016]</td>
<td>We have implemented community feedback mechanisms at all of our operations and projects to receive, track, and respond to questions and complaints from community members. This enables us to capture and resolve concerns quickly in a transparent way, and to track our performance.</td>
<td>x no</td>
</tr>
<tr>
<td>G4SO2</td>
<td>Operations with significant actual and potential negative impacts on local communities</td>
<td></td>
<td>Embedding sustainability into projects [SR 2016] Safety [SR 2016] Social performance [SR 2016]</td>
<td>We report on this on a significant example basis.</td>
<td>x no</td>
</tr>
<tr>
<td>ANTI-CORRUPTION</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>G4DMA</td>
<td>Disclosures on management approach</td>
<td></td>
<td></td>
<td>x no</td>
</tr>
<tr>
<td>10</td>
<td>G4SO3</td>
<td>Total number and percentage of operations assessed for risks related to corruption and the significant risks identified</td>
<td></td>
<td></td>
<td>x no</td>
</tr>
</tbody>
</table>

### LOCAL COMMUNITIES

**G4DMA)** Disclosures on management approach

- **Level:** Working with communities [SR 2016]

**Comment / Reason for Omission**

- **Not applicable**

**External Assurance**

- **x no**

**G4SO1** Percentage of operations with implemented local community engagement, impact assessment, and development

- **Level:** Embedding sustainability into projects [SR 2016] Social performance [SR 2016]

**Comment / Reason for Omission**

- We have implemented community feedback mechanisms at all of our operations and projects to receive, track, and respond to questions and complaints from community members. This enables us to capture and resolve concerns quickly in a transparent way, and to track our performance.

**External Assurance**

- **x no**

**G4SO2** Operations with significant actual and potential negative impacts on local communities


**Comment / Reason for Omission**

- We report on this on a significant example basis.

**External Assurance**

- **x no**

### ANTI-CORRUPTION

**10 G4DMA** Disclosures on management approach

- **Level:** Living by our principles [SR 2016] Our values [shell.com] Business integrity [shell.com]

**Comment / Reason for Omission**

- **Not applicable**

**External Assurance**

- **x no**

**10 G4SO3** Total number and percentage of operations assessed for risks related to corruption and the significant risks identified

- **Level:** Living by our principles [SR 2016] Our values [shell.com] Business integrity [shell.com]

**Comment / Reason for Omission**

- The Shell General Business Principles state our insistence on honesty, integrity and fairness in all aspects of our business. The direct or indirect offer, payment, solicitation or acceptance of bribes is unacceptable. UN Global Compact Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery. In line with this principle, Shell maintains a global Anti-bribery and Corruption (ABC) programme that includes elements designed to prevent or detect and remediate potential violations. The programme begins with our anti-bribery commitment, an integral part of the Shell General Business Principles. Our policy is clear: we do not tolerate the direct or indirect offer, payment, solicitation or acceptance of bribes in any form. Facilitation payments are also prohibited. Our Code of Conduct includes specific instructions to staff, such as requirements to avoid or declare potential conflicts of interest, and others that concern the offer or acceptance of gifts and hospitality.

**External Assurance**

- **x no**
Communication and training on anti-corruption policies and procedures

Living by our principles [SR 2016]

Communications from leaders include messages about these commitments and the associated requirements. These are reinforced with both global and targeted communications, to ensure that staff are frequently reminded of their obligations.

In addition to the Code of Conduct, we have established mandatory anti-bribery procedures and controls applicable to all Shell Businesses and Functions, throughout their operations. The procedures and controls are designed to address a range of corruption related risks and to focus resources and attention in the areas of higher risk.

We regularly review and revise these procedures, controls and risk criteria to ensure they remain up-to-date with applicable laws, regulations and best practices. Our programme reviews also take into account results from relevant internal audits, reviews and investigations.

As part of our approach to ethics & compliance training, we take action to ensure that our anti-corruption policies, standards, and procedures are communicated to all directors, officers, employees, and, where necessary and appropriate, to agents and business partners.

Particular areas of focus with third parties include continued strengthening of due diligence procedures, and clearly articulated requirements (for example through the use of standard contract clauses).

Confirmed incidents of corruption and actions taken

Our business partners [SR 2016]
Living by our principles [SR 2016]

We report on Code of Conduct violations. These are not necessarily all incidents of corruption.

PUBLIC POLICY

Describe the significant issues that are the focus of the organization’s participation in public policy development and lobbying. This refers to participation at the level of the entire organizations, rather than individual operations. Provide the organization’s core position for each of the identified issues, and describe any significant differences between lobbying positions and stated policies, sustainability goals or other public positions.

Towards a low-carbon future [SR 2016]
Our work to address climate change [SR 2016]
Collaborations [SR 2016]

Not applicable

Total value of political contributions by country and recipient/beneficiary

Our Business Principles prohibit payments by Shell companies to political parties. The principles aim to avoid Shell companies buying – or being perceived to be buying – favours, and avoiding direct or indirect bribery and corruption (Public advocacy and political activity [shell.com]).

Disclosures on management approach

Compliance is an aspect of our policy and operations, rather than a material topic in its own right.
G4-SO8 Monetary value of significant fines and total number of non-monetary sanction for non-compliance with laws and regulations

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>G4-SO8</td>
<td></td>
<td></td>
<td>This is not reported on a group level.</td>
</tr>
</tbody>
</table>

**GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY**

G4-DMA Disclosures on management approach

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Level</th>
<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
</tr>
</thead>
</table>

G4-SO11 Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Level</th>
<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
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**Sector specific disclosures**

<table>
<thead>
<tr>
<th>UNGC GRI</th>
<th>Indicator</th>
<th>Level</th>
<th>Location of disclosures</th>
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<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-OG1</td>
<td>Volume and type of estimates proven reserves and production</td>
<td>Risk factors [AR 2016]</td>
<td>Not applicable</td>
<td>X no</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>G4-OG2</td>
<td>Total amount invested in renewable energy</td>
<td>Research and development [SR 2016] Integrated Gas [AR 2016]</td>
<td>In 2016, we created our New Energies business, which invests in low-carbon energy such as biofuels, hydrogen, wind and solar power. However, we are not reporting in categories as suggested by GRI. The New Energies business is part of our Integrated Gas business.</td>
<td>X no</td>
</tr>
<tr>
<td>9</td>
<td>G4-OG3</td>
<td>Total amount of renewable energy generated by source</td>
<td>Biofuels [SR 2016] Solar and wind technologies [SR 2016]</td>
<td>Overall, the amount of renewable energy that we are generating is not material. Information about our current production is available in our sustainability report.</td>
<td>X no</td>
</tr>
<tr>
<td>8</td>
<td>G4-OG4</td>
<td>Number and percentage of significant operating sites in which biodiversity risk has been assessed and monitored</td>
<td>Environmental and social partners [SR 2016] Biodiversity – Environmentally sensitive areas [shell.com]</td>
<td>We do not calculate percentages as this is not meaningful in the context of the number of our sites.</td>
<td>X no</td>
</tr>
<tr>
<td>8</td>
<td>G4-OG5</td>
<td>Volume and disposal of formation of produced water</td>
<td></td>
<td>Reporting on this matter is done in accordance with local regulations.</td>
<td>X no</td>
</tr>
<tr>
<td>8</td>
<td>G4-OG7</td>
<td>Amount of drilling waste (drill mud and cuttings) and strategies for treatment and disposal</td>
<td></td>
<td>Drilling waste is managed locally according to regulations, including internal policies and procedures.</td>
<td>X no</td>
</tr>
<tr>
<td>G4-OG8</td>
<td>Bensene, lead and sulfur content in fuels</td>
<td>Product stewardship [shell.com]</td>
<td></td>
<td>We are producing a wide range of products and selling them in many countries. We regard grouping numbers on a global level as not meaningful.</td>
<td>X no</td>
</tr>
<tr>
<td>1</td>
<td>G4-OG9</td>
<td>Operations where indigenous communities are present or affected by activities and where specific engagement strategies are in place</td>
<td>Oil sands [SR 2016] Environment [SR 2016] Shell’s Oil Sands Business [shell.ca]</td>
<td>Not applicable</td>
<td>X no</td>
</tr>
</tbody>
</table>
G4OG10 Number and description of significant disputes with local communities and indigenous peoples

Cases are addressed locally, considering the local context and regulations. We regard grouping numbers on a global level as not meaningful as cases may not be comparable.

G4OG11 Number of sites that have been decommissioned and sites that are in the process of being decommissioned

Decommissioning and restoration [SR 2016]
Embedding sustainability into projects [SR 2016]
Decommissioning [shell.co.uk]

We do not consider the number of sites material. The definition of 'site' can vary. Our processes for embedding sustainability into our projects also apply to decommissioning and restoration, as well as for new projects.

= Fully fulfilled  = Partially fulfilled  = Not fulfilled