<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>G4-1</td>
<td>Provide a statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and the organisation’s strategy for addressing sustainability.</td>
<td>●</td>
<td>Introduction from the CEO [SR 2017]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>G4-3</td>
<td>Name of organisation</td>
<td>●</td>
<td>About Shell [SR 2017]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
<tr>
<td>G4-4</td>
<td>Primary brands, products, services</td>
<td>●</td>
<td>About Shell [SR 2017] Business overview [AR 2017]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
<tr>
<td>G4-5</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>G4-6</td>
<td>Number of countries where the organisation operates</td>
<td>●</td>
<td>Upstream – Business and property [AR 2017] Downstream – Business and property [AR 2017] Leadership [shell.com]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
<tr>
<td>G4-7</td>
<td>Nature of ownership and legal form</td>
<td>●</td>
<td>Business overview [AR 2017]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
<tr>
<td>G4-8</td>
<td>Markets served</td>
<td>●</td>
<td>Location of oil and gas exploration [AR 2017] Oil and gas production available for sale [AR 2017] Downstream data tables [AR 2017]</td>
<td>Not applicable</td>
<td>✗ no</td>
</tr>
</tbody>
</table>
### Identified material aspects and boundaries

<table>
<thead>
<tr>
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<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-17</td>
<td>Entities included in financial statements and those not covered by report</td>
<td>About this Report [AR 2017]</td>
<td>Not applicable</td>
<td></td>
<td>no</td>
</tr>
</tbody>
</table>

**Table notes:**
- **G4-10** Total workforce by employment type, employment contract, and region
- **G4-11** Percentage of employees covered by collective bargaining agreements
- **G4-12** Describe the organisation’s supply chain
- **G4-13** Significant changes to the organisation in the reporting period regarding size, structure, or ownership
- **G4-14** Whether and how the precautionary approach or principle is addressed by the organisation
- **G4-15** List externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.
- **G4-16** List memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation participates or supports.

**Commentaries:**
- **G4-10** 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** 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** 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.
G4-18 Explain the process for defining the report content and the Aspect Boundaries and how the organisation has implemented the Reporting Principles for Defining Report Content.
- About this report [AR 2017]
- About this Report [AR 2017]

G4-19 List all the material Aspects identified in the process for defining report content.
- About this report [AR 2017]
- Risk factors [AR 2017]

We take material Aspects to mean aspects that are significant from a stakeholder perspective, as explained in our Sustainability Report [SR 2017].

G4-20 For each material Aspect, report the Aspect Boundary within the organisation.
- About our data [SR 2017]
- About our reporting [SR 2017]
- About this Report [AR 2017]

We report on an operational basis.

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

This is not within the scope for our global sustainability reporting efforts. Issues that are of significance on a local level are locally managed.

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

No significant restatements were made in the applicable reporting year.

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

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.

Stakeholder engagement

<table>
<thead>
<tr>
<th>UNGC GRI</th>
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</tr>
</thead>
<tbody>
<tr>
<td>G4-24</td>
<td>Provide a list of stakeholder groups engaged by the organisation.</td>
<td></td>
<td>About this report [AR 2017]</td>
<td>Not applicable</td>
<td>x no</td>
</tr>
<tr>
<td>G4-25</td>
<td>Report the basis for identification and selection of stakeholders with whom to engage</td>
<td></td>
<td>About this report [AR 2017]</td>
<td>Not applicable</td>
<td>x no</td>
</tr>
</tbody>
</table>
G4-26 Report the organisation’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.

- About this report [AR 2017]
- Embedding sustainability into projects [SR 2017]
- Investing in communities [SR 2017]
- Environmental and social partners [SR 2017]
- Joint ventures [SR 2017]
- Report Review Panel [SR 2017]

Communities – we hold community meetings and engage with advisory panels with local advisors throughout project life cycles.

Suppliers & 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 Organisations – 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 co-operate 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.

Report Review Panel: The panel provided input as part of our content selection process and reviewed the report in-depth before preparing their statement focusing on the quality of the report. The panel met to discuss Shell’s reporting, question Shell experts and prepare their statement.

G4-27 Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation 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.

- About this report [AR 2017]
- Community feedback – Social performance [SR 2017]
- Report Review Panel [SR 2017]

About this report [SR 2017], Report Review Panel/opinion [SR 2017] explain how stakeholders’ opinions are incorporated into our reporting.

Report profile

<table>
<thead>
<tr>
<th>Indicator</th>
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<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-28</td>
<td>G4-28</td>
<td></td>
<td>Cover</td>
<td>Not applicable</td>
<td>X no</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Environmental data [SR 2017]</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>About our data [SR 2017]</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>About this report [AR 2017]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G4-29</td>
<td>G4-29</td>
<td></td>
<td>About this report [AR 2017]</td>
<td>Not applicable</td>
<td>X no</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Environmental data [SR 2017]</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Report Review Panel [SR 2017]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G4-30</td>
<td>G4-30</td>
<td>Annual</td>
<td>Not applicable</td>
<td></td>
<td>X no</td>
</tr>
<tr>
<td>G4-31</td>
<td>G4-31</td>
<td></td>
<td>Contact – Share your opinion [SR 2017]</td>
<td>Not applicable</td>
<td>X no</td>
</tr>
<tr>
<td>G4-32 a.</td>
<td>G4-32</td>
<td>a. Core</td>
<td>Not applicable</td>
<td></td>
<td>X no</td>
</tr>
</tbody>
</table>

G4-32 b. Report the ‘in accordance’ option the organisation has chosen.

b2. Report the GRI content index for the chosen option.
a. Report the organisation’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 organisation and the assurance providers.

d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organisation’s sustainability report.

**Governance**

<table>
<thead>
<tr>
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</thead>
</table>

**Ethics and integrity**

<table>
<thead>
<tr>
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<th>Location of disclosures</th>
<th>Comment / Reason for Omission</th>
<th>External Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 and 10</td>
<td>G4-56</td>
<td>Describe the organisation’s values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.</td>
<td>Living by our principles [SR 2017] Our values [shell.com]</td>
<td>Not applicable</td>
<td>no</td>
</tr>
</tbody>
</table>

**Economic**

**ECONOMIC PERFORMANCE**

<table>
<thead>
<tr>
<th>UNGC</th>
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<th>Comment / Reason for Omission</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7-9</td>
<td>G4-DMa</td>
<td>Disclosures on management approach</td>
<td>About Shell [SR 2017] Tax and transparency [SR 2017]</td>
<td>Not applicable</td>
<td>no</td>
</tr>
</tbody>
</table>
As of 2016, we make mandatory disclosures under the Reports on Payments to Governments Regulations 2014, and we file our Payments to Governments Report with the UK's Companies House. The report covering calendar year 2017 has been published on our website [shell.com].

7-9 G4-EC2 Financial implications and other risks and opportunities for the organisation’s activities due to climate change

- Risk factors [AR 2017]
- Business overview [AR 2017]
- Research and development [SR 2017]
- Carbon capture and storage [SR 2017]
- Lower carbon alternatives [SR 2017]
- Managing methane emissions [SR 2017]
- Flaring [SR 2017]
- Nigeria briefing notes [shell.com.ng]

MARKET PRESENCE

G4-DMA Disclosures on management approach

- Sustainability at Shell [SR 2017]
- Social performance – Investing in communities [SR 2017]
- Contractors and suppliers [SR 2017]

We consider this indicator significant as described in the oil and gas sector disclosure guidance notes.

INDIRECT ECONOMIC IMPACTS

G4-DMA Disclosure of management approach

- Sustainability at Shell [SR 2017]
- Embedding sustainability into projects [SR 2017]
- Our contribution to society [SR 2017]
- Social performance – Investing in communities [SR 2017]
- Social performance – Listening and responding [SR 2017]
- Local content and skills development [SR 2017]
- Access to energy [SR 2017]
- STEM education [SR 2017]
- Contractors and suppliers [SR 2017]

We engage with communities to identify how we can avoid, minimise or mitigate negative impacts.

G4-EC7 Development and implication of infrastructure investments and services supported

- Embedding sustainability into projects [SR 2017]
- Social performance – Investing in communities [SR 2017]
- Access to energy [SR 2017]
- Local content and skills development [SR 2017]

We engage with communities to identify how we can avoid, minimise or mitigate negative impacts.

G4-EC8 Significant indirect impacts, including the extent of impacts

- Sustainability at Shell [SR 2017]
- Embedding sustainability into projects [SR 2017]
- Our contribution to society [SR 2017]
- Social performance – Investing in communities [SR 2017]
- Social performance – Listening and responding [SR 2017]
- Local content and skills development [SR 2017]
- Access to energy [SR 2017]
- STEM education [SR 2017]
- Contractors and suppliers [SR 2017]

Not applicable
## PROCUREMENT PRACTICES

### G4-DMA
#### Disclosures on management approach

- Contractors and suppliers [SR 2017]
- Local content and skills development [SR 2017]
- Human rights [SR 2017]

Our disclosures on our management approach for this indicator correspond to what we consider of significance in a sustainability reporting context, though this may not coincide completely with the GRI definition.

### G4-EC9
#### Proportion of spending on local suppliers at significant locations of operation

- Local content and skills development [SR 2017]
- Social performance – Social investment [SR 2017]

---

### Environmental

<table>
<thead>
<tr>
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</tr>
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<tbody>
<tr>
<td></td>
<td><strong>MATERIALS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>G4-EN1</td>
<td>Materials used by weight or volume</td>
<td>○</td>
<td>We report on the amount of crude oil and other oil products used in our refining processes [Downstream [AR 2017]]. We do not group or add all the numbers of inputs and materials that are bought in our worldwide operations.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>ENERGY (CONSUMPTION)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>G4-DMA</td>
<td>Disclosures on management approach</td>
<td>●</td>
<td>Energy transition and climate change [SR 2017] Risk factors [AR 2017]</td>
<td>Not applicable</td>
</tr>
<tr>
<td></td>
<td>G4-EN3</td>
<td>Energy consumption within the organisation</td>
<td>●</td>
<td>CDP section CC5 (metrics) [shell.com]</td>
<td>Our assurance statements are available at our website [shell.com]</td>
</tr>
<tr>
<td></td>
<td>G4-EN4</td>
<td>Energy consumption outside the organisation</td>
<td>●</td>
<td>CDP section CC7 (engagement) [shell.com] Scope 3 emissions [shell.com]</td>
<td>Our assurance statements are available at our website [shell.com]</td>
</tr>
</tbody>
</table>
WATER

7 G4-DMA Disclosures on management approach

- Environment – Environmental performance [SR 2017]
- Environment [SR 2017]
- Our approach to fresh water [shell.com]

Not applicable

7-8 G4-EN8 Total water withdrawal by source

- Environmental data [SR 2017]

As water is managed as an issue on a local level, we do not report on water withdrawal by source on a Group level.

8 G4-EN10 Percentage and total volume of water recycled and reused

- Environmental data [SR 2017]

As water is managed as an issue on a local level, we do not report on percentage or total volume of water recycled and reused on a Group level.

BIODIVERSITY

7-8 G4-DMA Disclosures on management approach

- Embedding sustainability into projects [SR 2017]
- Environment [SR 2017]
- Biodiversity [shell.com]

Not applicable

7-8 G4-EN11 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

7-8 G4-EN12 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 2017]
- Environment [SR 2017]

Not applicable

G4-EN13 Habitats protected or restored

- Our activities in Nigeria [SR 2017]
- Environment [SR 2017]
- Environmental and social partners [SR 2017]
- Biodiversity [shell.com]
- Our major projects – Majnoon [shell.com]

Not applicable

EMISSIONS

7 G4-DMA Disclosures on management approach

- Energy transition and climate change [SR 2017]
- Greenhouse gas emissions [SR 2017]
- Greenhouse gas emissions webpage [shell.com]
- CDP section CC4 (targets and performance) [shell.com]
- Risk factors [AR 2017]
- Environment and society [AR 2017]
- Climate change and energy transition [AR 2017]

Not applicable

7-8 G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1)

- CDP section CC5 (Scope 1 emissions) [shell.com]
- Greenhouse gas emissions webpage [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].
7-8 G4-EN16 Energy indirect GHG emissions (Scope 2)
- CDP section CC5 (Scope 2 emissions) [shell.com]
- Greenhouse gas emissions webpage [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].

7-8 G4-EN17 Other indirect GHG emissions (Scope 3)
- CDP section CC5.13 (Scope 3 emissions) [shell.com]
- Greenhouse gas emissions webpage [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 G4-EN18 GHG emissions intensity ratio
- Climate change and energy transition [AR 2017]
- Greenhouse gas emissions webpage [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 G4-EN19 Reduction of GHG emissions
- Greenhouse gas emissions [SR 2017]
- Climate change and energy transition [AR 2017]
- CDP section CC5 (metrics) [shell.com]
- The reductions are not broken down by type of GHG or initiative. Our assurance statements are available at our website [shell.com].

7-8 G4-EN20 Emission of ozone depleting substances
- Environment – Environmental performance [SR 2017]
- Environmental data [SR 2017]
- We report the amount of gas lost to the atmosphere. It is reported in terms of mass of the actual gas.

7-8 G4-EN21 NOₓ, SOₓ, POP, VOC, HAP, PM
- Environment – Environmental performance [SR 2017]
- Environmental data [SR 2017]
- This is not broken down by business sector, because it is not meaningful for our performance management.

7 G4-DMA Disclosures on management approach
- Environment – Environmental performance [SR 2017]
- Managing waste [shell.com]
- Not applicable

7-8 G4-EN23 Total weight of waste by type and disposal method
- Environmental data [SR 2017]
- 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 onsite 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 G4-EN24 Total number and volume of significant spills
- Our activities in Nigeria [SR 2017]
- Environment – Environmental performance [SR 2017]
- Environmental data [SR 2017]
- Environment and society – Climate change [AR 2017]
- Not applicable
**PRODUCT AND SERVICES**

7  G4-DMA  Disclosures on management approach  Lower-carbon alternatives [SR 2017]  Not applicable  

**COMPLIANCE**

7  G4-DMA  Disclosures on management approach  Environment and society [AR 2017]  Not applicable  

**SUPPLIER ENVIRONMENTAL ASSESSMENT**

7  G4-DMA  Disclosures on management approach  Contractors and suppliers [SR 2017]  Supplier environmental assessments are part of our general supplier assessment approach.  

**ENVIRONMENTAL GRIEVANCE MECHANISMS**

7  G4-DMA  Disclosures on management approach  Social performance – Listening and responding [SR 2017]  Categorisation of community complaints is locally determined and their treatments are not differentiated.  

**Social: Labor practices and decent work**

<table>
<thead>
<tr>
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</tr>
</thead>
</table>
At December 31, 2017, we employed 84,000 people, compared with 89,000 at December 31, 2016, and 90,000 at December 31, 2015. The reduction in 2017 was driven by portfolio activities and our continued effort to improve operational efficiency and to reduce costs following the BG acquisition in 2016. These impacts were partly offset by the insourcing of specific skill sets into the organisation (predominantly into our business service centres) and other external recruitment to build our talent pipeline. We continue to leverage and expand capabilities to ensure a sustainable talent pool.

Part-time and full-time employees have the same benefits, though these may vary based on country regulations.

**OCCUPATIONAL HEALTH AND SAFETY**

1. **G4-DMA** Disclosures on management approach

   **Environment and society [AR 2017]**

   Safety [SR 2017]

   We do not report workforce participation in health and safety dialogues. We do not describe systems for tracking workforce (numbers and names) on site.

2. **G4-LA6** Type of injury and rates of injuries, occupational diseases, lost days, absenteeism etc, by region and gender

   **Safety – Safety performance [SR 2017]**

   Social and safety data (Fatalities, Fatal Accident rate, Total recordable case frequency of injuries and process safety incidents, Lost time injury frequency, Total recordable occupational illness frequency) [SR 2017]

   Not broken down by region, gender or type of injury. The information is subject to specific confidentiality constraints - for many of the elements of this indicator (different laws apply in different countries). We study and analyse this but do not publish this.

3. **G4-LA7** Workers with high incidence or high risk of diseases related to their occupation

   **Safety [SR 2017]**

   Safety – Safety performance [SR 2017]

   Contractors and suppliers [SR 2017]

   As part of our HSSE Control Framework we take an integral approach to health and safety.

   **EMBEDDING A SAFETY CULTURE**

   We work relentlessly to strengthen our safety culture, focusing on caring for people and leadership commitment. A strong safety culture is complemented by a skilled workforce. We ensure that people responsible for tasks involving a significant safety hazard have the necessary training and skills. Our safety experts work in networks to share and implement best practices around the world.

   **CONTRACTOR SAFETY**

   We employ a large number of contractors who often perform activities with high safety risks. We work with our contractors to ensure they understand our safety requirements and we help them build skills and expertise to improve their safety performance where needed.
### TRAINING AND EDUCATION

<table>
<thead>
<tr>
<th></th>
<th>G4-DMA</th>
<th>Disclosures on management approach</th>
<th>Employee training is very important to us. We describe it with regard to building the competence of our staff in different topic areas, such as safety and environment.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>G4-LA9</td>
<td>Average hour of training per year per employee by gender, and employee category</td>
<td>In 2017, we provided 424,580 training days for employees and joint-venture partners. We focused on growing our leadership capability, improving skills in technical, safety and commercial areas, and increasing our expertise in specialist areas such as cultural heritage and indigenous peoples.</td>
</tr>
</tbody>
</table>

### DIVERSITY AND EQUAL OPPORTUNITY

<table>
<thead>
<tr>
<th></th>
<th>G4-DMA</th>
<th>Disclosures on management approach</th>
<th>Committees</th>
<th>Our people [SR 2017]</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>G4-LA12</td>
<td>Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity</td>
<td>Not applicable</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>G4-DMA</th>
<th>Disclosures on management approach</th>
<th>About our reporting [SR 2017]</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>G4-LA12</td>
<td>Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity</td>
<td>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.</td>
</tr>
</tbody>
</table>

### SUPPLIER ASSESSMENT FOR LABOR PRACTICES

<table>
<thead>
<tr>
<th></th>
<th>G4-DMA</th>
<th>Disclosures on management approach</th>
<th>Human rights [SR 2017]</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>G4-LA14</td>
<td>Percentage of new suppliers that were screened using labour practices criteria</td>
<td>Contractors and suppliers [SR 2017]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>G4-DMA</th>
<th>Disclosures on management approach</th>
<th>Contractors and suppliers [SR 2017]</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>G4-LA14</td>
<td>Percentage of new suppliers that were screened using labour practices criteria</td>
<td>All our suppliers must comply with the Shell Supplier principles, but assessment against specific criteria is based on perceived risk.</td>
</tr>
</tbody>
</table>
## INVESTMENT

### 1-2-7 G4-DMA Disclosures on management approach

<table>
<thead>
<tr>
<th>UNGC</th>
<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></td>
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<td></td>
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<td></td>
<td>✗ no</td>
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</tbody>
</table>

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.

### 1-2-7 G4-HR1 Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening

<table>
<thead>
<tr>
<th>UNGC</th>
<th>GRI</th>
<th>Indicator</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✗ no</td>
</tr>
</tbody>
</table>

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### 1-2 G4-HR2 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.

<table>
<thead>
<tr>
<th>UNGC</th>
<th>GRI</th>
<th>Indicator</th>
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<th>Location of disclosures</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✗ no</td>
</tr>
</tbody>
</table>

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.
### Child Labor

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>G4-HR5</td>
<td>Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour</td>
<td>Living by our principles [SR 2017]</td>
<td>Contractors and suppliers [SR 2017]</td>
<td>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.</td>
<td>no</td>
</tr>
</tbody>
</table>

### Forced or Compulsory Labor

<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>G4-HR6</td>
<td>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.</td>
<td>Living by our principles [SR 2017]</td>
<td>Contractors and suppliers [SR 2017]</td>
<td>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.</td>
<td>no</td>
</tr>
</tbody>
</table>

### Security Practices

|--------|-----------------------------------|-----------------------------|-------------------------------------|----------------|----|
### INDIGENOUS RIGHTS

<table>
<thead>
<tr>
<th>1-2</th>
<th>G4-HR7</th>
<th>Percentage of security personnel trained in the organisation’s human rights policies or procedures that are relevant to operations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>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 implement 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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1</th>
<th>G4-DMA</th>
<th>Disclosures on management approach</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Not applicable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>G4-HR8</th>
<th>Total number of incidents of violations involving rights of indigenous peoples and actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Our approach is to prevent infringements of rights through engagement with affected stakeholders, compliance with local laws and Shell standards, and training for staff.</td>
</tr>
</tbody>
</table>

### ASSESSMENT

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Not applicable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1-2</th>
<th>G4-HR9</th>
<th>Total number and percentage of operations that have been subject to human rights reviews or impact assessments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

| | | No |
| | | No |
| | | No |
| | | No |
SUPPLIER HUMAN RIGHTS ASSESSMENT

1-2 G4-DMA Disclosures on management approach

- Living by our principles [SR 2017]
- Contractors and suppliers [SR 2017]
- Human rights [SR 2017]
- 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 G4-HR10 Percentage of new suppliers that were screened using human rights criteria

- Social performance [SR 2017]
- Human rights [SR 2017]
- Living by our principles [SR 2017]
- Contractors and suppliers [SR 2017]

Not applicable

HUMAN RIGHTS GRIEVANCE MECHANISMS

1-2 G4-DMA 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.

- Social performance [SR 2017]
- Human rights [SR 2017]
- Living by our principles [SR 2017]

Not applicable

1-2 G4-HR12 Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms

- Social performance [SR 2017]

We report on community complaints in a number of categories.

Social: Society

<table>
<thead>
<tr>
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</thead>
</table>

LOCAL COMMUNITIES

| G4-DMA | Disclosures on management approach | Social performance [SR 2017] | Not applicable | no |

Social: Society

<table>
<thead>
<tr>
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</thead>
</table>

LOCAL COMMUNITIES

| G4-DMA | Disclosures on management approach | Social performance [SR 2017] | Not applicable | no |
| G4-SO1 | Percentage of operations with implemented local community engagement, impact assessment, and development | Embedding sustainability into projects [SR 2017]  
Social performance [SR 2017] | 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. |
|--------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| G4-SO2 | Operations with significant actual and potential negative impacts on local communities | Embedding sustainability into projects [SR 2017]  
Safety [SR 2017]  
Social performance [SR 2017] | We report on this on a significant example basis. |

**ANTI-CORRUPTION**

| 10 G4-DMA | Disclosures on management approach | Living by our principles [SR 2017]  
Our values [shell.com]  
Business integrity [shell.com] | Not applicable |
|-----------|----------------------------------|-------------------------------------------------|-------------------------------------|
| 10 G4-SO3 | Total number and percentage of operations assessed for risks related to corruption and the significant risks identified | Living by our principles [SR 2017]  
Our values [shell.com]  
Business integrity [shell.com] | 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. |
Communication and training on anti-corruption policies and procedures

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 ant-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

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 organisation’s participation in public policy development and lobbying. This refers to participation at the level of the entire organisations, rather than individual operations. Provide the organisation’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.

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]).
COMPLIANCE

G4-DMA 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

This is not reported on a Group level.

GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY

G4-DMA Disclosures on management approach

We report on community complaints in a number of categories.

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

We report on community complaints in a number of categories.

Sector specific disclosures

<table>
<thead>
<tr>
<th>UNGC GRI</th>
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</tr>
</thead>
<tbody>
<tr>
<td>G4-OG1</td>
<td>Volume and type of estimates proven reserves and production</td>
<td>☐</td>
<td>Risk factors [AR 2017]</td>
<td>Not applicable</td>
<td>☒ no</td>
</tr>
<tr>
<td>9</td>
<td>G4-OG2 Total amount invested in renewable energy</td>
<td>☐</td>
<td>Research and development [SR 2017]</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>☒ no</td>
</tr>
<tr>
<td>9</td>
<td>G4-OG3 Total amount of renewable energy generated by source</td>
<td>☐</td>
<td>Biofuels [SR 2017] Power [SR 2017] New fuels [SR 2017]</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>☒ no</td>
</tr>
<tr>
<td>8</td>
<td>G4-OG4 Number and percentage of significant operating sites in which biodiversity risk has been assessed and monitored</td>
<td>☐</td>
<td>Environmental and social partners [SR 2017] 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>☒ no</td>
</tr>
<tr>
<td>8</td>
<td>G4-OG5 Volume and disposal of formation of produced water</td>
<td>☐</td>
<td></td>
<td>Reporting on this matter is done in accordance with local regulations.</td>
<td>☒ no</td>
</tr>
<tr>
<td>8</td>
<td>G4-OG6 Volume of flared and vented hydrocarbon</td>
<td>☐</td>
<td>Flaring [SR 2017] Environment and society – Climate change [AR 2017]</td>
<td>Not applicable</td>
<td>☒ no</td>
</tr>
<tr>
<td>8</td>
<td>G4-OG7 Amount of drilling waste (drill mud and cuttings) and strategies for treatment and disposal</td>
<td>☐</td>
<td></td>
<td>Drilling waste is managed locally according to regulations, including internal policies and procedures.</td>
<td>☒ no</td>
</tr>
<tr>
<td>G4-OG8</td>
<td>Benzene, lead and sulfur content in fuels</td>
<td>Environment – Product stewardship [SR 2017] Product stewardship [shell.com]</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>
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</tr>
<tr>
<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>Social performance [SR 2017] Environment [SR 2017]</td>
<td>Not applicable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G4-OG10</td>
<td>Number and description of significant disputes with local communities and indigenous peoples</td>
<td></td>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G4-OG11</td>
<td>Number of sites that have been decommissioned and sites that are in the process of being decommissioned</td>
<td>Decommissioning [SR] [SR 2017] Embedding sustainability into projects [SR 2017] Decommissioning [shell.co.uk]</td>
<td>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.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

= Fully fulfilled  = Partially fulfilled  = Not fulfilled