

# GRI INDEX

● = Fully fulfilled ○ = Partly fulfilled ○ = Not fulfilled

## ORGANISATIONAL PROFILE

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
102-1	Name of organisation	●	Cover Sustainability Governance [SR 2020] Safety, Environment and Sustainability Committee [SR 2020] About This Report [AR 2020]		<input checked="" type="checkbox"/> no
102-2	Activities, brands, products, and services	●	Our Business Activities [SR 2020] Market Overview [AR 2020]		<input checked="" type="checkbox"/> no
102-3	Headquarters	●	Contact us [AR 2020] Contact us [shell.com]		<input checked="" type="checkbox"/> no
102-4	Location of operations	●	Preparing for emergencies [SR 2020] Our people [SR 2020] Our people [AR 2020] Board Activities – Audit Committee visits [AR 2020] Upstream – Business and property [AR 2020] Integrated Gas – Business and property [AR 2020]		<input checked="" type="checkbox"/> no
102-5	Ownership and legal form	●	Market overview [AR 2020]		<input checked="" type="checkbox"/> no
102-6	Markets served	●	Lower-carbon and renewable power [SR 2020] Capturing Carbon Emissions [SR 2020] Upstream – Business and property [AR 2020] Integrated Gas – Business and property [AR 2020] Oil Products – Business and property [AR 2020] Oil products data table [AR 2020] Chemicals – Business and property [AR 2020]		<input checked="" type="checkbox"/> no
102-7	Scale of organisation	●	Our people [AR 2020] Our people [SR 2020] Performance indicators [AR 2020] Selected financial data [AR 2020] Integrated gas – Portfolio and business development [AR 2020] Upstream – Portfolio and business development [AR 2020] Chemicals – Portfolio and business development [AR 2020] Oil Products – Portfolio and business development [AR 2020] Significant subsidiaries [AR 2020]		<input checked="" type="checkbox"/> no
102-8	Information on employees and other workers	○	Our people [AR 2020] Our people [SR 2020]	Our reporting on a global level includes the different regions. Elements including employment type or employment contract are not reported at a global level.	<input checked="" type="checkbox"/> no
102-9	Supply chain	●	Supply chain [SR 2020] Shell for suppliers [shell.com]		<input checked="" type="checkbox"/> no

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
102-10	Significant changes to the organisation and its supply chain	●	Letter from the CEO [SR 2020] Shell's response to COVID-19 [SR 2020] Chair's message [AR 2020] CEO's review [AR 2020] Risk factors [AR 2020] Strategy and outlook [AR 2020] Integrated gas - Portfolio and business development [AR 2020] Upstream - Portfolio and business development [AR 2020] Chemicals - Portfolio and business development [AR 2020] Oil Products - Portfolio and business development [AR 2020]		<input checked="" type="checkbox"/> no
102-11	Precautionary Principle or approach	●	Sustainability at Shell [SR 2020] Safety [SR 2020] Our approach to the environment [SR 2020] Commitments, policies and standards [shell.com]		<input checked="" type="checkbox"/> no
102-12	External initiatives	●	Living by our principles [SR 2020] Collaborations overview [SR 2020] External voluntary codes [shell.com]		<input checked="" type="checkbox"/> no
102-13	Membership of associations	●	Environmental partners [SR 2020] Social partners [SR 2020] Collaborations overview [SR 2020] Industry Associations Climate Review (Environmental partners) [SR 2020] Social partners [SR 2020] Industry Associations Climate Review [shell.com]		<input checked="" type="checkbox"/> no

## STRATEGY

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
102-14	Statement from senior decision-maker	●	Letter from the CEO [SR 2020] Chair's message [AR 2020] CEO's review [AR 2020]		<input checked="" type="checkbox"/> no
102-15	Key impacts, risks, and opportunities	●	Letter from the CEO [SR 2020] Selecting topics [SR 2020] Our approach to sustainability [SR 2020] Performance highlights [SR 2020] Risk factors [AR 2020]		<input checked="" type="checkbox"/> no

## ETHICS AND INTEGRITY

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
102-16	Values, principles, standards and norms of behavior	●	Living by our principles [SR 2020] Our approach to sustainability [SR 2020] Our values [shell.com] Our people [AR 2020]		<input checked="" type="checkbox"/> no
102-17	Mechanism for advice and concerns about ethics	●	Living by our principles [SR 2020]		<input checked="" type="checkbox"/> no

## GOVERNANCE

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
102-18	Governance structure	●	Sustainability governance [SR 2020] Governance – Directors' Report [AR 2020]		<input checked="" type="checkbox"/> no
102-20	Executive-level responsibility for economic, environmental and social topics	●	Sustainability governance [SR 2020] Safety, environment and sustainability committee [AR 2020]		<input checked="" type="checkbox"/> no
102-21	Consulting stakeholders on economic, environmental and social topics	●	Social performance – Engaging communities [SR 2020] Understanding and engaging with our stakeholders [AR 2020] Workforce engagement [AR 2020]		<input checked="" type="checkbox"/> no

## STAKEHOLDER ENGAGEMENT

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
102-40	List of stakeholder groups	●	Understanding and engaging with our stakeholders [AR 2020] Workforce engagement [AR 2020] About this report [SR 2020] Collaborations table [SR 2020] Social performance – Engaging communities [SR 2020]		<input checked="" type="checkbox"/> no
102-41	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. 100% of countries (Shell operations) have access to staff forum, grievance procedures or other support systems.  We regard accumulating numbers for this topic on a global level as not meaningful.	<input checked="" type="checkbox"/> no
102-42	Identifying and selecting stakeholders	●	Understanding and engaging with our stakeholders [AR 2020] Workforce engagement [AR 2020] About this report [SR 2020] Collaborations [SR 2020] Social performance – Engaging communities [SR 2020]		<input checked="" type="checkbox"/> no

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
102-43	Approach to stakeholder engagement	●	<p>Understanding and engaging with our stakeholders [AR 2020]</p> <p>Workforce engagement [AR 2020]</p> <p>About this report [SR 2020]</p> <p>Report Review Panel [SR 2020]</p> <p>Embedding sustainability into projects [SR 2020]</p> <p>Social performance [SR 2020]</p> <p>Engaging communities [SR 2020]</p> <p>Collaborations [SR 2020]</p> <p>Environmental partners [SR 2020]</p> <p>Social partners [SR 2020]</p> <p>Supply chain [SR 2020]</p>	<p>Communities – We hold community meetings and engage with advisory panels with local advisors throughout project life cycles.</p> <p>Governments – We engage with them as required by specific projects or operations.</p> <p>Non-Governmental Organisations – We have long-term relationships with several NGOs to work on specific areas. We engage with NGOs in the locations where we operate and co-operate on local initiatives as needed.</p> <p>Employees – The annual Shell People Survey is one of the principle tools used to measure employees’ views on a range of topics.</p> <p>Suppliers and 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.</p> <p>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.</p>	<input checked="" type="checkbox"/> no
102-44	Key topics and concerns raised	●	<p>About this report [AR 2020]</p> <p>About this report [SR 2020]</p> <p>Report Review Panel [SR 2020]</p> <p>Social performance – Engaging communities [SR 2020]</p> <p>Risk factors [AR 2020]</p> <p>Market overview [AR 2020]</p>	About this report, Report Review Panel explain how stakeholders’ opinions are incorporated into our reporting.	<input checked="" type="checkbox"/> no



## REPORTING PRACTICE

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
102-45	Entities included in the consolidated financial statements	●	<p>About this report [AR 2020]</p> <p>About this report [SR 2020]</p> <p>About our data [SR 2020]</p> <p>Consolidated Financial Statements [AR 2020]</p>		<input checked="" type="checkbox"/> no
102-46	Defining report content and topic Boundaries	●	<p>About this report [AR 2020]</p> <p>About this report [SR 2020]</p> <p>About our data [SR 2020]</p>		<input checked="" type="checkbox"/> no
102-47	List of material topics	●	<p>About this report [SR 2020]</p> <p>Risk factors [AR 2020]</p> <p>Market overview [AR 2020]</p>	We take material topics to mean key topics that are of higher importance as explained in our Sustainability Report.	<input checked="" type="checkbox"/> no
102-48	Restatements of information		About our data [SR 2020]	Any restatements are made in the data tables.	<input checked="" type="checkbox"/> no

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
102-49	Changes in reporting		Report Review Pannel Reccomedations [SR 2020]	Significant changes are reported on in the individual sections of the Sustainability Report.	<input checked="" type="checkbox"/> no
102-50	Reporting period	●	Cover About our data [SR 2020] About this report [SR 2020]		<input checked="" type="checkbox"/> no
102-51	Date of most recent report	●	About this report [SR 2020]	The 2020 Shell Sustainability Report was published on April 7, 2021	<input checked="" type="checkbox"/> no
102-52	Reporting cycle	●	Annual		<input checked="" type="checkbox"/> no
102-53	Contact point for questions regarding the report	●	SustainabilityReport@shell.com		<input checked="" type="checkbox"/> no
102-54	Claims of reporting in accordance with the GRI Standards	●	About this report [SR 2020]		<input checked="" type="checkbox"/> no
102-55	GRI content index	●	GRI index [SR 2020]		<input checked="" type="checkbox"/> no
102-56	External assurance	●	About this report [SR 2020] About our data [SR 2020] Report Review Panel [SR 2020] Our Standards and Policies [SR 2020] Audit committee Report [AR 2020]		<input checked="" type="checkbox"/> no

## ECONOMIC

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
<b>Economic performance</b>					
103-1	Explanation of the material topic and its Boundary	●	Strategy and Outlook [AR 2020] Shell Story: What we do [AR 2020] Selecting the Topics [SR 2020] External Voices [SR 2020] Reporting Guidelines [SR 2020] Report Review Panel [SR 2020] Safety, Environment and Sustainability Committee [SR 2020] Tax Transparency [SR 2020] Our Business Activities [SR 2020]		<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Strategy and Outlook [AR 2020] Shell Story: What we do [AR 2020] Safety, Environment and Sustainability Committee [SR 2020] Climate change management organogram [SR 2020] Report Review Panel [SR 2020] Executive Remuneration – Annual bonus, longterm incentive plan [SR 2020] Tax Transparency [SR 2020]		<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Strategy and Outlook [AR 2020] Shell Story: What we do [AR 2020] Safety, Environment and Sustainability Committee [SR 2020] Climate change management organogram [SR 2020] Assurance [SR 2020] Tax Transparency [SR 2020]		<input checked="" type="checkbox"/> no

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
201-1	Direct economic value generated and distributed	●	Performance indicators. Financial [AR 2020] Upstream [AR 2020] Integrated gas [AR 2020] Corporate [AR 2020] Liquidity and capital resources [AR 2020] Oil and gas information [AR 2020] Oil Products [AR 2020] Chemicals [AR 2020] Corporate [AR 2020] Liquidity and capital resources [AR 2020] Tax Transparency [SR 2020] Supporting People [SR 2020] Helping Communities [SR 2020] Local Content [SR 2020] Social Investment [SR 2020] Community Skills and Entrepreneurship [SR 2020] Developing gas infrastructure [SR 2020] Contribution to Society [SR 2020] Social Programmes [SR 2020] Social partners [SR 2020] Improving access to jobs and economic opportunities [SR 2020] Our Business Activities [SR 2020] Divesting Responsibly [SR 2020] Industry collaborations [SR 2020] Tackling plastic waste [SR 2020] Supply chain [SR 2020] Our Performance Data [SR 2020] Social Performance Data [SR 2020] Tax report [shell.com]		 no
201-2	Financial implications and other risks and opportunities due to climate change	●	Risk factors [AR 2020] Climate change and energy transition [AR 2020] Climate change risk management process [AR 2020] Climate related risks and opportunities [AR 2020] Our climate target. Our approach [SR 2020] Our Carbon Intensity [SR 2020] Managing Greenhouse Gas Emissions. Our Approach [SR 2020] Greenhouse gas emissions performance [SR 2020] Reducing our shipping emissions [SR 2020] Energy intensity performance [SR 2020] Methane emissions [SR 2020] Flaring [SR 2020] Natural Gas [SR 2020] Producing shale oil and gas responsibly [SR 2020] Shell energy transition report [shell.com]		 no

### Market presence

103-1	Explanation of the material topic and its Boundary	●	Our people [AR 2020] Local Content [SR 2020] Contributing to the local economy [SR 2020] Our people [SR 2020]	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Our people [AR 2020] Local Content [SR 2020] Contributing to the local economy [SR 2020] Our people [SR 2020]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Our people [AR 2020] Local Content [SR 2020] Contributing to the local economy [SR 2020] Our people [SR 2020]	<input checked="" type="checkbox"/> no
202-2	Proportion of senior management hired from the local community	●	Our people [AR 2020] Diversity and inclusion [AR 2020]	<input checked="" type="checkbox"/> no

### Indirect economic impacts

103-1	Explanation of the material topic and its Boundary	●	Supporting People [SR 2020] Local Content [SR 2020] Social Investment [SR 2020] Community Skills and Entrepreneurship [SR 2020] Entrepreneurship [SR 2020] Contribution to Society [SR 2020] Social Programmes [SR 2020] Social partners [SR 2020] Improving access to jobs and economic opportunities [SR 2020] Tackling plastic waste [SR 2020] Supply chain [SR 2020]	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Supporting People [SR 2020] Local Content [SR 2020] Social Investment [SR 2020] Community Skills and Entrepreneurship [SR 2020] Entrepreneurship [SR 2020] Contribution to Society [SR 2020] Social Programmes [SR 2020] Social partners [SR 2020] Improving access to jobs and economic opportunities [SR 2020] Tackling plastic waste [SR 2020] Supply chain [SR 2020]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Supporting People [SR 2020] Local Content [SR 2020] Social Investment [SR 2020] Community Skills and Entrepreneurship [SR 2020] Entrepreneurship [SR 2020] Contribution to Society [SR 2020] Social Programmes [SR 2020] Social partners [SR 2020] Improving access to jobs and economic opportunities [SR 2020] Tackling plastic waste [SR 2020] Supply chain [SR 2020]	<input checked="" type="checkbox"/> no
203-1	Infrastructure investments and services supported	●	Supporting local communities [SR 2020] Contribution to society [SR 2020] Listening to communities [SR 2020] Engaging communities [SR 2020] Community liaison officers [SR 2020]	We engage with communities to identify how we can avoid, minimise or mitigate negative impacts. <input checked="" type="checkbox"/> no

#### Indirect economic impacts

203-2	Significant indirect economic impacts	●	Supporting People [SR 2020] Local Content [SR 2020] Social Investment [SR 2020] Community Skills and Entrepreneurship [SR 2020] Entrepreneurship [SR 2020] Contribution to Society [SR 2020] Social Programmes [SR 2020] Social partners [SR 2020] Improving access to jobs and economic opportunities [SR 2020] Tackling plastic waste [SR 2020] Supply chain [SR 2020]	<input checked="" type="checkbox"/> no
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#### Procurement practices

103-1	Explanation of the material topic and its Boundary	●	Local Content [SR 2020] Contributing to the local economy [SR 2020] Approach to Human Rights infographic [SR 2020]	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Local Content [SR 2020] Contributing to the local economy [SR 2020] Approach to Human Rights infographic [SR 2020]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Local Content [SR 2020] Contributing to the local economy [SR 2020] Approach to Human Rights infographic [SR 2020]	<input checked="" type="checkbox"/> no
204-1	Proportion of spending on local suppliers	●	Local Content [SR 2020] Contributing to the local economy [SR 2020]	<input checked="" type="checkbox"/> no

#### Anti-corruption

103-1	Explanation of the material topic and its Boundary	●	Our people [AR 2020] Code of Conduct [AR 2020] Anti-bribery and corruption [SR 2020] Business integrity [shell.com]	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Our people [AR 2020] Code of Conduct [AR 2020] Anti-bribery and corruption [SR 2020] Business integrity [shell.com]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Anti-bribery and corruption [SR 2020] Our people [AR 2020] Code of Conduct [AR 2020] Business integrity [shell.com]	<input checked="" type="checkbox"/> no



## Anti-corruption

205-1	Operations assessed for risks related to corruption	●	<p>Anti-bribery and corruption [SR 2020] Our people [AR 2020] Code of Conduct [AR 2020] Business integrity [shell.com]</p>	<p>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.</p> <p>UN Global Compact Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.</p> <p>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.</p> <p>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.</p>	<div><div>✕</div>no</div>
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## Anti-corruption

205-2	Communication and training about anti-corruption policies and procedures	●	<p>Anti-bribery and corruption [SR 2020]</p> <p>Our people [AR 2020]</p> <p>Code of Conduct [AR 2020]</p> <p>Business integrity [shell.com]</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>As part of our approach to ethics &amp; 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).</p>	<input checked="" type="checkbox"/> no
205-3	Confirmed incidents of corruption and actions taken	●	<p>Living by our principles infographic [SR 2020]</p> <p>Social Performance Data [SR 2020]</p>	<p>We report on Code of Conduct violations. These are not necessarily all incidents of corruption.</p>	<input checked="" type="checkbox"/> no

## Anti-competitive behaviour

103-1	Explanation of the material topic and its Boundary	●	Risk factors. Conduct risks [AR 2020]	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Risk factors. Conduct risks [AR 2020]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Risk factors. Conduct risks [AR 2020]	<input checked="" type="checkbox"/> no
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	●	Risk factors. Conduct risks [AR 2020]	<p>We report on Code of Conduct violations. These are not necessarily all incidents of anti-competitive behaviour.</p> <input checked="" type="checkbox"/> no

## Tax

103-1	Explanation of the material topic and its Boundary	●	Tax Transparency [SR 2020] Tax Contribution Report [shell.com] Contribution to society [AR 2020]	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Tax Transparency [SR 2020] Tax Contribution Report [shell.com] Contribution to society [AR 2020]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Tax Transparency [SR 2020] Tax Contribution Report [shell.com] Contribution to society [AR 2020] Our outcome and impact. Trust and transparency [AR 2020]	<input checked="" type="checkbox"/> no
207-1	Approach to Tax	●	Tax Transparency [SR 2020] Tax Contribution Report [shell.com] Our outcome and impact. Trust and transparency [AR 2020]	<input checked="" type="checkbox"/> no
207-2	Tax governance, control and risk management	●	Tax Transparency [SR 2020] Tax Contribution Report [shell.com] Notes to the consolidated financial statements. 16. Taxation [AR 2020]	<input checked="" type="checkbox"/> no
207-3	Stakeholder engagement and management of concerns related to tax	●	Tax Transparency [SR 2020] Tax Contribution Report [shell.com]	<input checked="" type="checkbox"/> no
207-4	Country-by-country reporting	○	Tax Transparency [SR 2020] Tax Contribution Report [shell.com]	<input checked="" type="checkbox"/> no The most recent Tax Contribution Report shows aggregated country data for entities that are consolidated or proportionally consolidated in the 2020 Annual Report and Form 20-F.

## ENVIRONMENTAL

### Energy (consumption)

103-1	Explanation of the material topic and its Boundary	●	Embedding sustainability into projects [SR 2020] Our climate target. Our approach [SR 2020] Achieving our target [SR 2020] Scope of our net carbon footprint [SR 2020] Managing greenhouse gas emissions. Our approach [SR 2020] Energy efficiency in our operations [SR 2020] Climate change and energy transition [AR 2020]	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Report Review Panel [SR 2020] Safety, Environment and Sustainability Committee [SR 2020] Climate change management organogram [SR 2020] Embedding sustainability into projects [SR 2020] Our climate target. Our approach [SR 2020] Achieving our target [SR 2020] Scope of our net carbon footprint [SR 2020] Managing greenhouse gas emissions. Our approach [SR 2020] Energy efficiency in our operations [SR 2020] Climate change and energy transition [AR 2020]	<input checked="" type="checkbox"/> no

## Energy (consumption)

103-3	Evaluation of the management approach	●	Report Review Panel [SR 2020] Safety, Environment and Sustainability Committee [SR 2020] Executive Remuneration – Annual bonus, longterm incentive plan [SR 2020] Climate change management organogram [SR 2020] Climate change and energy transition [AR 2020] Safety, Environment and Sustainability Committee [AR 2020]	<input type="checkbox"/> no
302-1	Energy consumption within the organisation	●	Our climate target. Our approach [SR 2020] Achieving our target [SR 2020] Scope of our net carbon footprint [SR 2020] Managing greenhouse gas emissions. Our approach [SR 2020] Energy efficiency in our operations [SR 2020] Greenhouse gas and energy data. Energy use (operational control) [SR 2020] Greenhouse gas emissions [shell.com]	Our assurance statements are available at our <a href="#">website</a> . <input checked="" type="checkbox"/> yes
302-2	Energy consumption outside of the organisation	●	Our climate target. Our approach [SR 2020] Achieving our target [SR 2020] Scope of our net carbon footprint [SR 2020] Managing greenhouse gas emissions. Our approach [SR 2020] Energy efficiency in our operations [SR 2020] Greenhouse gas and energy data [SR 2020]	Our assurance statements are available at our <a href="#">website</a> . <input checked="" type="checkbox"/> yes
302-3	Energy Intensity	●	Performance highlights. Goals, performance and plans [SR 2020] Our climate target. Our approach [SR 2020] Business milestones [SR 2020] Our carbon intensity [SR 2020] Net carbon footprint performance [SR 2020] Energy intensity performance [SR 2020] Greenhouse gas and energy data. Net carbon footprint [SR 2020]	<input checked="" type="checkbox"/> yes
302-4	Reduction of energy consumption	●	Performance highlights. Goals, performance and plans [SR 2020] Our climate target. Our approach [SR 2020] Achieving our target [SR 2020] Scope of our net carbon footprint [SR 2020] Managing greenhouse gas emissions. Our approach [SR 2020] Energy efficiency in our operations [SR 2020] Greenhouse gas and energy data. Energy use (operational control) [SR 2020]	<input type="checkbox"/> no

## Water and effluents

103-1	Explanation of the material topic and its Boundary	●	Conserving water resources [SR 2020] Water use infographic [SR 2020] Environment [AR 2020]	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Conserving water resources [SR 2020] Water use infographic [SR 2020] Freshwater use performance [SR 2020] Our inputs. Natural resources [AR 2020]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Conserving water resources [SR 2020] Water use infographic [SR 2020] Freshwater use performance [SR 2020]	<input checked="" type="checkbox"/> no
303-1	Interactions with water as a shared resource	●	Conserving water resources [SR 2020] Fresh-water use performance [SR 2020] Waste water and produced water [SR 2020] Environment [AR 2020]	<input checked="" type="checkbox"/> no
303-2	Management of water discharge-related impacts	●	Waste water and produced water [SR 2020] Soil and groundwater [SR 2020] Other environmental data. Water use and discharge [SR 2020]	<input checked="" type="checkbox"/> no
303-3	Water withdrawal	◐	Fresh-water use performance [SR 2020] Waste water and produced water [SR 2020] Soil and groundwater [SR 2020] Other environmental data. Water use and discharge [SR 2020] Our inputs. Natural resources [AR 2020]	We report on total water withdrawal across Shell and by business. <input checked="" type="checkbox"/> no
303-4	Water discharge	●	Waste water and produced water [SR 2020] Other environmental data. Water use and discharge [SR 2020]	<input checked="" type="checkbox"/> no
303-5	Water consumption	●	Other environmental data. Water use and discharge [SR 2020]	<input checked="" type="checkbox"/> no

## Biodiversity

103-1	Explanation of the material topic and its Boundary	●	Protecting biodiversity [SR 2020] Biodiversity management [SR 2020] Restoring and protecting habitats [SR 2020] Biodiversity [shell.com] Investing directly in natural ecosystems [SR 2020] Environment [AR 2020] Faster response and remediation [AR 2020]	<input checked="" type="checkbox"/> no
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## Biodiversity

103-2	The management approach and its components	●	<p>Embedding sustainability into projects [SR 2020]</p> <p>Our standards and policies [SR 2020]</p> <p>Protecting biodiversity [SR 2020]</p> <p>Biodiversity management [SR 2020]</p> <p>Restoring and protecting habitats [SR 2020]</p> <p>Biodiversity [shell.com]</p> <p>Investing directly in natural ecosystems [SR 2020]</p> <p>Environment [AR 2020]</p>	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	<p>Embedding sustainability into projects [SR 2020]</p> <p>Our standards and policies [SR 2020]</p> <p>Protecting biodiversity [SR 2020]</p> <p>Biodiversity management [SR 2020]</p> <p>Restoring and protecting habitats [SR 2020]</p> <p>Biodiversity [shell.com]</p> <p>Investing directly in natural ecosystems [SR 2020]</p>	<input checked="" type="checkbox"/> no
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	●	<p>Restoring and protecting habitats [SR 2020]</p> <p>IUCN collaborations [SR 2020]</p> <p>20+ years of collaboration with IUCN and Earthwatch</p> <p>Environmentally sensitive areas [shell.com]</p>	<input checked="" type="checkbox"/> no
304-2	Significant impacts of activities, products and services on biodiversity	●	<p>Investing directly in natural ecosystems [SR 2020]</p> <p>Protecting biodiversity [SR 2020]</p> <p>Restoring and protecting habitats [SR 2020]</p>	<input checked="" type="checkbox"/> no
304-3	Habitats protected or restored	●	<p>Restoring and protecting habitats [SR 2020]</p> <p>IUCN collaborations [SR 2020]</p> <p>20+ years of collaboration with IUCN and Earthwatch</p> <p>Environmentally sensitive areas [shell.com]</p>	<input checked="" type="checkbox"/> no






## Emissions

103-1	Explanation of the material topic and its Boundary	●	<p>Embedding sustainability into projects [SR 2020]</p> <p>Our climate target. Our approach [SR 2020]</p> <p>We play three roles [SR 2020]</p> <p>Achieving our target [SR 2020]</p> <p>Scope of our net carbon footprint [SR 2020]</p> <p>Managing greenhouse gas emissions. Our approach [SR 2020]</p> <p>Methane emissions [SR 2020]</p> <p>Reducing emissions from transport [SR 2020]</p> <p>Air quality [SR 2020]</p> <p>Climate change and energy transition [AR 2020]</p> <p>Safety, Environment and Sustainability Committee [AR 2020]</p> <p>Strategic risks [AR 2020]</p>	<input checked="" type="checkbox"/> no
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## Emissions

103-2	The management approach and its components	●	<p>Our outcome and impact. Energy transition and climate change [AR 2020]</p> <p>Safety, environment and sustainability committee [SR 2020]</p> <p>Our climate target. Our approach [SR 2020]</p> <p>We play three roles [SR 2020]</p> <p>Business milestones [SR 2020]</p> <p>Climate change management organogram [SR 2020]</p> <p>Our carbon intensity [SR 2020]</p> <p>Net carbon footprint performance [SR 2020]</p> <p>Scope of our net carbon footprint [SR 2020]</p> <p>Sectoral decarbonisation [SR 2020]</p> <p>Managing greenhouse gas emissions. Our approach [SR 2020]</p> <p>Greenhouse gas emissions performance [SR 2020]</p> <p>Working together to lower emissions [SR 2020]</p> <p>Energy efficiency in our operations [SR 2020]</p> <p>Boosting efficiency and cutting emissions [SR 2020]</p> <p>Reducing our shipping emissions [SR 2020]</p> <p>Methane emissions [SR 2020]</p> <p>Methane emissions performance [SR 2020]</p> <p>Methane initiatives and collaborations [SR 2020]</p> <p>Methane guiding principles [SR 2020]</p> <p>Tackling emissions [SR 2020]</p> <p>Biofuels [SR 2020]</p> <p>Hydrogen [SR 2020]</p> <p>Energy efficient products [SR 2020]</p> <p>High-performance fluids for electric vehicles [SR 2020]</p> <p>Cleaner transport options [SR 2020]</p> <p>Cleaner air at sea [SR 2020]</p>	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	<p>Safety, Environment and Sustainability Committee [SR 2020]</p> <p>Executive Remuneration – Annual bonus, longterm incentive plan [SR 2020]</p> <p>Climate change management organogram [SR 2020]</p> <p>Our climate target. Our approach [SR 2020]</p> <p>Our carbon intensity [SR 2020]</p> <p>Net carbon footprint performance [SR 2020]</p> <p>Scope of our net carbon footprint [SR 2020]</p> <p>Managing greenhouse gas emissions. Our approach [SR 2020]</p> <p>Greenhouse gas emissions performance [SR 2020]</p>	<input checked="" type="checkbox"/> no

## Emissions

305-1	Direct (Scope 1) GHG emissions	●	<p>Greenhouse gas emissions performance [SR 2020]</p> <p>Greenhouse gas and energy data. Scope 1 GHG emissions (operational control) [SR 2020]</p> <p>Performance highlights. Goals, performance and plans [SR 2020]</p> <p>Flaring [SR 2020]</p> <p>Flaring performance [SR 2020]</p> <p>Tackling emissions [SR 2020]</p> <p>Methane emissions performance [SR 2020]</p> <p>GHG Performance [AR 2020]</p>	<p>The direct (Scope 1) emissions come from the facilities under the operational control or the equity boundary.</p> <p>Our assurance statements are available at our <a href="#">webpage</a>.</p>	 yes
305-2	Energy indirect (Scope 2) GHG emissions	●	<p>Our climate target. Our approach [SR 2020]</p> <p>Achieving our target [SR 2020]</p> <p>Scope of our net carbon footprint [SR 2020]</p> <p>Managing greenhouse gas emissions. Our approach [SR 2020]</p> <p>Energy efficiency in our operations [SR 2020]</p> <p>Greenhouse gas and energy data. Energy use (operational control) [SR 2020]</p> <p>GHG Performance [AR 2020]</p> <p>Our GHG emissions [AR 2020]</p>	<p>The energy indirect (Scope 2) emissions come from the facilities of others that provide electricity or heat and steam to our operations.</p> <p>Our assurance statements are available at our <a href="#">webpage</a>.</p>	 yes
305-3	Other indirect (Scope 3) GHG emissions	●	<p>Our climate target. Our approach [SR 2020]</p> <p>Achieving our target [SR 2020]</p> <p>Scope of our net carbon footprint [SR 2020]</p> <p>Managing greenhouse gas emissions. Our approach [SR 2020]</p> <p>Greenhouse gas and energy data. Scope 3 greenhouse gas emissions A B [AR 2020]</p> <p>GHG Performance [AR 2020]</p> <p>Our GHG emissions [AR 2020]</p>	<p>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.</p> <p>Our assurance statements are available at our <a href="#">webpage</a>.</p>	 yes
305-4	GHG emissions intensity	●	<p>Our climate target. Our approach [SR 2020]</p> <p>Achieving our target [SR 2020]</p> <p>Scope of our net carbon footprint [SR 2020]</p> <p>Greenhouse gas emissions performance [SR 2020]</p> <p>Greenhouse gas and energy data. Scope 1 GHG emissions (operational control) [SR 2020]</p> <p>Performance highlights. Goals, performance and plans [SR 2020]</p> <p>Safety and Environment. Chemicals GHG intensity [AR 2020]</p> <p>Greenhouse gas intensity [AR 2020]</p> <p>Net carbon intensity performance [AR 2020]</p>	<p>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.</p> <p>Our assurance statements are available at our <a href="#">webpage</a>.</p>	
305-5	Reduction of GHG emissions	●	<p>Our climate target. Our approach [SR 2020]</p> <p>Achieving our target [SR 2020]</p> <p>Scope of our net carbon footprint [SR 2020]</p> <p>Managing greenhouse gas emissions. Our approach [SR 2020]</p> <p>Greenhouse gas and energy data [SR 2020]</p> <p>GHG Performance [AR 2020]</p> <p>Our GHG emissions [AR 2020]</p>	<p>Our assurance statements are available at our <a href="#">webpage</a>.</p>	



## Emissions

305-6	Emissions of ozone-depleting substances (ODS)	●	Other environmental data. Air emissions [SR 2020]	We report the amount of gas lost to the atmosphere. It is reported in terms of mass of the actual gas.	<input checked="" type="checkbox"/> no
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	●	Other environmental data. Air emissions [SR 2020]	This is not broken down by business sector, because we report our performance for the entire group.	<input checked="" type="checkbox"/> no

## Effluents and waste

103-1	Explanation of the material topic and its Boundary	●	Respecting Nature [SR 2020] Sustainability at Shell [SR 2020] Conserving water resources [SR 2020] Waste water and produced water [SR 2020] Managing waste [SR 2020] Plastics [SR 2020] Environment [AR 2020]		<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Waste management [SR 2020] Tackling plastic waste [SR 2020] Reducing, reusing and recycling [SR 2020] Reducing waste [SR 2020] Other environmental data. Waste management [SR 2020] Environment [AR 2020]		<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	◐	Waste management [SR 2020] Tackling plastic waste [SR 2020] Reducing, reusing and recycling [SR 2020] Reducing waste [SR 2020] Other environmental data. Waste management [SR 2020] Environment [AR 2020]		<input checked="" type="checkbox"/> no
306-1	Waste generation and significant waste-related impacts	◐	Managing waste [SR 2020] Other environmental data. Waste management [SR 2020]		<input checked="" type="checkbox"/> no
306-2	Management of significant waste-related impacts	◐	Managing waste [SR 2020] Waste management [SR 2020] Reducing waste [SR 2020] Other environmental data. Waste management [SR 2020]	We report separately on hazardous and non-hazardous waste along with recycled waste at Group level. Individual installations also may have their own expanded waste metrics and targets, some derived from government permits for regional and local impacts.	<input checked="" type="checkbox"/> no
306-3	Waste generated	●	Managing waste [SR 2020] Other environmental data. Waste management [SR 2020]		<input checked="" type="checkbox"/> no
306-4	Waste diverted from disposal	●	Managing waste [SR 2020] Other environmental data. Waste management [SR 2020]		<input checked="" type="checkbox"/> no
306-5	Waste directed to disposal	●	Managing waste [SR 2020] Other environmental data. Waste management [SR 2020]		<input checked="" type="checkbox"/> no

## Environmental compliance

103-1	Explanation of the material topic and its Boundary	●	Our approach to the environment [SR 2020] Respecting Nature [shell.com] Environment [AR 2020]		<input checked="" type="checkbox"/> no
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### Environmental compliance

103-2	The management approach and its components	●	Our approach to the environment [SR 2020] Respecting Nature [shell.com] Environment [AR 2020]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Our approach to the environment [SR 2020] Environment [AR 2020]	<input checked="" type="checkbox"/> no
307-1	Non-compliance with environmental laws and regulations	◐	Product stewardship [SR 2020] HSSE & SP Control Framework [AR 2020] Environment [AR 2020]	<input checked="" type="checkbox"/> no  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, water, and soil, and the safe disposal and handling of waste.

### Supplier environmental assessment

103-1	Explanation of the material topic and its Boundary	◐	Working with our suppliers. Supply chain [SR 2020] Supplier principles [shell.com]	<input checked="" type="checkbox"/> no Supplier environmental assessments are part of our general supplier assessment approach.
103-2	The management approach and its components	◐	Working with our suppliers. Supply chain [SR 2020] Supplier principles [shell.com]	<input checked="" type="checkbox"/> no Supplier environmental assessments are part of our general supplier assessment approach.
103-3	Evaluation of the management approach	◐	Working with our suppliers. Supply chain [SR 2020]	<input checked="" type="checkbox"/> no Not applicable
308-1	Percentage of new suppliers that were screened using environmental criteria	○	Not reported on	<input checked="" type="checkbox"/> no 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 identified risk.

## SOCIAL: LABOR PRACTICES AND DECENT WORK

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
<b>Employment</b>					
103-1	Explanation of the material topic and its Boundary	●	Our core values [SR 2020] Our approach to human rights [SR 2020] Human rights [AR 2020] Supply chain [SR 2020] Supplier principles [shell.com] Human rights [shell.com]	<input checked="" type="checkbox"/> no	

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
103-2	The management approach and its components	●	Our core values [SR 2020] Our approach to human rights [SR 2020] Supply chain [SR 2020] Supplier principles [shell.com] Human rights [shell.com] Local suppliers [shell.com] Selecting the topics [SR 2020] Human rights [AR 2020]		<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Our core values [SR 2020] Our approach to human rights [SR 2020] Supply chain [SR 2020] Supplier principles [shell.com] Human rights [shell.com] Local suppliers [shell.com] Selecting the topics [SR 2020] Human rights [AR 2020]		<input checked="" type="checkbox"/> no
401-1	New employee hires and employee turnover	◐	Our people [SR 2020] Our people [AR 2020]	We report on new hires by gender and the total number of employees by region.	<input checked="" type="checkbox"/> no
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	○		Part-time and full-time employees have the same benefits, though these may vary based on country regulations.	<input checked="" type="checkbox"/> no
401-3	Parental leave	○	Global maternity leave standard [shell.com]		<input checked="" type="checkbox"/> no
<b>Occupational health and safety</b>					
103-1	Explanation of the material topic and its Boundary	◐	Process safety [SR 2020] Safety [AR 2020] Safety [shell.com] Personal safety [shell.com]		<input checked="" type="checkbox"/> no
103-2	The management approach and its components	◐	Process safety [SR 2020] Safety [AR 2020] HSSE & SP control framework [AR 2020] Safety [shell.com] Personal safety [shell.com]		<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Process safety [SR 2020] Safety [AR 2020] Safety [shell.com] Personal safety [shell.com]		<input checked="" type="checkbox"/> no
403-1	Occupational health and safety management system	●	Process safety [SR 2020] Our approach to human rights [SR 2020] Safety [shell.com] HSSE & SP control framework [AR 2020]		<input checked="" type="checkbox"/> no
403-2	Hazard identification, risk assessment, and incident investigation	●	Process safety [SR 2020] Safety [AR 2020] Safety [shell.com] Personal safety [shell.com]		<input checked="" type="checkbox"/> no
403-3	Occupational health services	●	Shell's response to COVID-19 [SR 2020] Operational risks [AR 2020] Employee health and welfare [shell.com]		<input checked="" type="checkbox"/> no
403-4	Worker participation, consultation, and communication on occupational health and safety	◐	Raising safety standards [SR 2020] Safety [shell.com] Employee health and welfare [shell.com] Personal safety [shell.com]		<input checked="" type="checkbox"/> no

### Occupational health and safety

403-5	Worker training on occupational health and safety	●	Safety [AR 2020] Operational risks [AR 2020] Our approach to safety [SR 2020] Transport safety [SR 2020] Safety [shell.com] Personal safety [shell.com]	<input checked="" type="checkbox"/> no
403-6	Promotion of worker health	◐	Shell's response to COVID-19 [SR 2020] Safety [AR 2020] Employee communication and involvement [AR 2020]	<input checked="" type="checkbox"/> no
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	●	Product stewardship [SR 2020] Process safety [SR 2020] Product stewardship [shell.com] Reach [shell.com]	<input checked="" type="checkbox"/> no
403-8	Workers covered by an occupational health and safety management system	◐	Process safety [SR 2020] Our approach to human rights [SR 2020] Safety [shell.com] HSSE & SP control framework [AR 2020]	<input checked="" type="checkbox"/> no
403-9	Work-related injuries	●	Safety performance data [SR 2020] Our approach to safety [SR 2020] Safety [AR 2020]	<input checked="" type="checkbox"/> no
403-10	Work-related ill health	◐	Safety performance data [SR 2020] Our approach to safety [SR 2020] Transport safety [SR 2020] Safety [AR 2020]	<input checked="" type="checkbox"/> no

### Training and education

103-1	Explanation of the material topic and its Boundary	●	Transport safety [SR 2020] Our approach to safety [SR 2020] Safety [AR 2020]	Employee training is very important to us. We provide equal opportunity in recruitment, career development, promotion, training and rewards for all our people.	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Transport safety [SR 2020] Our approach to safety [SR 2020] Safety [AR 2020] Operational risks [AR 2020] Conduct risks [AR 2020] Our people [AR 2020] Anti-bribery and corruption [AR 2020]	Employee training is very important to us. We provide equal opportunity in recruitment, career development, promotion, training and rewards for all our people.	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Workforce engagement [AR 2020] Our approach to safety [SR 2020] Safety [AR 2020]		<input checked="" type="checkbox"/> no
404-1	Average hour of training per year per employee	◐	Our people [SR 2020] Our people [AR 2020]	We report the total number of formal training days provided for employees and joint-venture partners.	<input checked="" type="checkbox"/> no

### Diversity and equal opportunity

103-1	Explanation of the material topic and its Boundary	●	Workforce diversity and inclusion [SR 2020] Diversity and inclusion [AR 2020] Letter from the CEO [SR 2020] Contributing to a diverse and inclusive world [shell.com]		<input checked="" type="checkbox"/> no
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## Diversity and equal opportunity

103-2	The management approach and its components	●	Workforce diversity and inclusion [SR 2020] Diversity and inclusion [AR 2020] Board diversity [AR 2020] Contributing to a diverse and inclusive world [shell.com]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Workforce diversity and inclusion [SR 2020] Diversity and inclusion [AR 2020] Contributing to a diverse and inclusive world [shell.com]	<input checked="" type="checkbox"/> no
405-1	Diversity of governance bodies and employees	◐	Workforce diversity and inclusion [SR 2020] Diversity and inclusion [AR 2020] Board diversity [AR 2020] Contributing to a diverse and inclusive world [shell.com] Shell in the UK diversity pay gap report [shell.co.uk]	<input checked="" type="checkbox"/> no 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.
405-2	Ratio of basic salary and remuneration of women to men	◐	Shell in the UK diversity pay gap report [shell.co.uk]	<input checked="" type="checkbox"/> no In the UK we report on our diversity pay gap.
406-1	Incidents of discrimination and corrective actions taken	◐	Employee communication and involvement [AR 2020] Code of conduct [AR 2020] Living by our principles [SR 2020]	<input checked="" type="checkbox"/> no We report on Code of Conduct violations. These are not necessarily all incidents of discrimination.
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	◐	Social performance data table [SR 2020] Supplier principles [shell.com]	We report the percentage of countries with staff access to staff forums, grievance procedures or other support systems. Our supplier principles require contractors and suppliers to conduct their activities in a manner that respects human rights as set out in the UN Universal Declaration of Human Rights and the core conventions of the International Labour Organization (ILO) including regulations on freedom of association and collective bargaining.

## SOCIAL: HUMAN RIGHTS

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
<b>Child labour</b>					
103-1	Explanation of the material topic and its Boundary	●	Modern slavery [SR 2020] UK Modern Slavery Act statement [shell.com] Human rights [shell.com]	Not applicable	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Modern slavery [SR 2020] UK Modern Slavery Act statement [shell.com] Human rights [shell.com]	Not applicable	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Social performance data [SR 2020] Modern slavery [SR 2020] UK Modern Slavery Act statement [shell.com] Human rights [shell.com]	Not applicable	<input checked="" type="checkbox"/> no
408-1	Operations and suppliers at significant risk for incidents of child labour	◐	Social performance data [SR 2020] Modern slavery [SR 2020] UK Modern Slavery Act statement [shell.com] Human rights [shell.com]	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. A major cause of forced labour in global supply chains is the charging of recruitment fees and related costs from migrant workers. In 2018, we reviewed our supplier principles statements and found there was an opportunity to include the explicit prohibition of such fees, sending an unequivocal message about our expectation to suppliers.	<input checked="" type="checkbox"/> no
<b>Forced or compulsory labor</b>					
103-1	Explanation of the material topic and its Boundary	●	Modern slavery [SR 2020] UK Modern Slavery Act statement [shell.com] Human rights [shell.com]		<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Modern slavery [SR 2020] UK Modern Slavery Act statement [shell.com] Human rights [shell.com]		<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Modern slavery [SR 2020] UK Modern Slavery Act statement [shell.com] Human rights [shell.com]		<input checked="" type="checkbox"/> no
409-1	Operations and suppliers at significant risk for incidents of forced and compulsory labour	◐	Modern slavery [SR 2020] Social performance data [SR 2020] UK Modern Slavery Act statement [shell.com]	Shell is opposed to all forms of modern slavery. We publish a statement under the UK Modern Slavery Act 2015 annually, setting out the steps we have taken against modern slavery in our business and supply chains.	<input checked="" type="checkbox"/> no

### Security practices

103-1	Explanation of the material topic and its Boundary	●	Security practices [SR 2020] Social performance data [SR 2020] VPSHR report [shell.com]	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Security practices [SR 2020] Social performance data [SR 2020] VPSHR report [shell.com]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Security practices [SR 2020] Social performance data [SR 2020] VPSHR report [shell.com]	<input checked="" type="checkbox"/> no
410-1	Security personnel trained in human rights policies or procedures	◐	Security practices [SR 2020] Social performance data [SR 2020] VPSHR report [shell.com]	<input checked="" type="checkbox"/> no

### Rights of indigenous peoples

103-1	Explanation of the material topic and its Boundary	●	Embedding sustainability into projects [SR 2020] Indigenous peoples [SR 2020] Sustainability governance [SR 2020] Neighbouring communities [AR 2020] Human rights [shell.com] Working with communities [shell.com]	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Embedding sustainability into projects [SR 2020] Indigenous peoples [SR 2020] Sustainability governance [SR 2020] Neighbouring communities [AR 2020] Human rights [shell.com] Working with communities [shell.com]	<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Embedding sustainability into projects [SR 2020] Indigenous peoples [SR 2020] Sustainability governance [SR 2020] Neighbouring communities [AR 2020] Human rights [shell.com] Working with communities [shell.com]	<input checked="" type="checkbox"/> no
411-1	Incidents of violations involving rights of indigenous peoples	○	Embedding sustainability into projects [SR 2020] Indigenous peoples [SR 2020] Sustainability governance [SR 2020] Neighbouring communities [AR 2020] Human rights [shell.com] Working with communities [shell.com]	Our approach is to prevent infringements of rights through engagement with affected stakeholders, compliance with local laws and Shell standards and training for staff. <input checked="" type="checkbox"/> no

## Human rights assessment

103-1	Explanation of the material topic and its Boundary	●	<p>Sustainability governance [SR 2020] Our values [shell.com] Respecting human rights [SR 2020] Human rights [shell.com] Supplier principles [shell.com] UK Modern Slavery Act statement [shell.com] VPSHR report [shell.com]</p>	<p>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.</p> <p>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.</p> <p>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.</p>	<div><div>✕</div>no</div>
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## Human rights assessment

103-2	The management approach and its components	●	<p>Sustainability governance [SR 2020]  Our values [shell.com]  Respecting human rights [SR 2020]  Human rights [shell.com]  Supplier principles [shell.com]  UK Modern Slavery Act statement [shell.com]  VPSHR report [shell.com]</p>	<p>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.</p> <p>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.</p> <p>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.</p>	<div>✕</div> no
103-3	Evaluation of the management approach	●	<p>Sustainability governance [SR 2020]  Our values [shell.com]  Respecting human rights [SR 2020]  Human rights [shell.com]  Supplier principles [shell.com]  UK Modern Slavery Act statement [shell.com]  VPSHR report [shell.com]</p>		<div>✕</div> no

## Human rights assessment

412-1	Operations that have been subject to human rights reviews or impact assessments	●	<p>Sustainability governance [SR 2020]  Our values [shell.com]  Respecting human rights [SR 2020]  Human rights [shell.com]  Supplier principles [shell.com]  UK Modern Slavery Act statement [shell.com]  VPSHR report [shell.com]  Impact Assessment [shell.com]  Embedding sustainability into projects [SR 2020]</p>	<p>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.</p>	<div>✕</div> no
412-2	Employee training on human rights policies or procedures	●	<p>Our people [SR 2020]  Our people [AR 2020]  Living by our principles [SR 2020]  Human rights [SR 2020]  VPSHR report [shell.com]</p>	<p>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.</p> <p>We deliver training and awareness briefings on VPSHR – such as online modules, regional workshops, onsite training delivered by independent third parties, and train the trainer sessions – to both our own staff and our security providers.</p>	<div>✕</div> no

## Human rights assessment

412-3	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	●	<p>Sustainability governance [SR 2020]  Our values [shell.com]  Respecting human rights [SR 2020]  Human rights [shell.com]  Supplier principles [shell.com]  UK Modern Slavery Act statement [shell.com]  VPSHR report [shell.com]  Impact Assessment [shell.com]  Embedding sustainability into projects [SR 2020]</p>	<p>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.</p> <p>Respect for human rights is embedded in our Business Principles and in our Code of Conduct.</p> <p>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.</p> <p>Language on the VPs and the Shell Group requirements on the Use of Force are included in our private security contracts.</p> <p>A major cause of forced labour in global supply chains is the charging of recruitment fees and related costs from migrant workers. In 2018, we reviewed our supplier principles statements and found there was an opportunity to include the explicit prohibition of such fees, sending an unequivocal message about our expectation to suppliers.</p>	<input checked="" type="checkbox"/> no
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## SOCIAL: SOCIETY



GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
<b>Local communities</b>					
103-1	Explanation of the material topic and its Boundary	●	<p>Local content [SR 2020]  Contributing to communities [SR 2020]  Managing our impact on people [SR 2020]  Neighbouring communities [AR 2020]  Human rights [shell.com]  Working with communities [shell.com]</p>		<input checked="" type="checkbox"/> no

GRI	Indicator	Level	Location of disclosures in 2020	Comment / Reason for Omission	External Assurance
103-2	The management approach and its components	●	Local content [SR 2020] Contributing to communities [SR 2020] Managing our impact on people [SR 2020] Neighbouring communities [AR 2020] Human rights [shell.com] Working with communities [shell.com]		<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Local content [SR 2020] Contributing to communities [SR 2020] Managing our impact on people [SR 2020] Neighbouring communities [AR 2020] Human rights [shell.com] Working with communities [shell.com]		<input checked="" type="checkbox"/> no
413-1	Operations with local community engagement, impact assessments, and development programs	◐	Our approach to human rights [SR 2020] Embedding sustainability into projects [SR 2020] Engaging communities [SR 2020] Neighbouring communities [AR 2020] Human rights [shell.com] Working with communities [shell.com]	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.	<input checked="" type="checkbox"/> no
413-2	Operations with significant actual and potential negative impacts on local communities	◐	Our approach to human rights [SR 2020] Embedding sustainability into projects [SR 2020] Engaging communities [SR 2020] Neighbouring communities [AR 2020] Human rights [shell.com] Working with communities [shell.com]	We report on this on a significant example basis.	<input checked="" type="checkbox"/> no

## Supplier social assessment

103-1	Explanation of the material topic and its Boundary	●	<p>Supply chain [SR 2020] Living by our principles [SR 2020] Our approach to human rights [SR 2020] Contribution to society [AR 2020] Human rights [shell.com] UK Modern Slavery Act statement [shell.com] VPSHR report [shell.com] Supplier principles [shell.com]</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>Language on the VPs and the Shell Group requirements on the Use of Force are included in our private security contracts.</p> <p>A major cause of forced labour in global supply chains is the charging of recruitment fees and related costs from migrant workers. In 2018, we reviewed our supplier principles statements and found there was an opportunity to include the explicit prohibition of such fees, sending an unequivocal message about our expectation to suppliers.</p>	<div><div>✕</div>no</div>
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## Supplier social assessment

103-2	The management approach and its components	●	<p>Supply chain [SR 2020] Living by our principles [SR 2020] Our approach to human rights [SR 2020] Contribution to society [AR 2020] Human rights [shell.com] UK Modern Slavery Act statement [shell.com] VPSHR report [shell.com] Supplier principles [shell.com]</p>	<p>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.</p> <p>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.</p> <p>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.</p>	<div>no</div>
103-3	Evaluation of the management approach	●	<p>Supply chain [SR 2020] Living by our principles [SR 2020] Our approach to human rights [SR 2020] Contribution to society [AR 2020] Human rights [shell.com] UK Modern Slavery Act statement [shell.com] VPSHR report [shell.com] Supplier principles [shell.com]</p>		<div>no</div>

## Supplier social assessment

414-1	New suppliers that were screened using social criteria	●	<p>Supply chain [SR 2020]</p> <p>Living by our principles [SR 2020]</p> <p>Our approach to human rights [SR 2020]</p> <p>Contribution to society [AR 2020]</p> <p>Human rights [shell.com]</p> <p>UK Modern Slavery Act statement [shell.com]</p> <p>VPSHR report [shell.com]</p> <p>Supplier principles [shell.com]</p>	<p>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. We use a defined set of criteria to identify potential supply chain risks and, where we see risk, we ask suppliers and contractors to respond to our due diligence assessments before awarding a contract. This assessment requires our suppliers and contractors to declare whether they have a process in place to assess and manage social risks with their own suppliers. If gaps are identified, we may work with suppliers and contractors to help them understand how to close these gaps, implement corrective action – which may include on-site audits from Shell – or we may consider terminating the contract. Language on the VPs and the Shell Group requirements on the Use of Force are included in our private security contracts. A major cause of forced labour in global supply chains is the charging of recruitment fees and related costs from migrant workers. In 2018, we reviewed our supplier principles statements and found there was an opportunity to include the explicit prohibition of such fees, sending an unequivocal message about our expectation to suppliers.</p>	<div>✕</div> no
414-2	Negative social impacts in the supply chain and actions taken	○	<p>Supply chain [SR 2020]</p> <p>Living by our principles [SR 2020]</p> <p>Our approach to human rights [SR 2020]</p> <p>Contribution to society [AR 2020]</p> <p>Human rights [shell.com]</p> <p>UK Modern Slavery Act statement [shell.com]</p> <p>VPSHR report [shell.com]</p> <p>Supplier principles [shell.com]</p>		<div>✕</div> no
<b>Public policy</b>					
103-1	Explanation of the material topic and its Boundary	●	<p>Political engagement [SR 2020]</p> <p>Political contributions [AR 2020]</p> <p>Advocacy and political activity [shell.com]</p> <p>Shell General Business Principles [shell.com]</p> <p>Political contributions [shell.com]</p> <p>Payments to governments [shell.com]</p>		<div>✕</div> no

## Public policy

103-2	The management approach and its components	●	Political engagement [SR 2020] Political contributions [AR 2020] Advocacy and political activity [shell.com] Shell General Business Principles [shell.com] Political contributions [shell.com] Payments to governments [shell.com]		<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Political engagement [SR 2020] Political contributions [AR 2020] Advocacy and political activity [shell.com] Shell General Business Principles [shell.com] Political contributions [shell.com] Payments to governments [shell.com]		<input checked="" type="checkbox"/> no
415-1	Political contributions	●	Political engagement [SR 2020] Political contributions [AR 2020] Advocacy and political activity [shell.com] Shell General Business Principles [shell.com] Political contributions [shell.com] Payments to governments [shell.com]	Our Business Principles encourage us to contribute to debates on policy issues that affect our business, our employees or the local communities where we operate. These prohibit payments by Shell companies to political parties.	<input checked="" type="checkbox"/> no

## Customer health and safety

103-1	Explanation of the material topic and its Boundary	●	Product stewardship [SR 2020] Product stewardship [shell.com]		<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	Product stewardship [SR 2020] Product stewardship [shell.com]		<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Product stewardship [SR 2020] Product stewardship [shell.com]		<input checked="" type="checkbox"/> no
416-1	Assessment of the health and safety impacts of product and service categories	●	Product stewardship [SR 2020] Product stewardship [shell.com]		<input checked="" type="checkbox"/> no

## Socioeconomic compliance

103-1	Explanation of the material topic and its Boundary	●	General confirmation of directors' duties [AR 2020] Safety [AR 2020] Code of conduct [AR 2020] Workforce engagement [AR 2020] Safety, environment and sustainability committee [AR 2020] Compliance and governance [AR 2020]	Compliance is an aspect of our policy and operations, rather than a material topic in its own right.	<input checked="" type="checkbox"/> no
103-2	The management approach and its components	●	General confirmation of directors' duties [AR 2020] Safety [AR 2020] Code of conduct [AR 2020] Workforce engagement [AR 2020] Safety, environment and sustainability committee [AR 2020] Compliance and governance [AR 2020]		<input checked="" type="checkbox"/> no
103-3	Evaluation of the management approach	●	Board activities and evaluation [AR 2020] Workforce engagement [AR 2020] Safety, environment and sustainability committee [AR 2020]		<input checked="" type="checkbox"/> no
419-1	Non-compliance with laws and regulations in the social and economic area	○		This is not reported at a Group level.	<input checked="" type="checkbox"/> no