



# OUR PERFORMANCE DATA

Each year, we measure our ESG performance and report on the safety of our operations, our impact on the environment and our contribution to communities.

- 86 About our data
- 87 Our standards and policies
- 88 Our Powering Progress targets
- 89 Safety data
- 90 Greenhouse gas and energy data
- 95 Other environmental data
- 97 Social data



## ABOUT OUR DATA

We began reporting voluntarily on our environmental, safety and social performance with the first Shell Report in 1997. We support transparency and share information and data in this report and on [www.shell.com](http://www.shell.com)

There are inherent limitations to the accuracy of environmental, safety and social performance data. We recognise that our data will be affected by these limitations, so we continue to improve data integrity by strengthening our internal controls.

We provide all non-financial data in this report on a 100% basis for companies and joint ventures where we are the operator unless otherwise stated, in line with industry practice. We believe that this boundary best reflects regulatory requirements, as well as internal policies, for the management of potential health, safety, environmental and social impacts. We refer to the number of people employed or contracted on a full-time equivalent basis.

Operations acquired or divested during 2020 are included only for the period in which we operated these assets. Other data are collected from external sources, employee surveys and other internal sources as indicated. Some data in the social performance data table come from an internal survey completed by the senior Shell representative in each country. The accuracy of environmental and social data may be lower than that of data obtained through our financial systems.

We only include data in this report for 2020 that were confirmed by the end of March 2021. If incidents are reclassified or confirmed, or if significant data changes occur after preparation of this report, they will be updated in the following year's publication.

### ASSURANCE

We have clear standards and reporting requirements for our health, safety, security, environment and social performance (HSSE & SP) data.

Shell companies are required to consider and adopt these standards, which define management roles and responsibilities, the scope of data at facilities and how data are calculated and collected. These standards are part of our HSSE & SP Control Framework.

To ensure we provide accurate information, our assurance process of HSSE & SP data is also a key element of the HSSE & SP Control Framework. Some examples of the assurance mechanisms in this process are:

- self-assessments at the facility level;
- internal audits at all levels of Shell;
- quarterly reviews and assessments of the data at all levels;
- an annual series of meetings between leaders at Group level and senior business managers to discuss outcomes and reporting parameters; and
- formal sign-off by Shell's senior country leaders.

The Report Review Panel of independent experts helps ensure our reporting is balanced, relevant and responsive to stakeholders' interests.

Lloyd's Register Quality Assurance Ltd has provided limited assurance of our Net Carbon Footprint and Scope 1 and Scope 2 greenhouse gas (GHG) emissions data under operational control for 2020. Limited assurance means nothing has come to the auditor's attention that would indicate that the GHG data and information as presented in the Greenhouse Gas Assertion were not materially correct. The most recent assurance statements are available at [www.shell.com/ghg](http://www.shell.com/ghg)

Conversions into US and Canadian dollars are based on the average exchange rates for 2020.



# OUR STANDARDS AND POLICIES

## SELECTED COMMITMENTS, POLICIES AND FRAMEWORKS

We have a comprehensive set of codes, policies and assurance processes that define how we aim to operate in socially and environmentally responsible ways.

- Shell General Business Principles
- Shell Code of Conduct
- Ethics and Compliance Manual
- Code of Ethics for Executive Directors and Senior Financial Officers
- Shell Supplier Principles
- Health, Safety, Security, Environment & Social Performance Commitment and Policy
- Health, Safety, Security, Environment & Social Performance Control Framework
- Health, Safety, Security, Environment & Social Performance assurance
- Human rights approach
- Voluntary Principles on Security and Human Rights
- Shell's ambition to be a net-zero emissions energy business
- Environmental framework
- Biodiversity commitments

- Purchasing statement: Sustainable sourcing of bio-components (PDF)
- Corporate political engagement (PDF)
- Shell's principles for producing tight/shale oil and gas

We also support a number of external voluntary codes.

## VOLUNTARY REPORTING STANDARDS AND FRAMEWORKS

Our reporting is informed by a number of standards such as the IPIECA Sustainability Reporting Guidance and the Global Reporting Initiative (GRI). In addition, we map our disclosures against the Task Force on Climate-related Financial Disclosures and Sustainability Accounting Standards Board, and are a founding member of and a signatory to the United Nations Global Compact.

- Global Reporting Initiative
- Task Force on Climate-related Financial Disclosures
- Sustainability Accounting Standards Board
- CDP
- IPIECA
- United Nations Global Compact
- United Nations Sustainable Development Goals



# OUR POWERING PROGRESS TARGETS

In February 2021, Shell launched Powering Progress, which sets out our strategy to accelerate the transition of our business to net-zero emissions, in step with society, purposefully and profitably. It is designed to integrate sustainability with our business strategy, in support of our purpose – to power progress together by providing more and cleaner energy solutions. New targets and commitments under Powering Progress include:

## ACHIEVING NET-ZERO EMISSIONS

Working with our customers and across sectors to accelerate the transition to net-zero emissions.

- Our climate target is to become a net-zero emissions energy business by 2050, in step with society's progress in achieving the goal of the UN Paris Agreement on climate change.
- We have set targets to reduce the carbon intensity (Net Carbon Footprint) of the energy products we sell, in step with society. This includes short-term targets of 2-3% by 2021, 3-4% by 2022, and 6-8% by 2023 (compared with 2016). It also includes medium- and long-term targets of 20% by 2030, 45% by 2035, and 100% by 2050 (compared with 2016).
- We have linked the pay of more than 16,500 staff to our target to reduce the carbon intensity of our energy products by 6-8% by 2023, compared with 2016.
- We believe our annual oil production peaked in 2019, and we expect our total oil production to decline by 1-2% a year until 2030.
- We will invest \$2-3 billion on average each year in our Renewables and Energy Solutions business.
- In 2021, we expect to invest around \$100 million in nature-based solutions such as forests and wetlands that store carbon.
- We seek to have access to an additional 25 million tonnes a year of carbon capture and storage (CCS) capacity by 2035 – equal to 25 CCS facilities the size of our Quest site in Canada.
- By 2030, we will end routine flaring of gas, which generates carbon emissions, from the assets we operate.
- By 2025, we expect to have kept the methane emissions intensity of Shell-operated assets to below 0.2%.

## RESPECTING NATURE

Protecting the environment, reducing waste and making a positive contribution to biodiversity.

### Biodiversity

- Our ambition is to have a positive impact on biodiversity.
- Our new projects in areas rich in biodiversity – critical habitats – will have a net positive impact on biodiversity, starting implementation in 2021.
- Our nature-based solutions projects, which protect, transform or restore land, will have a net positive impact on biodiversity, starting implementation in 2021.
- We will replant forests, achieving net-zero deforestation from new activities, while maintaining biodiversity and conservation value, starting implementation in 2022.

## Water

- Our ambition is to conserve fresh water by reducing consumption and increasing reuse and recycling.
- We will reduce the amount of fresh water consumed in our facilities, starting by reducing fresh-water consumption by 15% by 2025 compared with 2018 levels in areas where there is high pressure on fresh-water resources.
- We will assess options for further reduction goals by the end of 2022.

## Circular economy and waste

- Our ambition is to use resources and materials efficiently and to increase reuse and recycling.
- We are aiming for zero waste by reducing waste generated and increasing reuse and recycling in our businesses and supply chains. We will set goals for waste reduction, reuse and recycling by the end of 2022.
- We will work with our suppliers and contractors to help end plastic waste in the environment:
  - By 2030, we will increase the amount of recycled plastic in our packaging to 30% and ensure that the packaging we use for our products is reusable or recyclable.
  - We will increase the amount of recycled materials used to make our products, starting with plastics. Our ambition is to use one million tonnes of plastic waste a year in our global chemicals plants by 2025.

## Air quality

- We are helping to improve air quality by reducing emissions from our operations and providing cleaner ways to power transport and industry.

## POWERING LIVES

Powering lives through our products and activities, and by supporting an inclusive society.

- Our ambition, by 2030, is to provide reliable electricity to 100 million people in emerging markets who do not yet have it.
- We will aim to increase racial and ethnic representation across our workforce so that we better reflect the communities in which we work and live, starting in the UK and the USA and followed by the Netherlands.
- We will work to achieve 30% representation of women in our top 1,400 leaders at Shell by the end of 2021, 35% by 2025 and 40% by 2030, compared with 27.8% at the end of 2020.
- By 2030, we will make our global network of service stations more inclusive and accessible to customers with physical disabilities.
- We will provide a safe, caring and inclusive environment for LGBT+ staff so that they can be themselves and reach their full potential.



# SAFETY PERFORMANCE DATA

## SAFETY [A]

	Unit	2020	2019	2018	2017	2016	IPECA	SASB	GRI
Fatalities [B]	Number	0	7	2	2	3	SHS-3	EM-EP-320a.1	403-9
Employees	Number	0	3	0	0	0	SHS-3	EM-EP-320a.1	403-9
Contractors	Number	0	4	2	2	3	SHS-3	EM-EP-320a.1	403-9
Fatal accident rate [C]	Number per 100 million hours	0.0	1.4	0.4	0.4	0.5	SHS-3	EM-EP-320a.1	403-9
Employees	Number per 100 million hours	0.0	1.6	0.0	0.0	0.0	SHS-3	EM-EP-320a.1	403-9
Contractors	Number per 100 million hours	0.0	1.2	0.6	0.6	0.8	SHS-3	EM-EP-320a.1	403-9
Total recordable case frequency (TRCF)	Number per million hours	0.7	0.9	0.9	0.8	1.0	SHS-3	EM-EP-320a.1	403-9
Employees	Number per million hours	0.3	0.6	0.7	0.6	0.7	SHS-3	EM-EP-320a.1	403-9
Contractors	Number per million hours	0.9	1.1	1.0	0.9	1.2	SHS-3	EM-EP-320a.1	403-9
Lost time injury frequency (LTIF)	Number per million hours	0.2	0.3	0.3	0.2	0.3	SHS-3	EM-EP-320a.1	403-9
Employees	Number per million hours	0.2	0.3	0.2	0.2	0.2	SHS-3	EM-EP-320a.1	403-9
Contractors	Number per million hours	0.3	0.3	0.3	0.2	0.3	SHS-3	EM-EP-320a.1	403-9
Road transport safety performance							SHS-4		
Severe motor vehicle incident frequency rate [D]	Number of severe motor vehicle incidents per 100 million kilometres driven	2.1	3.5	3.1	2.5	2.8	SHS-4	-	-
Number of road-transport-related fatalities (employees and contractors)	Number	0	2	0	1	1	SHS-4	-	-
Operational process safety events [E]	Number	103	130	121	166	151	SHS-6	EM-EP-540a.1	-
Tier 1	Number	34	41	35	49	41	SHS-6	EM-EP-540a.1	-
Tier 2	Number	69	89	86	117	110	SHS-6	EM-EP-540a.1	-

[A] In line with industry standards, we distinguish three contract modes. Mode 1: contractor/supplier performs work under Shell's HSSE Management System (HSSE MS); Mode 2: contractor/supplier performs work under its own HSSE MS, which is materially equivalent to Shell's HSSE MS; Mode 3: contractor/supplier performs work under its own HSSE MS. Also in line with industry standards, we report on safety performance only for contract modes 1 and 2.

[B] Includes fatal occupational injuries and illnesses except for those related to COVID-19. There were 2 COVID-19-related occupational illnesses in 2020 that resulted in death (0 employees, 2 contractors)

[C] We have updated some of our historical figures following a review of the data.

[D] Severe motor vehicle incident is defined as a motor vehicle incident resulting in a fatality, serious injury or a rollover of a vehicle.

[E] Process safety events classified according to guidance from the IOGP and API. In 2020, there was one Tier 1 sabotage-related event. The classification of sabotage-related process safety events is made on the best-endeavours basis.

## HEALTH

	Unit	2020	2019	2018	2017	2016	IPECA	SASB	GRI
Total recordable occupational illness frequency (TROIF) (employees only) [A]	Number per million hours	0.2	0.5	0.4	0.3	0.4	SHS-3	EM-EP-320a.1	403-10

[A] Does not include COVID-19-related occupational illnesses. There were 79 COVID-19-related employee occupational illnesses in 2020.

## SECURITY [A]

	Unit	2020	2019	2018	2017	2016	IPECA	SASB	GRI
Using armed security	% of countries	14	20	21	14	17	SHS-7	-	-
Using armed company security	% of countries	1	1	3	1	1	SHS-7	-	-
Using armed contractor security	% of countries	8	11	10	3	7	SHS-7	-	-

[A] Data obtained from an internal survey completed by the senior Shell representative in each country.



# GREENHOUSE GAS AND ENERGY DATA

## NET CARBON FOOTPRINT (NCF)

	Unit	2020	2019	2018	2017	2016	IPECA	SASB	GRI
<b>NET CARBON FOOTPRINT [A]</b>									
Net Carbon Footprint	g CO <sub>2</sub> e/ MJ	75	78	79	79	79			
Estimated total energy delivered by Shell [B]	trillion (10 <sup>12</sup> ) MJ	18.40	21.05	22.00	21.44	20.93			
<b>Share of energy delivered per energy product type [C]</b>									
Oil products and GTL	%	47	56	55	54	54			
Gas	%	21	17	21	23	24			
LNG	%	19	18	16	15	14			
Biofuels	%	1	1	1	1	1			
Power	%	12	9	7	7	7			
Total estimated greenhouse gas emissions covered by the Net Carbon Footprint calculation [D]	million tonnes CO <sub>2</sub> e	1,384	1,646	1,731	1,688	1,645			
<b>Carbon intensity of energy products type</b>									
Oil products and GTL	g CO <sub>2</sub> e/MJ	89	89	88	89	89			
Gas	g CO <sub>2</sub> e/MJ	67	66	67	67	67			
LNG	g CO <sub>2</sub> e/MJ	70	71	71	71	71			
Biofuels	g CO <sub>2</sub> e/MJ	38	39	37	39	40			
Power	g CO <sub>2</sub> e/MJ	48	57	62	60	59			

[A] Retail sales volumes from markets where Shell operates under trademark licensing agreements are excluded from the scope of the Net Carbon Footprint.

[B] Total volume of energy products sold by Shell, aggregated on an energy basis, with electricity represented as fossil equivalents. This value is derived from energy product sales figures disclosed by Shell in the Annual Report, Form 20-F and the Sustainability Report.

[C] Percentage of delivered energy may not add up to 100% because of rounding.

[D] Total CO<sub>2</sub>e emissions estimated using Shell's Net Carbon Footprint value and the estimate of total delivered energy. Note that this estimated value is calculated from the portfolio average intensity value, which is determined in Shell's Net Carbon Footprint calculation. It is only intended to give an indication of the scope of the emissions included within Shell's Net Carbon Footprint; it does not represent an inventory of emissions. Carbon offsets for 2019 and 2020 were included in the total estimated GHG emissions covered by the Net Carbon Footprint calculation.

## SALES OF GAS AND POWER PRODUCED BY THIRD PARTIES

	Unit	2020	2019 [A]	2018	2017	2016	IPECA	SASB	GRI
Gas (tBtu)		3,009	2,720	3,246	3,276	3,298			
Power (TWh)		252	207	179	165	169			

In certain cases, prior to 2019, it was not possible to disaggregate sales of Shell and third-party gas volumes. To avoid double counting these sales volumes were not included in the above figures.

[A] From 2019, gas and power sales volumes are reported based on a revised methodology. Sales volumes reported exclude those related to pure trading activities.





### SCOPE 1 GHG EMISSIONS (OPERATIONAL CONTROL)

	Unit	2020	2019	2018	2017	2016	IPECA	SASB	GRI
<b>Direct GHG emissions (Scope 1) [A] [B] [C] [D]</b>	million tonnes CO <sub>2</sub> e	63	70	71	73	72	CCE-4	EM-EP-110a.1	305-1
Carbon dioxide (CO <sub>2</sub> )	million tonnes	61	67	69	70	68	CCE-4	EM-EP-110a.1	305-1
Methane (CH <sub>4</sub> )	thousand tonnes	67	91	92	123	138	CCE-4	EM-EP-110a.1	305-1
Nitrous oxide (N <sub>2</sub> O)	thousand tonnes	1	1	1	1	1	CCE-4	EM-EP-110a.1	305-1
Hydrofluorocarbons (HFCs)	tonnes	30	29	31	22	22	CCE-4	EM-EP-110a.1	305-1
Sulphur hexafluoride (SF <sub>6</sub> )	tonnes	0	0	0	0	2	CCE-4	EM-EP-110a.1	305-1
Perfluorocarbons (PFC)	tonnes	0	0	0	0	0	CCE-4	EM-EP-110a.1	305-1
Nitrogen trifluoride (NF <sub>3</sub> )	tonnes	0	0	0	0	0	CCE-4	EM-EP-110a.1	305-1
<b>Scope 1 emissions by business</b>									
Upstream	million tonnes CO <sub>2</sub> e	12.8	12.9	14.8	19.6	19.0	CCE-4	EM-EP-110a.1	305-1
Integrated Gas	million tonnes CO <sub>2</sub> e	14.1	16.3	13.0	12.0	13.7	CCE-4	EM-EP-110a.1	305-1
Downstream	million tonnes CO <sub>2</sub> e	35.7	40.3	42.7	41.1	38.8	CCE-4	EM-EP-110a.1	305-1
Other	million tonnes CO <sub>2</sub> e	0.2	0.2	0.8	0.2	0.1	CCE-4	EM-EP-110a.1	305-1
<b>Scope 1 emissions by country</b>									
USA	million tonnes CO <sub>2</sub> e	16	19	20	18	16	CCE-4	EM-EP-110a.1	305-1
Middle East	million tonnes CO <sub>2</sub> e	9	9	9	11	12	CCE-4	EM-EP-110a.1	305-1
Netherlands	million tonnes CO <sub>2</sub> e	7	7	7	7	7	CCE-4	EM-EP-110a.1	305-1
Singapore	million tonnes CO <sub>2</sub> e	6	6	7	7	5	CCE-4	EM-EP-110a.1	305-1
Canada	million tonnes CO <sub>2</sub> e	5	6	6	7	8	CCE-4	EM-EP-110a.1	305-1
Nigeria	million tonnes CO <sub>2</sub> e	5	4	4	5	4	CCE-4	EM-EP-110a.1	305-1
Australia	million tonnes CO <sub>2</sub> e	4	6	4	3	3	CCE-4	EM-EP-110a.1	305-1
Germany	million tonnes CO <sub>2</sub> e	3	3	4	4	4	CCE-4	EM-EP-110a.1	305-1
Malaysia	million tonnes CO <sub>2</sub> e	3	2	3	3	4	CCE-4	EM-EP-110a.1	305-1
United Kingdom	million tonnes CO <sub>2</sub> e	2	2	2	3	3	CCE-4	EM-EP-110a.1	305-1
International waters	million tonnes CO <sub>2</sub> e	1	2	2	1	1	CCE-4	EM-EP-110a.1	305-1
Rest of the world	million tonnes CO <sub>2</sub> e	3	3	5	5	6	CCE-4	EM-EP-110a.1	305-1
<b>Scope 1 emissions by source</b>									
CO <sub>2</sub> emissions	million tonnes	61	67	69	70	68	CCE-4	EM-EP-110a.2	305-1
Combustion	million tonnes	50	53	54	53	53	CCE-4	EM-EP-110a.2	305-1
Flaring	million tonnes	4	7	6	9	8	CCE-4	EM-EP-110a.2	305-1
Venting and process	million tonnes	6	8	9	8	7	CCE-4	EM-EP-110a.2	305-1
Fugitives	million tonnes	0	0	0	0	0	CCE-4	EM-EP-110a.2	305-1
CH <sub>4</sub> emissions	thousand tonnes	67	91	92	123	138	CCE-4	EM-EP-110a.2	305-1
Combustion	thousand tonnes	11	13	13	12	10	CCE-4	EM-EP-110a.2	305-1
Flaring	thousand tonnes	15	19	18	27	23	CCE-4	EM-EP-110a.2	305-1
Venting and process	thousand tonnes	29	44	45	62	72	CCE-4	EM-EP-110a.2	305-1
Fugitives	thousand tonnes	12	15	16	23	32	CCE-4	EM-EP-110a.2	305-1
Other greenhouse gases	million tonnes CO <sub>2</sub> e	0.3	0.3	0.3	0.3	0.3	CCE-4	EM-EP-110a.2	305-1
<b>Methane (CH<sub>4</sub>) emissions</b>									
Methane emissions in CO <sub>2</sub> equivalent [E]	million tonnes CO <sub>2</sub> e	1.7	2.3	2.3	3.1	3.5	CCE-4	EM-EP-110a.1	305-1
Methane emissions intensity - assets with marketed gas	%	0.06	0.08	0.08			CCE-4	EM-EP-110a.1	305-1
Methane emissions intensity - assets without marketed gas	%	0.01	0.01	0.01			CCE-4	EM-EP-110a.1	305-1



### SCOPE 1 GHG EMISSIONS (OPERATIONAL CONTROL) CONTINUED

	Unit	2020	2019	2018	2017	2016	IPIECA	SASB	GRI
<b>Upstream flaring [F]</b>									
GHG emissions from flaring	million tonnes CO <sub>2</sub> e	3.8	5.9	5.2	8.2	7.6	CCE-4	EM-EP-110a.2	305-1
Total hydrocarbons flared	million tonnes	1.1	1.8	1.5	2.5	2.3	CCE-4	EM-EP-110a.2	305-1
Nigeria	million tonnes	0.6	0.7	0.6	0.8	0.5	CCE-4	EM-EP-110a.2	305-1
Rest of the world	million tonnes	0.5	1.2	1.0	1.7	1.8	CCE-4	EM-EP-110a.2	305-1
GHG emissions from exported energy [G]	million tonnes CO <sub>2</sub> e	3	3	3	3	3	CCE-4	EM-EP-110a.2	305-1

[A] Greenhouse gas emissions (GHG) comprise carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons, sulphur hexafluoride and nitrogen trifluoride. The data are calculated using locally regulated methods where they exist. Where there is no locally regulated method, the data are calculated using the 2009 API Compendium, which is the recognised industry standard under the GHG Protocol Corporate Accounting and Reporting Standard. There are inherent limitations to the accuracy of such data. Oil and gas industry guidelines (IPIECA/API/IOGP) indicate that several sources of uncertainty can contribute to the overall uncertainty of a corporate emissions inventory. We have estimated the overall uncertainty for our direct GHG emissions to be around 2%.

[B] GHG emissions are calculated using Global Warming Potential factors from the IPCC's Fourth Assessment Report. For comparison, our Scope 1 emissions would have been 63 million tonnes in 2020 if we were to use Global Warming Potentials from the IPCC's Fifth Assessment Report.

[C] We have updated some of our historical figures following a review of the data.

[D] GHG emissions in this table do not include carbon offsets.

[E] Methane emissions were converted to CO<sub>2</sub> equivalents using global warming potentials (GWP) from the IPCC's Fourth Assessment Report. For comparison, our methane emissions would have been 1.9 million tonnes in CO<sub>2</sub> equivalents in 2020 if we were to use global warming potentials from the IPCC's Fifth Assessment Report.

[F] Includes Upstream and Integrated Gas businesses.

[G] GHG emissions related to energy production (in the form of electricity, heat or steam) that was exported to another facility or public grid. This is a subset of our Scope 1 GHG emissions.

### SCOPE 2 GHG EMISSIONS (OPERATIONAL CONTROL)

	Unit	2020	2019	2018	2017	2016	IPIECA	SASB	GRI
Scope 2 emissions - market-based method	million tonnes CO <sub>2</sub> e	9	10	11	12	11	CCE-4	-	305-2
Scope 2 emissions - location-based method	million tonnes CO <sub>2</sub> e	11	11	11	11	11	CCE-4	-	305-2
<b>Scope 2 emissions by business (market-based method)</b>									
Upstream	million tonnes CO <sub>2</sub> e	0.6	1.1	1.4	1.4	1.4	CCE-4	-	305-2
Integrated Gas	million tonnes CO <sub>2</sub> e	1.5	1.6	2.4	2.4	2.0	CCE-4	-	305-2
Downstream	million tonnes CO <sub>2</sub> e	7.0	7.3	6.8	7.5	7.5	CCE-4	-	305-2
Other	million tonnes CO <sub>2</sub> e	0.1	0.2	0.2	0.2	0.2	CCE-4	-	305-2
<b>Scope 2 emissions by country (market-based method)</b>									
USA	million tonnes CO <sub>2</sub> e	3.1	3.1	3.2	3.1	2.7	CCE-4	-	305-2
Netherlands	million tonnes CO <sub>2</sub> e	1.8	2.1	1.8	1.9	1.8	CCE-4	-	305-2
Canada	million tonnes CO <sub>2</sub> e	1.8	2.3	2.0	2.7	3.2	CCE-4	-	305-2
Australia	million tonnes CO <sub>2</sub> e	1.4	1.6	2.4	2.3	1.9	CCE-4	-	305-2
Singapore	million tonnes CO <sub>2</sub> e	0.5	0.5	0.5	0.6	0.6	CCE-4	-	305-2
Germany	million tonnes CO <sub>2</sub> e	0.3	0.3	0.4	0.7	0.6	CCE-4	-	305-2
Rest of the world	million tonnes CO <sub>2</sub> e	0.3	0.3	0.4	0.3	0.5	CCE-4	-	305-2
<b>Scope 2 emissions by business (location-based method)</b>									
Upstream	million tonnes CO <sub>2</sub> e	0.6	1.1	1.2	1.4	1.4	CCE-4	-	305-2
Integrated Gas	million tonnes CO <sub>2</sub> e	2.6	2.7	2.4	2.3	2.0	CCE-4	-	305-2
Downstream	million tonnes CO <sub>2</sub> e	7.2	7.5	6.8	7.4	7.3	CCE-4	-	305-2
Other	million tonnes CO <sub>2</sub> e	0.2	0.2	0.2	0.2	0.2	CCE-4	-	305-2
<b>Scope 2 emissions by country (location-based method)</b>									
USA	million tonnes CO <sub>2</sub> e	3.1	3.4	3.4	3.1	2.7	CCE-4	-	305-2
Netherlands	million tonnes CO <sub>2</sub> e	1.8	2.0	1.7	1.9	1.8	CCE-4	-	305-2
Canada	million tonnes CO <sub>2</sub> e	1.9	2.3	2.0	2.7	3.2	CCE-4	-	305-2
Australia	million tonnes CO <sub>2</sub> e	2.6	2.6	2.4	2.3	1.9	CCE-4	-	305-2
Singapore	million tonnes CO <sub>2</sub> e	0.5	0.5	0.5	0.6	0.6	CCE-4	-	305-2
Germany	million tonnes CO <sub>2</sub> e	0.3	0.4	0.3	0.4	0.3	CCE-4	-	305-2
Rest of the world	million tonnes CO <sub>2</sub> e	0.4	0.4	0.4	0.3	0.5	CCE-4	-	305-2





### GHG INTENSITIES (OPERATIONAL CONTROL)

	Unit	2020	2019	2018	2017	2016	IPIECA	SASB	GRI
Upstream and Integrated Gas GHG intensity [A]	tonne CO <sub>2</sub> e/tonne production	0.159	0.168	0.158	0.166	0.166	CCE-4	-	305-4
Upstream and Integrated Gas GHG intensity [B]	kg CO <sub>2</sub> e/boe	21	22	21	22	23	CCE-4	-	305-4
Refinery GHG intensity [C]	tonne CO <sub>2</sub> e/UEDC <sup>TM</sup>	1.05	1.06	1.05	1.14	1.18	CCE-4	-	305-4
Chemical GHG intensity [D]	tonne CO <sub>2</sub> e/tonne production	0.98	1.04	0.96	0.95	0.99	CCE-4	-	305-4

[A] In tonnes of Scope 1 and Scope 2 GHG emissions per tonne of oil and gas available for sale, liquefied natural gas and gas-to-liquids production in Integrated Gas and Upstream.

[B] In kilograms of Scope 1 and Scope 2 GHG emissions per boe of oil and gas available for sale, liquefied natural gas and gas-to-liquids production in Integrated Gas and Upstream.

[C] UECD<sup>TM</sup> (Utilised Equivalent Distillation Capacity) is a proprietary metric of Solomon Associates. It is a complexity-weighted normalisation parameter that reflects the operating cost intensity of a refinery based on size and configuration of its particular mix of process and non-process facilities.

[D] High-value chemicals include olefin products (ethylene and propylene) plus the contained butadiene, benzene, acetylene, and high-purity hydrogen production.

### SCOPE 1 AND 2 GHG EMISSIONS (EQUITY BOUNDARY)

	Unit	2020	2019	2018	2017	2016	IPIECA	SASB	GRI
<b>Direct GHG emissions (Scope 1)</b>	<b>million tonnes CO<sub>2</sub>e</b>	<b>98</b>	<b>105</b>	<b>102</b>	<b>97</b>	<b>100</b>	CCE-4	EM-EP-110a.1	305-1
Upstream	million tonnes CO <sub>2</sub> e	20.1	21.7	22.2	25.4	25.1	CCE-4	EM-EP-110a.1	305-1
Integrated Gas	million tonnes CO <sub>2</sub> e	24.2	25.9	25.2	24.1	24.6	CCE-4	EM-EP-110a.1	305-1
Downstream	million tonnes CO <sub>2</sub> e	53.2	57.3	53.8	47.1	47.8	CCE-4	EM-EP-110a.1	305-1
Other	million tonnes CO <sub>2</sub> e	0.2	0.2	0.8	0.3	2.4	CCE-4	EM-EP-110a.1	305-1
<b>Scope 2 emissions (market-based method)</b>		<b>9</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>13</b>	CCE-4	-	305-2
Upstream	million tonnes CO <sub>2</sub> e	0.7	1.2	1.3	1.3	1.5	CCE-4	-	305-2
Integrated Gas	million tonnes CO <sub>2</sub> e	1.0	1.1	1.8	2.0	1.6	CCE-4	-	305-2
Downstream	million tonnes CO <sub>2</sub> e	7.1	8.0	7.7	9.2	8.4	CCE-4	-	305-2
Other	million tonnes CO <sub>2</sub> e	0.1	0.2	0.2	0.2	1.3	CCE-4	-	305-2
<b>Scope 2 emissions (location-based method)</b>		<b>10</b>	<b>12</b>	<b>11</b>	<b>13</b>	<b>n/c</b>			
Upstream	million tonnes CO <sub>2</sub> e	0.8	1.2	1.2	1.3	n/c	CCE-4	-	305-2
Integrated Gas	million tonnes CO <sub>2</sub> e	1.7	1.8	1.8	2.0	n/c	CCE-4	-	305-2
Downstream	million tonnes CO <sub>2</sub> e	7.5	8.3	7.6	9.5	n/c	CCE-4	-	305-2
Other	million tonnes CO <sub>2</sub> e	0.2	0.2	0.3	0.2	n/c	CCE-4	-	305-2

n/c - not collected

### SCOPE 3 GHG EMISSIONS

	Unit	2020	2019	2018	2017	2016	IPIECA	SASB	GRI
<b>Purchased goods and services (Category 1)</b>									
Third-party products [C]	million tonnes CO <sub>2</sub> e	147	178	190	186	172	CCE-4	-	305-3
<b>Fuel and energy-related activities (not included in Scope 1 or Scope 2) (Category 3)</b>	<b>million tonnes CO<sub>2</sub>e</b>								
Third-party power [D]	million tonnes CO <sub>2</sub> e	103	102	96	87	89	CCE-4	-	305-3
<b>Use of sold products (Category 11)</b>									
Use of sold products [E] [F]	million tonnes CO <sub>2</sub> e	1,054	1,271	1,351	1,318	1,284	CCE-4	-	305-3
Own production [G]	million tonnes CO <sub>2</sub> e	452	564	594	582	593	CCE-4	-	305-3
Third-party products [H]	million tonnes CO <sub>2</sub> e	602	708	757	736	681	CCE-4	-	305-3

[A] The values in this table reflect estimated Scope 3 emissions included in our Net Carbon Footprint. Emissions from retail sales volumes from markets where Shell operates under trademark licensing agreements are excluded.

[B] Estimated emissions from other Scope 3 categories are published on [www.shell.com/ghg](http://www.shell.com/ghg). 2020 data will be available in June 2021.

[C] This category includes estimated well-to-tank emissions from purchased third-party refined oil products, natural gas, LNG, crude oil and biofuels.

[D] This category includes estimated well-to-tank emissions from generation of purchased power included in our Net Carbon Footprint.

[E] This category reflects estimated emissions from use-phase of our products.

[F] This category includes estimated emissions from sales volumes of oil products, natural gas, LNG, GTL and biofuels.

[G] This category includes estimated emissions from our refinery production, natural gas, LNG and GTL products.

[H] Estimated as the difference between own production and total sold products.

**OTHER GREENHOUSE GAS DATA (OPERATIONAL CONTROL)**

	Unit	2020	2019	2018	2017	2016	IPECA	SASB	GRI
<b>Carbon capture and storage and CO<sub>2</sub> transfer out</b>									
CO <sub>2</sub> captured and stored	million tonnes	0.94	1.13	1.07	1.14	1.11	CCE-3	EM-EP-530a.1	305-5
CO <sub>2</sub> transferred out [A]	million tonnes	0.30	0.43	0.46	0.45	0.58	CCE-3	EM-EP-530a.1	305-5

[A] CO<sub>2</sub> captured and transferred to another organisation (for example, sold or given for free) as product or feedstock. It is not included in our Scope 1 emissions.

**CARBON OFFSETS**

	Unit	2020	2019	2018	2017	2016	IPECA	SASB	GRI
<b>Total carbon offsets retired</b>	<b>million tonnes</b>								
Included in Net Carbon Footprint	million tonnes	3.9	2.2	0.0	0.0	0.0	-	EM-EP-530a.1	305-5
Other carbon offsets	million tonnes	0.4	0.5	n/c	n/c	n/c	-	EM-EP-530a.1	305-5

n/c - not collected

**ENERGY USE (OPERATIONAL CONTROL)**

	Unit	2020	2019	2018	2017	2016	IPECA	SASB	GRI
<b>Total energy use</b>	<b>million MWh</b>	<b>240</b>	<b>264</b>	<b>268</b>	<b>269</b>	<b>266</b>			
Own energy generated	million MWh	219	236	240	241	238	CCE-6	-	302-1
Imported electricity	million MWh	22	27	26	26	23	CCE-6	-	302-1
Imported steam and heat	million MWh	17	17	15	17	20	CCE-6	-	302-1
Exported electricity	million MWh	12	10	10	10	8	CCE-6	-	302-1
Exported steam and heat	million MWh	5	6	3	5	7	CCE-6	-	302-1
<b>Consumption of energy from renewable sources</b>	<b>million MWh</b>								
Renewable sources - onsite energy generation consumed	million MWh	0.01	n/c	n/c	n/c	n/c	CCE-6	-	302-1
Renewable sources - purchased electricity	million MWh	1.8	1.5	0.03	0.03	0.03	CCE-6	-	302-1
Renewable sources - purchased steam	million MWh	0.0	n/c	n/c	n/c	n/c	CCE-6	-	302-1
Renewable sources - electricity exported to grid	million MWh	0.4	0.4	n/c	n/c	n/c	CCE-6	-	302-1
<b>Energy intensity</b>									
Upstream excl. oil sands, LNG and GTL	GJ/ tonne production	1.14	1.07	1.06	1.05	1.02	CCE-6	-	302-1
Refineries: Refinery Energy Index [A]	Index	96.1	94.4	94.3	94.8	95.4	CCE-6	-	302-1
Chemical plants: chemicals energy intensity	GJ/ tonne production	18.7	19.7	18.3	17.6	18.9	CCE-6	-	302-1

n/c - not collected

[A] Data are indexed to 2002, based on Solomon Associates Energy Intensity Index methodology.



## OTHER ENVIRONMENTAL DATA

### AIR EMISSIONS

	Unit	2020	2019	2018	2017	2016	IPIECA	SASB	GRI
<b>Acid gases and VOCs</b>									
Sulphur oxides (SO <sub>x</sub> )	Thousand tonnes	36	65	74	81	83	ENV-5	EM-EP-120a.1	305-7
Nitrogen oxides (NO <sub>x</sub> )	Thousand tonnes	118	108	111	107	113	ENV-5	EM-EP-120a.1	305-7
Volatile organic compounds (VOCs)	Thousand tonnes	47	55	59	95	153	ENV-5	EM-EP-120a.1	305-7
<b>Ozone-depleting emissions</b>									
CFCs/halons/trichloroethane	Tonnes	0.0	0.0	0.0	0.0	0.0	ENV-5	-	305-6
Hydrochlorofluorocarbons (HCFCs)	Tonnes	6	8	9	7	8	ENV-5	-	305-6

### SPILLS

	Unit	2020	2019	2018	2017	2016	IPIECA	SASB	GRI
<b>Spills [A] [B]</b>									
Sabotage spills - volume [C]	Thousand tonnes	1.4	2.3	1.8	1.4	4.0	ENV-6	EM-EP-160a.2	306-3
Sabotage spills - number	Number	122	156	109	62	49	ENV-6	EM-EP-160a.2	306-3
Operational spills - volume	Thousand tonnes	0.4	0.2	0.9	0.4	0.8	ENV-6	EM-EP-160a.2	306-3
Nigeria [D]	Thousand tonnes	0.02	0.03	0.4	0.1	0.3	ENV-6	EM-EP-160a.2	306-3
Rest of the world	Thousand tonnes	0.4	0.2	0.5	0.3	0.5	ENV-6	EM-EP-160a.2	306-3
Operational spills - number	Number	69	67	93	102	69	ENV-6	EM-EP-160a.2	306-3
Nigeria [E]	Number	11	7	15	10	8	ENV-6	EM-EP-160a.2	306-3
Rest of the world	Number	58	60	78	92	61	ENV-6	EM-EP-160a.2	306-3
Hurricane spills - volume [F]	Thousand tonnes	0.0	0.0	0.0	0.3	0.0	ENV-6	EM-EP-160a.2	306-3

[A] All spill volumes and numbers are for hydrocarbon spills of more than 100 kilograms. We have updated some of our historical figures following a review of the data.

[B] As of the end of March 2021, there were 2 spills under investigation in Nigeria that may result in adjustments.

[C] All sabotage- and theft-related spills have occurred in Nigeria except in 2016 (0.001 thousand tonnes).

[D] Nigeria includes SPDC onshore operations and SNEPCo offshore operations.

[E] Nigeria includes SPDC onshore operations (11 operational spills in 2020) and SNEPCo offshore operations (zero operational spills in 2020).

[F] 2017 data reflect four spills caused by Hurricane Harvey in the USA.



## WATER USE AND DISCHARGE

	Unit	2020	2019	2018	2017	2016	IPECA	SASB	GRI
<b>Water use and discharge [A] [B]</b>									
Fresh water withdrawn	Million cubic metres	171	192	199	204	198	ENV-1	EM-EP-140a.1	303-3
Fresh water consumed	Million cubic metres	127	145	147	154	154	ENV-1	EM-EP-140a.1	303-5
Fresh water returned [B]	Million cubic metres	45	46	53	51	44	ENV-1	EM-EP-140a.1	303-3
<b>Fresh water withdrawn by business</b>									
Upstream	Million cubic metres	6	8	11	11	10	ENV-1	EM-EP-140a.1	303-3
Integrated Gas	Million cubic metres	3	4	4	6	3	ENV-1	EM-EP-140a.1	303-3
Downstream	Million cubic metres	159	177	182	185	183	ENV-1	EM-EP-140a.1	303-3
Other	Million cubic metres	3	3	3	2	2	ENV-1	EM-EP-140a.1	303-3
<b>Fresh water withdrawn by country</b>									
USA	Million cubic metres	92	108	109	98	81	ENV-1	EM-EP-140a.1	303-3
Canada	Million cubic metres	21	23	24	37	57	ENV-1	EM-EP-140a.1	303-3
Singapore	Million cubic metres	19	22	22	23	15	ENV-1	EM-EP-140a.1	303-3
Netherlands	Million cubic metres	16	17	16	16	16	ENV-1	EM-EP-140a.1	303-3
Germany	Million cubic metres	13	12	14	14	13	ENV-1	EM-EP-140a.1	303-3
Rest of the world	Million cubic metres	10	11	15	16	16	ENV-1	EM-EP-140a.1	303-3
<b>Fresh water withdrawn by source</b>									
Surface	Million cubic metres	94	98	102	100	92	ENV-1	EM-EP-140a.1	303-3
Ground	Million cubic metres	18	18	21	24	29	ENV-1	EM-EP-140a.1	303-3
Public utilities [C]	Million cubic metres	60	76	77	79	71	ENV-1	EM-EP-140a.1	303-3
Other [E]	Million cubic metres	0	0	0	2	7	ENV-1	EM-EP-140a.1	303-3
<b>Produced water disposed</b>									
Produced water reinjected	Million cubic metres	21	21	22	26	23	ENV-1	EM-EP-140a.2	-
Produced water discharged	Million cubic metres	51	51	49	54	55	ENV-1	EM-EP-140a.2	-
Produced water exported for disposal or reuse	Million cubic metres	16	19	25	20	21	ENV-1	EM-EP-140a.2	-
<b>Oil in effluents to surface environment</b>									
Oil in produced water	Thousand tonnes	0.9	0.9	0.9	0.9	0.8	ENV-2	EM-EP-140a.2	-

[A] Fresh water figures do not include once-through cooling water.

[B] We have updated some of our historical figures following a review of the data.

[C] Defined as fresh water returned back to a freshwater source.

[D] Includes imported steam.

[E] Includes harvested rainwater and surface run-off collected for usage.

## WASTE MANAGEMENT

	Unit	2020	2019	2018	2017	2016	IPECA	SASB	GRI
<b>Waste</b>									
Total waste disposed	Thousand tonnes	2,020	2,113	1,999	2,020	2,148	ENV-7	-	306-3
Hazardous waste disposed	Thousand tonnes	555	698	592	638	658	ENV-7	-	306-3
Non-hazardous waste disposed	Thousand tonnes	1,465	1,414	1,407	1,382	1,491	ENV-7	-	306-3
Waste beneficially reused, recycled or recovered [A]	Thousand tonnes	465	441	419	533	653	ENV-7	-	306-4

[A] Not included in total waste disposed.



# SOCIAL PERFORMANCE DATA

## SOCIAL

	2020	2019	2018	2017	2016	IPECA	SASB	GRI
<b>Gender diversity [A]</b>								
In supervisory/professional positions (% women)	33.1	30.8	29.9	29.1	28.0	SOC-5	-	405-1
In management positions (% women)	25.5	24.5	23.7	22.3	21.0	SOC-5	-	405-1
In senior leadership positions (% women)	27.8	26.4	24.0	22.2	20.0	SOC-5	-	405-1
<b>i</b> <b>Staff forums and grievance procedures</b>								
% countries with staff access to staff forum, grievance procedure or other support system	100	100	100	100	100	SOC-12	EM-EP-210a.3.	103-2
<b>i</b> <b>Child labour (% countries with procedures in place)</b>								
Own operations	100	100	100	100	100	SOC-4	EM-EP-210a.3.	408-1
Contractors and suppliers	100	100	100	100	100	SOC-4	EM-EP-210a.3.	408-1
<b>i</b> <b>Forced labour (% countries with procedures in place)</b>								
Own operations	100	100	100	100	100	SOC-2	EM-EP-210a.3	409-1
Contractors and suppliers	100	100	100	100	100	SOC-2	EM-EP-210a.3	409-1
<b>Integrity</b>								
Code of Conduct violations [B]	216	263	370	261	341	GOV-1	EM-EP-540a.2	102-17
<b>\$</b> <b>Contracting and procurement</b>								
Estimated expenditure on goods and services in lower-income countries (\$ billion) [C] [D]	4.5	5.7	4.1	4.9	4.4	SOC-14	-	204-1
<b>Social investment [E]</b>								
<b>\$</b> Estimated voluntary social investment (equity share) (\$ million)	156	116	113	111	103	SOC-13	-	203-1
<b>\$</b> Estimated social investment spend (equity share) in lower-income countries (\$ million) [F]	87	84	102	107	96	SOC-13	-	203-1

[A] Diversity data obtained from our human resources system.

[B] Code of Conduct violations represent the number of reported incidents in the Shell Global Helpline (excluding queries or customer service queries) that have been investigated and closed during the relevant period and where the allegation was found to be (at least partially) true.

[C] Estimated expenditure in countries where gross domestic product amounts to less than \$15,000 per year per person (source: UNDP Human Development Index 2019).

[D] From 2013 onwards, this figure only includes the amount spent on goods and services by Shell Group companies.

[E] Social investment spending varies from year to year depending on business climate, locations and types of activities under way. This is voluntary social investment and does not include social investments made through contractual agreements with host governments, voluntary work by Shell employees or donations of equipment.

[F] Estimated voluntary social investment spending in countries where gross domestic product amounts to less than \$15,000 a year per person (source: UNDP Human Development Index 2019).

**\$** Social investment and contracting and procurement data collected via our financial system since 2007.

**i** Data obtained from an internal survey completed by the senior Shell representative in each country.

n/c = not calculated

# DEFINITIONS AND CAUTIONARY NOTE

Divestments is a measure used to monitor the progress of our divestment programme. This measure comprises proceeds from sale of property, plant and equipment and businesses, joint ventures and associates, and other Integrated Gas, Upstream and Downstream investments in equity securities, adjusted onto an accruals basis and for any share consideration received or contingent consideration initially recognised upon the related divestment, as well as proceeds from sale of interests in entities while retaining control (for example, proceeds from sale of interests in Shell Midstream Partners, L.P.).

The companies in which Royal Dutch Shell plc directly and indirectly owns investments are separate legal entities. In this Sustainability Report “Shell”, “Shell Group” and “Group” are sometimes used for convenience where references are made to Royal Dutch Shell plc and its subsidiaries in general. Likewise, the words “we”, “us” and “our” are also used to refer to Royal Dutch Shell plc and its subsidiaries in general or to those who work for them. These terms are also used where no useful purpose is served by identifying the particular entity or entities. “Subsidiaries”, “Shell subsidiaries” and “Shell companies” as used in this Sustainability Report refer to entities over which Royal Dutch Shell plc either directly or indirectly has control. Entities and unincorporated arrangements over which Shell has joint control are generally referred to as “joint ventures” and “joint operations”, respectively. Entities over which Shell has significant influence but neither control nor joint control are referred to as “associates”. The term “Shell interest” is used for convenience to indicate the direct and/or indirect ownership interest held by Shell in an entity or unincorporated joint arrangement, after exclusion of all third-party interest.

As used in this Report, “Accountable” is intended to mean: required or expected to justify actions or decisions. The Accountable person does not necessarily implement the action or decision (implementation is usually carried out by the person who is Responsible) but must organise the implementation and verify that the action has been carried out as required. This includes obtaining requisite assurance from Shell companies that the framework is operating effectively. “Responsible” is intended to mean: required or expected to implement actions or decisions. Each Shell company and Shell-operated venture is responsible for its operational performance and compliance with the Shell General Business Principles, Code of Conduct, Statement on Risk Management and Risk Manual, and Standards and Manuals. This includes responsibility for the operationalisation and implementation of Shell Group strategies and policies.

Also, in this report we may refer to Shell’s “Net Carbon Footprint”, which includes Shell’s carbon emissions from the production of our energy products, our suppliers’ carbon emissions in supplying energy for that production and our customers’ carbon emissions associated with their use of the energy products we sell. Shell only controls its own emissions. But, to support society in achieving the Paris Agreement goals, we aim to help such suppliers and consumers to likewise lower their emissions. The use of the term Shell’s “Net Carbon Footprint” is for convenience only and not intended to suggest these emissions are those of Shell or its subsidiaries. Shell’s operating plan, outlook and budgets are forecasted for a ten-year period and are updated every year. They reflect the current economic environment and what we can reasonably expect to see over the next ten years. Accordingly, Shell’s operating plans, outlooks, budgets and pricing assumptions do not reflect our net-zero emissions target. In the future, as society moves towards net-zero emissions, we expect Shell’s operating plans, outlooks, budgets and pricing assumptions to reflect this movement.

This report contains forward-looking statements (within the meaning of the U.S. Private Securities Litigation Reform Act of 1995) concerning the financial condition, results of operations and businesses of Shell. All

statements other than statements of historical fact are, or may be deemed to be, forward-looking statements. Forward-looking statements are statements of future expectations that are based on management’s current expectations and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in these statements. Forward-looking statements include, among other things, statements concerning the potential exposure of Shell to market risks and statements expressing management’s expectations, beliefs, estimates, forecasts, projections and assumptions. These forward-looking statements are identified by their use of terms and phrases such as “aim”, “ambition”, “anticipate”, “believe”, “could”, “estimate”, “expect”, “goals”, “intend”, “may”, “objectives”, “outlook”, “plan”, “probably”, “project”, “risks”, “schedule”, “seek”, “should”, “target”, “will” and similar terms and phrases. There are a number of factors that could affect the future operations of Shell and could cause those results to differ materially from those expressed in the forward-looking statements included in this Sustainability Report, including (without limitation): (a) price fluctuations in crude oil and natural gas; (b) changes in demand for Shell’s products; (c) currency fluctuations; (d) drilling and production results; (e) reserves estimates; (f) loss of market share and industry competition; (g) environmental and physical risks; (h) risks associated with the identification of suitable potential acquisition properties and targets, and successful negotiation and completion of such transactions; (i) the risk of doing business in developing countries and countries subject to international sanctions; (j) legislative, fiscal and regulatory developments including regulatory measures addressing climate change; (k) economic and financial market conditions in various countries and regions; (l) political risks, including the risks of expropriation and renegotiation of the terms of contracts with governmental entities, delays or advancements in the approval of projects and delays in the reimbursement for shared costs; (m) risks associated with the impact of pandemics, such as the COVID-19 (coronavirus) outbreak; and (n) changes in trading conditions. No assurance is provided that future dividend payments will match or exceed previous dividend payments. All forward-looking statements contained in this Sustainability Report are expressly qualified in their entirety by the cautionary statements contained or referred to in this section. Readers should not place undue reliance on forward-looking statements. Additional risk factors that may affect future results are contained in Royal Dutch Shell plc’s Form 20-F for the year ended December 31, 2020 (available at [www.shell.com/investor](http://www.shell.com/investor) and [www.sec.gov](http://www.sec.gov)). These risk factors also expressly qualify all forward-looking statements contained in this Sustainability Report and should be considered by the reader. Each forward-looking statement speaks only as of the date of this Sustainability Report, April 7, 2021. Neither Royal Dutch Shell plc nor any of its subsidiaries undertake any obligation to publicly update or revise any forward-looking statement as a result of new information, future events or other information. In light of these risks, results could differ materially from those stated, implied or inferred from the forward-looking statements contained in this Sustainability Report.

The content of websites referred to in this Sustainability Report does not form part of this Sustainability Report.

We may have used certain terms, such as resources, in this Sustainability Report that the United States Securities and Exchange Commission (SEC) strictly prohibits us from including in our filings with the SEC. U.S. investors are urged to consider closely the disclosure in our Form 20-F, File No 1-32575, available on the SEC website [www.sec.gov](http://www.sec.gov).

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