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SHV ENERGY

GRI Content Index 2019



GRI Content index



SHV Energy's sustainability report has been prepared in accordance with the GRI Standards: Core option. The GRI Standard helps SHV Energy to communicate its impact on environmental, economic and social topics.

GRI 102: General disclosures

Organisational profile

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
102 – 1	Name of the organisation	In all sections	Back cover	SHV Energy.
102 – 2	Activities, brands, products and services	CEO statement, Who we are, SHV Energy's role in the energy transition	02, 04, 10-12	SHV Energy provides decentralised energy solutions and services. These energy solutions come in the form of LPG, LNG, bioLPG and biomass. Additional services focus on supply and risk management.
102 – 3	Location of headquarters	Who we are	04	Hoofddorp, the Netherlands.
102 – 4	Location of operations	Who we are	04	
102 – 5	Ownership and legal form	Contacts	Back cover	SHV Energy N.V., ultimate subsidiary of SHV Holdings N.V.
102 – 6	Markets served	Who we are, Our strategy	04, 06	SHV Energy serves 30 million customers in four continents (North America, South America, Europe and Asia), many of who live or work in areas beyond the natural gas grid.

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
102 – 7	Scale of the organisation	Who we are, Our strategy, Value creation model, SHV Energy's role in the energy transition	04, 06, 08–09	<p>1. 17,374 employees.</p> <p>2. SHV Energy's operational activities focus on four markets (industrial heating, domestic heating, transportation and cooking) and four energy products (LPG, LNG, bioLPG and biomass).</p> <p>3. 7.229 billion EUR net sales.</p> <p>4. 1.8 billion EUR total capitalisation.</p>
102 – 8	Information on employees and other workers	N/A		<ul style="list-style-type: none"> - Employees with permanent contract (male): 12,928 - Employees with permanent contract (female): 4,032 - Total employees with permanent contract: 16,960 - Employees with temporary contract (male): 283 - Employees with temporary contract (female): 131 - Total employees with temporary contract: 414 - Employees with full-time contract (male): 13,155 - Employees with full-time contract (female): 3,933 - Total employees with full-time contract: 17,088 - Employees with part-time contract (male): 53 - Employees with part-time contract (female): 233 - Total employees with part-time contract: 286 <p>Please note all information is as of 31st December 2019, and that these numbers are an estimate. The Sustainability Report 2020 will contain the exact numbers.</p>
102 – 9	Supply chain	Our supply chain	05	

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
102 – 10	Significant changes to the organisation and its supply chain	About this report	36	SHV Energy acquired several companies and activities in the USA, Sweden, Spain, France, Italy and China.
102 – 11	Precautionary Principle approach	N/A		SHV Energy applies a conservative approach to risk management in operational planning or when bringing new products to market.
102 – 12	External initiatives	Our strategy	07	The OECD Guidelines for Multinational Enterprises, UN Sustainable Development Goals, Global Reporting Initiative, Greenhouse Gas Protocol, NEBOSH International Health and Safety and EU General Data Protection Regulation.
102 – 13	Membership of associations	Materiality analysis and stakeholder engagement	35	

Strategy, ethics and integrity, and governance

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
102 – 14	Statement from senior decision-maker	CEO statement	02	
102 – 16	Values, principles, standards and norms of behaviour	Safeguarding integrity	28	More information about our shared values and corporate philosophy can be found on the corporate website www.shv.nl
102 – 18	Governance structure	Corporate governance	05	

Stakeholder engagement

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
102 – 40	List of stakeholder groups	Materiality analysis and stakeholder engagement	35	
102 – 41	Collective bargaining agreements	Enhancing employee and community development	25	See the infographic 'Employee development'.
102 – 42	Identifying and selecting stakeholders	Materiality analysis and stakeholder engagement	35	The stakeholder selection process is part of the materiality assessment.
102 – 43	Approach to stakeholder engagement	Materiality analysis and stakeholder engagement	34-35	All stakeholders are approached on a regular basis.
102 – 44	Key topics and concerns raised	Materiality analysis and stakeholder engagement	34	See the materiality matrix for more details on key topics per stakeholder group.

Reporting practice

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
102 – 45	Entities included in the consolidated financial statements	N/A		SHV Energy is a family-owned company and does not disclose any financial statements publicly. This report applies to all geographical markets and business units listed in the section Who we are, page 04.
102 – 46	Defining report content and topic boundaries	About this report	36–37	
102 – 47	List of material topics	Materiality analysis and stakeholder engagement	37	
102 – 48	Restatements of information			Not applicable this year.
102 – 49	Changes in reporting	About this report	37	
102 – 50	Reporting period	About this report	36	
102 – 51	Date of most recent report			The 2018 Sustainability Report was published on the 16th of June 2019.
102 – 52	Reporting cycle	About this report	36	Annually.
102 – 53	Contact point for questions regarding the report	Back cover		Frank Rietdijk +31 23 5555 734 frietdijk@shvenergy.com
102 – 54	Claims of reporting in accordance with the GRI Standards	About this report	39	
102 – 55	GRI Content Index			The GRI Index can be found in the download manager on the SHV Energy website.

Topic-specific disclosures

Climate change

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
103-1	Explanation of the material topic and its boundary	Definitions of the most material topics	37	SHV Energy has the most influence within the following stakeholder groups: suppliers, customers, local communities, and regulators and authorities.
103-2	The management approach and its components	Corporate governance, Our strategy, Sustaining the environment	05, 06, 14-15	SHV Energy uses the Greenhouse Gas (GHG) Reporting Guidelines.
103-3	Evaluation of the management approach	Value creation model, Sustaining the environment	08-09, 14-15	When it comes to understanding carbon emissions, SHV Energy tracks its progress in two different ways: absolute emissions and intensity factor.
GRI 305: EMISSIONS 2016				
305 - 1	Direct (Scope 1) GHG emissions	Sustaining the environment	16	See the infographic 'Our carbon emissions'.
305 - 2	Energy indirect (Scope 2) GHG emissions	Sustaining the environment	16	See the infographic 'Our carbon emissions'.
305 - 3	Other indirect (Scope 3) GHG emissions	Sustaining the environment	16	See the infographic 'Our carbon emissions'.
305 - 4	GHG emissions intensity	Sustaining the environment	N/A	The intensity factor was 3,302 kg CO ₂ e/mt LPG _e in 2019.

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
OWN INDICATOR				
	Carbon impact	Sustaining the environment	16	See the infographic 'Our carbon emissions'. Carbon impact involves offsetting CO ₂ emissions by considering the effect of the Company's products or services on its customers' carbon footprints, by 'switching' them to cleaner energy carriers.

Local air pollution

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
103-1	Explanation of the material topic and its boundary	Definitions of the most material topics	37	SHV Energy has the most influence within the following stakeholder groups: suppliers, customers, local communities, and regulators and authorities.
103-2	The management approach and its components	Corporate governance, Our strategy, Sustaining the environment	05, 06, 14-15	
103-3	Evaluation of the management approach	Value creation model, Sustaining the environment	08-09, 14-15	
OWN INDICATOR				
	Air quality impact	Sustaining the environment	17	See the infographic 'Air quality impact'. SHV Energy contributes to reducing air emissions by switching customers to cleaner energy carriers.

Occupational Health and Safety

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
103-1	Explanation of the material topic and its boundary	Definitions of the most material topics	37	SHV Energy has the most influence within the following stakeholder groups: suppliers, customers, local communities, and regulators and authorities.
103-2	The management approach and its components	Corporate governance, Our strategy, Improving health, safety and well-being	05, 06, 18-21	<p>SHV Energy has developed a Health and Safety Management System (H&S MS) based on the risks inherent to its operations. The H&S MS aligns with relevant EU directives and International Standards, in addition to internal SHV Energy H&S standards.</p> <p>The Company operates in several countries over several continents. The business units are accountable for ensuring that where their local legislation is more stringent than the EU directives and International Standards in the H&S MS, they communicate this during the consultation process so the H&S MS documentation can be appropriately amended.</p>
103-3	Evaluation of the management approach	Value creation model, Improving health, safety and well-being	08-09, 18-21	A revised Risk Assessment procedure was issued in December 2019 to include a scripted hierarchy of controls to manage risks to As Low As Reasonably Practicable (ALARP). The revised Risk Assessment procedure also incorporates a risk-based Occupational Health programme, which includes Health Risk Assessments, Exposure Assessments and Health Surveillance for different workers' exposure groups.

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018				
403 – 9	Work-related injuries	Improving health, safety and well-being	19	See ‘Occupational Health and Safety’ infographic.
OWN INDICATOR				
	Number of NEBOSH-certified employees	Improving health, safety and well-being	19	See ‘Occupational Health and Safety’ infographic.

Product safety

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
103-1	Explanation of the material topic and its boundary	Definitions of the most material topics	37	SHV Energy has the most influence within the following stakeholder groups: suppliers, customers, local communities, and regulators and authorities.
103-2	The management approach and its components	Corporate governance, Our strategy, Improving health, safety and well-being	05, 06, 18-21	
103-3	Evaluation of the management approach	Value creation model, Improving health, safety and well-being	08-09, 18-21	
GRI 417: MARKETING AND LABELLING 2016				
417 – 1	Requirements for product and service information and labeling	Improving health, safety and well-being	21	See ‘Product safety’ infographic. 100% of products and services are covered and assessed by compliance procedures.

Process safety

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
103-1	Explanation of the material topic and its boundary	Definitions of the most material topics	37	SHV Energy has the most influence within the following stakeholder groups: employees, suppliers and customers.
103-2	The management approach and its components	Corporate governance, Our strategy, Improving health, safety and well-being	05, 06, 18-21	Depending on the type of activity and risk, several EU directives and/or ISO standards are consulted to ensure the alignment and compliance of the H&S MS in order to provide the best level possible of protection to SHV Energy's employees and customers. The majority of SHV Energy's business units have developed specific training aimed at their third-party gas distributors network and clients through online presentations and videos, accessible via the business units' websites.
103-3	Evaluation of the management approach	Value creation model, Improving health, safety and well-being	08-09, 18-21	A revised Risk Assessment procedure was issued in December 2019 to include a scripted hierarchy of controls to manage risks to As Low As Reasonably Practicable (ALARP).

Employee development

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
103-1	Explanation of the material topic and its boundary	Definitions of the most material topics	37	SHV Energy has the most influence within the following stakeholder groups: employees and local communities.
103-2	The management approach and its components	Corporate governance, Our strategy, Enhancing employee and community development	05-06, 22-26	
103-3	Evaluation of the management approach	Value creation model, Enhancing employee and community development	08-09, 22-25	
GRI 401: EMPLOYMENT 2016				
401 - 1	New employee hires and employee turnover	Enhancing employee and community development	N/A	Total number of new employee hires: 2,818 Total number of new employee hires (male): 2,144 Total number of new employee hires (female): 674
GRI 404: TRAINING AND EDUCATION 2016				
404 - 1	Average hours of training per year per employee	Enhancing employee and community development	25	See 'Employee development' infographic. Average hours of training per male employee: 20.98 Average hours of training per female employee: 15.08
OWN INDICATOR				
	Learning and development budget	Enhancing employee and community development	25	See 'Employee development' infographic.

Business integrity

GRI	NAME	REPORT SECTION	PAGE NUMBER	EXPLANATION
103-1	Explanation of the material topic and its boundary	Definitions of the most material topics	37	SHV Energy has the most influence within the following stakeholder groups: employees, local communities, suppliers, and regulators and authorities.
103-2	The management approach and its components	Corporate governance, Our strategy, Safeguarding integrity	05-06, 28-31	
103-3	Evaluation of the management approach	Value creation model, Safeguarding integrity	08-09, 28-31	
OWN INDICATORS				
	Percentage of target audience completed e-learning on 'anti-bribery and corruption', 'competition law', 'privacy' or 'expert control'	Safeguarding integrity	31	See 'Creating awareness' infographic.
	Number of Speak Up reports	Safeguarding integrity	31	See 'Speak Up reports' infographic.
	Percentage of investigated Speak Up reports	Safeguarding integrity	31	See 'Speak Up reports' infographic.
	Percentage of substantiated cases	Safeguarding integrity	31	See 'Speak Up reports' infographic.
	Number of cases which led to action being taken	Safeguarding integrity	31	See 'Speak Up reports' infographic.