

GRI Content Index 2020

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

General disclosures SHV Energy Sustainability Report 2020

GRI section title	GRI Standard disclosure number	Disclosure title	Location	Omissions and rationale
Organisational profile				
GRI 102: General disclosures 2016	GRI 102-1	Name of the organisation	Cover page	
	GRI 102-2	Activities, brands, products, and services	CEO statement, p.2 Who we are, p.5 How SHV Energy drives the energy transition, p.20-21 https://www.shvenergy.com/who-we-are/structure	
	GRI 102-3	Location of headquarters	Who we are, p.5 Our strategy, p.15-17 Geographic locations: https://www.shvenergy.com/who-we-are/structure	Hoofddorp, the Netherlands
	GRI 102-4	Location of operations	Who we are, p.5 Our strategy, p.15-16 Geographic locations: https://www.shvenergy.com/who-we-are/structure	
	GRI 102-5	Ownership and legal form	About this report, p.58	SHV Energy N.V., ultimate subsidiary of SHV Holdings N.V.
	GRI 102-6	Markets served	Who we are, p.5 Our strategy, p.15-17 Geographic locations: https://www.shvenergy.com/who-we-are/structure	
	GRI 102-7	Scale of the organisation	Who we are, p.5 Value creation model, p.18-19	Total capilisation: 1.9 billion EUR Net sales: 6 million EUR

GRI 102-8	Information on employees and other workers	Who we are, p.5 SHV Energy key figures, p.61	
GRI 102-9	Supply chain	Safeguarding integrity in our supply chain, p.52-55	
GRI 102-10	Significant changes to the organisation and its supply chain	CEO statement, p.2 Our response to COVID-19, p.6-7 Safeguarding integrity in our supply chain, p.53-54 About this report, p.58	
GRI 102-11	Precautionary principle or approach	Impact story: Mitigating risks by conducting value chain assessments, p.51	SHV Energy applies a conservative approach to risk management in operational planning or when bringing new products to market.
GRI 102-12	External initiatives	Our strategy, p.15-16 SHV Energy and the United Nations Sustainable Development Goals, p.17	
GRI 102-13	Membership of associations	Stakeholder engagement, p.13 Our strategy, p.15-16	

Strategy and analysis

GRI 102-14	Statement from senior decision-maker	CEO statement p.2 Outlook, p.57	
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Ethics and integrity

GRI 102-16	Values, principles, standards, and norms of behavior	Safeguarding integrity, p.48-51 Values: https://www.shvenergy.com/who-we-are/values Code of Conduct: https://cdn.shvenergy.com/-/media/sites/shvenergy/files/shv-energy-employee-code-of-conduct.pdf Supplier Code of Conduct: https://cdn.shvenergy.com/-/media/sites/shvenergy/files/shv-energy-supplier-code-of-conduct.pdf	
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Governance

GRI 102-18	Governance structure	Corporate governance, p.9	
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Stakeholder engagement

GRI 102-40	List of stakeholder groups	Stakeholder engagement, p.12	
GRI 102-41	Collective bargaining agreements	Enhancing employee and community development, p.45	
GRI 102-42	Identifying and selecting stakeholders	Stakeholder engagement, p.12	

GRI 102-43	Approach to stakeholder engagement	Stakeholder engagement, p.12-13 Embedding innovation, p.35 Impact story: Boosting engagement on the Code through interactivity, p.51
GRI 102-44	Key topics and concerns raised	Stakeholder engagement, p.12-13 Materiality assessment, p.14 About this report, p.58-59

Reporting practice

GRI 102-45	Entities included in the consolidated financial statements	About this report, p.58-59	Not applicable: SHV Energy is a privately-owned company and does not publicly disclose any financial information including legal entities.
GRI 102-46	Defining report content and topic boundaries	Materiality assessment, p.14 About this report, p. 58	
GRI 102-47	List of material topics	Materiality assessment, p.15 About this report, p.59	
GRI 102-48	Restatements of information	About this report, p.58	
GRI 102-49	Changes in reporting	About this report, p.58	
GRI 102-50	Reporting period	About this report, p.58	
GRI 102-51	Date of most recent report		May 8, 2020.
GRI 102-52	Reporting cycle	About this report, p.58	
GRI 102-53	Contact point for questions regarding the report	Back cover	
GRI 102-54	Claims of reporting in accordance with the GRI Standards	About this report, p.58	
GRI 102-55	GRI Content Index	https://www.shvenergy.com/our-impact/sustainability-reports	
GRI 102-56	External assurance	About this report, p.58	

Specific disclosures and management approach for material topics

SHV Energy Sustainability Report 2020

GRI section title	GRI Standard disclosure number	Disclosure title	Location	Omissions and rationale
Climate change				
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	Our aspirational goals, p.15 About this report, p.59	
	103-2	The management approach and its components	Corporate governance, p.9 Our strategy, p.15-16 Value Creation Model, p.18-19 How SHV Energy drives the energy transition, p.20-23 Sustaining the environment, p.37 Impact story: Analysing every aspect of our impact, p.38 Impact story: Walking the walk with LNG-powered trucks, p.39	
	103-3	Evaluation of the management approach	Sustaining the environment, p.37 -41 SHV Energy key figures, p.60	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Sustaining the environment, p.39 About this report, p.58 SHV Energy key figures, p.60	
	305-2	Energy indirect (Scope 2) GHG emissions	Sustaining the environment, p.39 About this report, p.58 SHV Energy key figures, p.60	
	305-3	Other indirect (Scope 3) GHG emissions	Sustaining the environment, p.39 About this report, p.58 SHV Energy figures, p.60	
	305-5	Reduction of GHG emissions	How SHV Energy drives the energy transition, p.20 Sustaining the environment, p.39 SHV Energy key figures, p.60	
	SHV Energy indicator		Carbon Impact	Sustaining the environment, p.39 Impact story: Walking the walk with LNG-powered trucks, p.39 About this report, p.58 SHV Energy key figures, p.60

Air quality

GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	Our aspirational goals, p.15 About this report, p.59
	103-2	The management approach and its components	Corporate governance, p.9 Our response to COVID-19, p.7 SHV Energy and the United Nations Sustainable Development Goals, p.17 How SHV Energy drives the energy transition, p.20 Impact story: Analysing every aspect of our impact, p.38 Sustaining the environment, p.40
	103-3	Evaluation of the management approach	Sustaining the environment, p.40 SHV Energy key figures, p.60
	SHV Energy indicator	Air quality impact	Sustaining the environment, p.40 SHV Energy key figures, p.60

Occupational Health and Safety

GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	Our aspirational goals, p.15 About this report, p.59
	103-2	The management approach and its components	Corporate governance, p.9 Our response to COVID-19, p.7 SHV Energy and the United Nations Sustainable Development Goals, p. 17 Improving health, safety and well-being, p.26-31
	103-3	Evaluation of the management approach	Improving health, safety and well-being, p.26-31 SHV Energy key figures, p.60
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Improving health, safety and well-being, p.30
	403-5	Worker training on occupational health and safety	Improving health, safety and well-being, p.28, 31 Impact story: Demonstrating the strength of our safety culture, p. 31
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Improving health, safety and well-being, p.29-30 Impact story: Applying an innovation mindset to operations challenges, p.35

403-9	Work-related injuries	SHV Energy key figures, p.60
SHV Energy indicator	Health and Safety audits	Improving health, safety and well-being, p.29 SHV Energy key figures, p.60
SHV Energy indicator	Number of NEBOSH-certified employees	Improving health, safety and well-being, p.28 SHV Energy key figures, p.60

Process and product safety

GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	About this report, p.59
	103-2	The management approach and its components	Corporate governance, p.9 Our response to COVID-19, p.7 Stakeholder engagement, p.12-13 Improving health, safety and well-being, p.29
	103-3	Evaluation of the management approach	Improving health, safety and well-being, p.29 SHV Energy key figures, p.60
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	Improving health, safety and well-being, p.29 SHV Energy key figures, p.60
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	SHV Energy key figures, p.60

Employee development

GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	Our aspirational goals, p.15 About this report, p.59
	103-2	The management approach and its components	Value Creation Model, p.18-19 Impact story: Our talent transfer programmes, p. 44 Enhancing employee and community development, p.42-45
	103-3	Evaluation of the management approach	Enhancing employee and community development, p.42-45 SHV Energy key figures, p.61

GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Enhancing employee and community development, p.45 SHV Energy key figures, p.61
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Enhancing employee and community development, p.45 SHV Energy key figures, p.61
	SHV Energy indicator	Learning and Development budget	SHV Energy key figures, p.61

Diversity and equal opportunities

GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	About this report, p.59
	103-2	The management approach and its components	Impact story: Our talent transfer programmes, p. 44 Enhancing employee and community development, p.46
	103-3	Evaluation of the management approach	Enhancing employee and community development, p.42, 46 SHV Energy key figures, p.61
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Enhancing employee and community development, p.42, 46 SHV Energy key figures, p.61
	SHV Energy indicator	Senior management teams have at least one member from an under-represented nationality	Enhancing employee and community development, p.42, 46

The information on employees per age group is not available. SHV Energy focuses on gender diversity at leadership level and the inclusion of minority groups for employment opportunities.

Community initiatives

GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	Our aspirational goals, p.15 About this report, p.59
	103-2	The management approach and its components	CEO statement, p.4 Stakeholder engagement, p.13 Impact story: Sustainable fuels for mountain communities, p.41 Impact story: Supporting communities in need, p. 47 Impact story: Responding to natural disasters, p.46 Enhancing employee and community development, p.47

103-3	Evaluation of the management approach	Our 2020 highlights, p.4 Value Creation Model, p.18-19 Enhancing employee and community development, p.48
SHV Energy indicator	Individuals benefitting from social initiatives	Enhancing employee and community development, p.47
SHV Energy indicator	Charitable donations	Enhancing employee and community development, p.47

Business integrity

GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	Our aspirational goals, p.15 About this report, p.59
	103-2	The management approach and its components	Our response to COVID-19, p.7 Corporate governance, p.9 Safeguarding integrity, p. 49-51 Impact story: Mitigating risks by conducting value chain assessments, p.50
	103-3	Evaluation of the management approach	Value Creation Model, p.18-19 Safeguarding integrity, p.49-51 SHV Energy key figures, p.61
	SHV Energy indicator	Speak Up reports	Safeguarding integrity, p.50 SHV Energy key figures, p.61
	SHV Energy indicator	E-learning on 'anti-bribery and corruption', 'competition law', 'privacy' or 'expert control'	Safeguarding integrity, p.48, 51

Sustainable supply chain

GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	About this report, p.59
	103-2	The management approach and its components	Our response to COVID-19, p.7-8 Safeguarding integrity, p.52-55 Impact story: Global collaboration at its best, p.55
	103-3	Evaluation of the management approach	Safeguarding integrity, p.52-55 Impact story: Upholding the highest supplier standards, p. 54 Impact story: Speaking up on modern slavery, p.52 SHV Energy key figures, p.61

GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	Value Creation Model, p.18-19 Safeguarding integrity, p.52 SHV Energy key figures, p.61
	SHV Energy indicator	Suppliers which signed the Supplier Code of Conduct	Safeguarding integrity, p.48 SHV Energy key figures, p.61

Innovation and technology

GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	Our aspirational goals, p.15 About this report, p.59
	103-2	The management approach and its components	Our response to COVID-19, p.8 Corporate governance, p.9 SHV Energy and the United Nations Sustainable Development Goals, p.17 Embedding innovation, p.33-35 Impact story: Kickstarting the innovation movement, p.34
	103-3	Evaluation of the management approach	CEO statement, p.2 Our 2020 highlights, p.4 Value Creation Model, p.18-19 Embedding innovation, p.33-35
SHV Energy indicator	Business units that are part of the Innovation Movement	Value Creation Model, p.18-19 Embedding innovation, p.32 SHV Energy key figures, p.61	
SHV Energy indicator	Innovation initiatives	Embedding innovation, p.34 SHV Energy key figures, p.61	
SHV Energy indicator	Innovation leads, sponsors, practitioners and ambassadors	Embedding innovation, p.34 SHV Energy key figures, p.61	