

PERFORMANCE DATA



ADDITIONAL WEB CONTENT

- Our environmental and social performance data
- Shell in the leading sustainability indices

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ABOUT OUR DATA

Reporting environmental and social data differs from reporting financial data in a number of important ways. There are inherent limitations to the accuracy, precision and completeness of environmental and social data. These limitations stem from the nature of these data. Certain parameters rely on human behaviour and so are affected by culture and personal perception. Other parameters rely on complex measurements that require constant tuning. Still others rely on estimation and modelling. We accept that our published environmental and social data

will be affected by these inherent limitations. We continue to improve data integrity by strengthening internal controls. Safety and environmental data are collected from companies and joint ventures where we have a controlling interest and certain companies to which we provide operational services. These data are reported on a 100% basis, regardless of our equity share in the company. Operations that were acquired or disposed of during the year are included only for the period of time we had ownership. In some cases, data for companies where control changed hands during the year, for example Sakhalin Energy,

ENVIRONMENTAL										
	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
Greenhouse gas emissions million tonnes CO ₂ equivalent ^[A]	103	99	101	103	106	112	112	105	98	92
Methane (CH₄) thousand tonnes	522	456	398	315	241	234	243	211	154	150
Carbon dioxide (CO₂) million tonnes	92	90	92	95	100	106	106	100	94	88
Flaring (Exploration & Production only) million tonnes	9.1	8.1	9.3	10.3	7.6	9.3	9.2	8.0	5.7	4.2
Sulphur dioxide (SO₂) thousand tonnes	337	304	277	274	270	292	304	300 ^[B]	296	263
Nitrogen oxides (NO_x) thousand tonnes	252	218	202	213	213	219	197	184	180	171
CFCs/halons/trichloroethane tonnes	11	12	6.0	5.0	8.0	3.3	2.6	1.0	0.6	0.4
Volatile organic compounds (VOCs) tonnes	584	499	538	372	379	294	265	244	224	209
Spills thousand tonnes ^[C]	13.2	18.7	9.9	17.8	7.4	6.7	6.1	9.0	6.3	6.7 ^[D]
Oil in effluents to surface environment thousand tonnes	5.2	3.3	2.8	2.9	2.5	2.4	2.3	2.5	2.1	1.9
Fresh water use ^[E] million cubic metres	N/C	N/C	681	683	679	667	657	638	560	574
Waste thousand tonnes										
Hazardous	240	272	400	445	504	554	455	451	594	722
Non-hazardous	521	468	490	452	524	510	470	668	1,199	1,971
Total waste	761	740	890	897	1,028	1,064	925	1,119	1,793 ^[F]	2,693 ^[G]
Energy intensity										
In our refineries: Energy Intensity Index	N/C	N/C	N/C	N/C	86.5	85.9	85.0	83.9	84.0	85.0
In our chemicals plant: Chemicals Energy Index	N/C	N/C	100	101.4	99.7	98.3	93.3	95.8	92.5	92.6
In our oil sands business (gigajoule per tonne production)^[H]	N/C	N/C	N/C	N/C	N/C	13.0	7.0	6.8	6.4	6.7
Exploration & Production (gigajoule per tonne production)^[I]	0.8	0.8	0.7	0.7	0.8	0.8	0.8	0.8	0.9	1.0
External perception of environmental performance^[J]										
Special publics – % saying the best/one of the best										
Shell	N/C	N/C	N/C	N/C	31	39	31	32	28	39
Nearest competitor	N/C	N/C	N/C	N/C	19	31	24	28	25	24

K Key performance indicators.

S In 2007, our social investment and contracting and procurement data were for the first time collected via our financial system.

N/C Not calculated.

[A] Petroleum Industry Guidelines for Greenhouse Gas Estimation, December 2003. (API, IPIECA, OGP) indicate that uncertainty in greenhouse gas measurements can be significant depending on the methods used.

[B] Restated from 323 thousand tonnes due to calculation error in one of our Nigerian operations.

[C] 2006–7 data restated since the publication of our 2007 Annual Report and Form 20-F as a result of investigations into incidents in a difficult to access area that were completed in the interim.

[D] From 2007 we have aligned our definition of a spill with the industry standard. Only hydrocarbon spills are now included in the data.

[E] Restated for all years to exclude cooling water that travels only once through the plant.

[F] Restated from 1,582 due to inclusion of additional hazardous and non-hazardous soil into these categories by some downstream operations.

[G] Increase in 2007, mainly a result of non-hazardous waste. Two-thirds of the rise came from our upstream business in the USA due to the closure and clean-up of onshore well sites, where we bought a large brownfield operation. The rest came mainly from construction and demolition of retail sites, bought and sold by our downstream business.

[H] In 2007, we made our minable oil sands activities in Canada, a separate segment within our downstream business. It was previously part of Exploration & Production. We now report the energy intensity of oil sands separately.

[I] 2003–5 figures adjusted for the removal of oil sands activities from Exploration & Production.
[J] The Reputation Tracker survey is conducted on our behalf in 14 of our major markets, by the independent market research agency Ipsos MORI. In 2007, we reduced the number of markets where we use the Reputation Tracker with the general public, as the results from them are no longer representative we no longer report them externally. The response scale was changed for “external perception of environmental performance” in 2007. This prevents direct comparison of those results with previous years’. Comparisons can be drawn regarding the gap between Shell and its nearest competitor.

[K] Data reflect the changed scope of senior leader positions in 2005. Restated for all years.

[L] Country income level as defined by the UNDP human development index.

[M] Incidents of bribery and fraud, gathered by our internal audit system.

were included for the entire year, as this was needed to allow consistent comparison of performance trends at company level. Other data are collected from external sources, staff surveys and other internal sources as indicated and reported.

We only include data and events, like safety incidents, that have been confirmed by the time this publication goes to print. If incidents are reclassified or confirmed after publication, the data is restated in the next year's publication.

Data marked **S** in the social data table is obtained from an internal survey completed by the senior Shell representative in each country. The degree of accuracy for this is significantly lower than for data obtained through our financial systems.

We set internal improvement targets for our key safety and environmental parameters and have longer-term public targets for energy efficiency in our chemicals plants, for eliminating the disposal of gas by continuous flaring, and for reducing greenhouse gas emissions from our operations.

Unless otherwise noted, estimates of the number of homes served, or cars fuelled by our activities, throughout this report are based on the average electricity consumption of a household in Europe and the fuel efficiency and petrol tank size of a typical small car (Ford Fiesta).

Conversions into US dollars are based on the average rate for the year 2007.

SOCIAL										
	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
Fatalities^(C)										
Employees	6	3	5	3	8	5	2	3	2	2
Contractors	57	44	55	37	45	42	35	33	41	28
Total number	63	47	60	40	53	47	37	36	43	30
K Fatal accident rate										
Number of fatalities per 100 million working hours (employees and contractors)	8.6	6.9	8.2	5.2	6.3	5.6	4.4	4.4	5.4	3.4
K Injuries – total recordable case frequency (TRCF)										
Per million working hours (employees and contractors)	4.4	3.7	3.2	2.9	2.6	2.6	2.6	2.5	2.3	2.2
Lost time injury frequency (LTIF)										
Injury hours per million working hours (employees and contractors)	1.6	1.4	1.3	1.2	1.1	1.0	1.0	0.9	0.8	0.7
Total reportable occupational illness frequency										
Illnesses per million working hours (employees only)	3.2	3.5	2.2	2.3	2.0	2.0	2.1	2.0	1.8	1.5
S Security % of countries										
Using armed security	24	26	22	18	16	22	18	19	15	16
Using armed company security	4	2	2	2	1	2	2	2	2	2
Using armed contractor security	16	15	12	12	12	22	11	11	9	12
Gender diversity % women^(K)										
In supervisory/professional positions	N/C	15.4	17.1	17.7	18.9	19.5	20.7	21.8	23.2	24.6
In management positions	N/C	N/C	8.9	9.3	9.2	11.3	12.2	12.9	16.2	17.7
K In senior leadership positions	N/C	N/C	7.2	7.9	8.8	9.6	9.6	9.9	11.6	12.9
S Staff forums and grievance procedures										
% staff with access to staff forum, grievance procedure or other support system	N/C	N/C	N/C	99.9	99.9	99.9	100	100	99.2	100
S Child labour % countries with procedures in place										
In own operations	64	82	84	89	86	78	83	88	95	99
Contractors	39	46	51	57	56	57	61	69	89	98
Suppliers	21	30	31	41	42	50	53	62	82	96
S Contracting and procurement										
Estimated expenditure on goods and services from locally owned companies in low and medium countries ^(S) \$ billion	N/C	N/C	N/C	N/C	N/C	5.2	6.3	9.2	10	17
S Contracts cancelled due to incompatibility with Business Principles	69	62	106	100	54	49	64	63	41	35
S Joint ventures divested due to incompatibility with Business Principles	N/C	1	2	0	0	1	0	0	0	0
Business integrity^(M)	N/C	N/C	N/C	N/C	N/C	N/C	123	102	96	112
S Social investment (equity share) \$ million	N/C	N/C	85	85	96	102	106	127	140	170
K Favourability^(B)										
With special publics										
Shell	N/C	N/C	N/C	N/C	43	59	43	47	49	54
Nearest competitor	N/C	N/C	N/C	N/C	39	52	46	45	47	38