

# Sustainable development highlights

## Economic efficiency

### Direct economic value generated and distributed (P million)

|   | 2016      | 2017      | 2018      | 2019      | 2020      |
|---|-----------|-----------|-----------|-----------|-----------|
| Direct economic value generated, including: | 1,590,796 | 1,990,191 | 2,587,503 | 2,635,619 | 2,104,722 |
| revenue                                     | 1,545,608 | 1,934,589 | 2,489,292 | 2,485,308 | 1,999,620 |
| Economic value distributed, including:      | 1,381,069 | 1,720,514 | 2,186,561 | 2,213,531 | 1,984,089 |
| operating costs, including:                 | 926,160   | 1,063,140 | 1,284,850 | 1,375,946 | 1,236,448 |
| employee wages and benefits                 | 77,467    | 86,510    | 97,557    | 110,605   | 110,123   |
| payments to government                      | 430,945   | 624,449   | 826,828   | 748,540   | 640,832   |
| payments to capital providers               | 34,282    | 25,127    | 21,476    | 32,772    | 28,746    |
| Economic value retained                     | 209,726   | 269,677   | 400,942   | 422,088   | 120,633   |

## Health and safety performance<sup>1</sup>

### Occupational safety

|  | 2016  | 2017  | 2018  | 2019  | 2020  |
|--|-------|-------|-------|-------|-------|
| FAR <sup>2</sup> (Gazprom Neft Group employees)                      | 3.09  | 3.08  | 0.74  | 1.46  | 0     |
| LTIF <sup>3</sup> (Gazprom Neft Group employees)                     | 0,564 | 0,601 | 0,640 | 0,504 | 0,539 |
| Number of people injured in accidents (Gazprom Neft Group employees) | 69    | 74    | 85    | 68    | 75    |
| Fatalities (Gazprom Neft Group employees)                            | 4     | 4     | 1     | 2     | 0     |
| Number of people injured in accidents (contractor employees)         | 68    | 64    | 92    | 83    | 80    |
| Fatalities (contractor employees)                                    | 6     | 6     | 5     | 9     | 3     |

### Industrial safety

|           | 2016  | 2017  | 2018  | 2019 | 2020 |
|-----------|-------|-------|-------|------|------|
| Incidents | 2,385 | 2,183 | 1,068 | 920  | 600  |
| Accidents | 2     | 0     | 1     | 0    | 0    |

## Environmental safety

### Greenhouse gas (GHG) emissions (million tonnes CO<sub>2</sub> equivalent)

|                                  | 2016        | 2017        | 2018        | 2019        | 2020         |
|----------------------------------|-------------|-------------|-------------|-------------|--------------|
| <b>TOTAL GHG EMISSIONS</b>       | <b>23.8</b> | <b>22.8</b> | <b>24.5</b> | <b>28.9</b> | <b>26.1</b>  |
| direct GHG emissions (Scope 1)   | 15.4        | 16.2        | 20.0        | 22.0        | 21.7         |
| CO <sub>2</sub>                  | 14.5        | 14.9        | 18.8        | 20.9        | 20.7         |
| CH <sub>4</sub>                  | 0.9         | 0.8         | 0.9         | 0.6         | 0.7          |
| indirect GHG emissions (Scope 2) | 8.4         | 6.6         | 4.5         | 6.9         | 4.4          |
| <b>Scope 3</b>                   | <b>-</b>    | <b>-</b>    | <b>-</b>    | <b>-</b>    | <b>198.5</b> |

1 – Gazprom Neft's assets in the Russian Federation, joint ventures under the operational management of Gazprom Neft, including Gazprom Neft's foreign assets in Serbia, Iraq, Italy, Eastern Europe and Central Asia, are included in the accounting of injury and environmental indicators.

2 – Fatal accident rate – calculated as follows: total number of fatalities ÷ total hours worked by all employees × 100 million man-hours.

3 – Lost time injury frequency – calculated as follows: total number of lost time injuries (including fatalities) in the workplace ÷ total hours worked × one million man-hours.

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## GHG emissions breakdown by business

|   | 2018        | 2019        | 2020        |
|---|-------------|-------------|-------------|
| <b>DIRECT GHG EMISSIONS (Scope 1, million tonnes CO<sub>2</sub> equivalent)</b>                           | <b>20.0</b> | <b>22.0</b> | <b>21.7</b> |
| Including:  |             |             |             |
| Upstream  | 14.09       | 16.26       | 15.25       |
| Refinery  | 5.28        | 5.38        | 6.17        |
| <b>INDIRECT GHG EMISSIONS<sup>1</sup> (Scope 2, million tonnes CO<sub>2</sub> equivalent)</b>             | <b>4.5</b>  | <b>6.9</b>  | <b>4.4</b>  |
| Upstream  | 2.49        | 5.02        | 2.57        |
| Refinery  | 1.58        | 1.64        | 1.47        |
| <b>TOTAL GHG EMISSIONS 1 (Scope 1 + Scope 2, million tonnes CO<sub>2</sub> equivalent)</b>                |             |             |             |
| Upstream GHG intensity (million tonnes CO <sub>2</sub> equivalent per tonne of oil equivalent production) | 0,219       | 0,270       | 0,233       |
| Downstream GHG intensity (million tonnes CO <sub>2</sub> equivalent per tonne of processed crude)         | 0,196       | 0,207       | 0,231       |

## APG production and utilisation<sup>2</sup> (million cubic metres)

|                          | 2016  | 2017   | 2018   | 2019   | 2020   |
|--------------------------|-------|--------|--------|--------|--------|
| APG production           | 9,561 | 11,434 | 14,398 | 16,641 | 18,087 |
| APG utilisation          | 7,628 | 8,708  | 11,284 | 14,811 | 16,473 |
| APG flaring              | 1,933 | 2,726  | 3,112  | 1,830  | 1,615  |
| APG utilisation rate (%) | 79.8  | 76.2   | 78.4   | 89.0   | 91.1   |

## Air emissions (thousand tonnes)

|                        | 2016         | 2017         | 2018         | 2019         | 2020         |
|------------------------|--------------|--------------|--------------|--------------|--------------|
| <b>GROSS EMISSIONS</b> | <b>600.8</b> | <b>474.3</b> | <b>508.3</b> | <b>529.4</b> | <b>452.6</b> |
| Including:             |              |              |              |              |              |
| NO <sub>x</sub>        | 19.2         | 22.1         | 25.6         | 26.7         | 28.6         |
| SO <sub>2</sub>        | 128.4        | 69.0         | 74.8         | 38.9         | 18.4         |
| VOCs                   | 128.3        | 120.3        | 96.7         | 102.1        | 90.7         |

1 – From 2020, indirect GHG emissions (scope 2) are recalculated using refined regional coefficients. The recalculation of comparable data was made for the period of 2018 and 2019. The change in the coefficient did not have a significant impact on earlier periods.

2 – In the Russian Federation, excluding joint ventures

**Water consumption (million cubic metres)**

|   | 2016  | 2017  | 2018  | 2019  | 2020  |
|---|-------|-------|-------|-------|-------|
| Total water withdrawal                    | 446.1 | 416.2 | 372.2 | 371.2 | 256.9 |
| from surface water sources                | 36.2  | 40.1  | 35.0  | 31.4  | 32.6  |
| Total water consumption for Company needs | 428.9 | 370.0 | 316.4 | 314.2 | 226.3 |
| Total water discharge                     | 43.5  | 47.5  | 56.3  | 57.8  | 33.5  |
| to surface water                          | 1.7   | 0.1   | 0.1   | 0.1   | 1.8   |

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development  
management**Waste generation and treatment**

|   | 2016  | 2017  | 2018  | 2019  | 2020  |
|---|-------|-------|-------|-------|-------|
| Waste generation (thousand tonnes)              | 1,376 | 1,476 | 1,565 | 1,790 | 1,849 |
| Waste treatment and recycling (thousand tonnes) | 1,310 | 1,298 | 1,517 | 1,720 | 1,844 |
| Waste treatment and recycling (%)               | 95    | 88    | 97    | 96    | 99.7  |

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|                                 | 2016  | 2017  | 2018  | 2019  | 2020  |
|---------------------------------|-------|-------|-------|-------|-------|
| Energy consumption (million GJ) | 199.3 | 215.2 | 226.5 | 229.2 | 230.9 |

Environmental  
safety**Employment data****Headcount (people)**

|                    | 2016          | 2017          | 2018          | 2019          | 2020          |
|--------------------|---------------|---------------|---------------|---------------|---------------|
| <b>HEADCOUNT</b>   | <b>66,561</b> | <b>67,882</b> | <b>70,648</b> | <b>78,847</b> | <b>82,960</b> |
| Including:         |               |               |               |               |               |
| men                | 40,835        | 40,254        | 42,917        | 49,734        | 54,210        |
| women              | 25,726        | 27,628        | 27,731        | 29,113        | 28,750        |
| Including:         |               |               |               |               |               |
| under 30 years old | 15,583        | 14,647        | 14,422        | 15,152        | 15,437        |
| 30–50 years old    | 40,464        | 42,736        | 45,361        | 51,740        | 54,893        |
| over 50 years old  | 10,514        | 10,499        | 10,865        | 11,955        | 12,630        |

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### Employee turnover (%)

|               | 2016 | 2017 | 2018 | 2019 | 2020 |
|---------------|------|------|------|------|------|
| Turnover rate | 15.2 | 15.1 | 12.9 | 11.1 | 8.0  |

### Employee costs (P million)

|                 | 2016          | 2017          | 2018           | 2019           | 2020           |
|-----------------|---------------|---------------|----------------|----------------|----------------|
| <b>TOTAL</b>    | <b>82,576</b> | <b>89,777</b> | <b>101,461</b> | <b>121,519</b> | <b>140,045</b> |
| Including:      |               |               |                |                |                |
| payroll         | 79,316        | 86,600        | 97,865         | 117,776        | 135,905        |
| social payments | 3,260         | 3,177         | 3,596          | 3,743          | 4,140          |

### Employee training (hours)

|                                     | 2016 | 2017 | 2018 | 2019 | 2020 |
|-------------------------------------|------|------|------|------|------|
| Average training hours per employee | 36   | 46   | 33   | 45   | 37   |

## Social policy data

### Social investment (P billion)

|                             | 2016 | 2017 | 2018 | 2019 | 2020 |
|-----------------------------|------|------|------|------|------|
| Amount of social investment | 4.1  | 4.3  | 6.8  | 7.5  | 6.4  |

### Corporate volunteering

|                          | 2016  | 2017  | 2018  | 2019  | 2020  |
|--------------------------|-------|-------|-------|-------|-------|
| Number of volunteers     | 2,856 | 4,567 | 4,773 | 5,756 | 3,036 |
| Volunteering initiatives | 287   | 282   | 350   | 675   | 126   |

# Identification of the Report's material topics



In presenting information about sustainability activities in the Report, Gazprom Neft seeks to cover the issues most relevant to stakeholders.

## Non-financial Reporting Principles:

- stakeholder engagement
- sustainability context
- materiality
- completeness
- accuracy
- balance
- clarity
- comparability
- reliability
- timeliness

The Report's disclosures cover business obligations, including those set out in Russian and international documents (the UN Global Compact and the Social Charter of the Russian Business). Since 2017, the Company has included information on its contribution to the achievement of the UN Sustainable Development Goals in the Report.

In order to determine the most material topics and respective indicators to be disclosed, the Company analyses:

- the results of monitoring the scope and scale of its impact on the economy, society and the environment;
- stakeholder engagement themes and requests for information;
- research on Russian and international industry management practices in respect of sustainable development and sustainability reporting.

In the process of its interaction with stakeholders and identification of the Report's material topics, the Company analysed the following:

- GRI guidelines;
- the results of internal and external stakeholder surveys for the purpose of defining the key topics of the Report;
- interviews with the Company's management and employees;
- materials relating to Gazprom Neft's regular interaction with key groups of stakeholders;
- mass media coverage on the Company.

Based on the identification process, the Company mapped out the most material topics.



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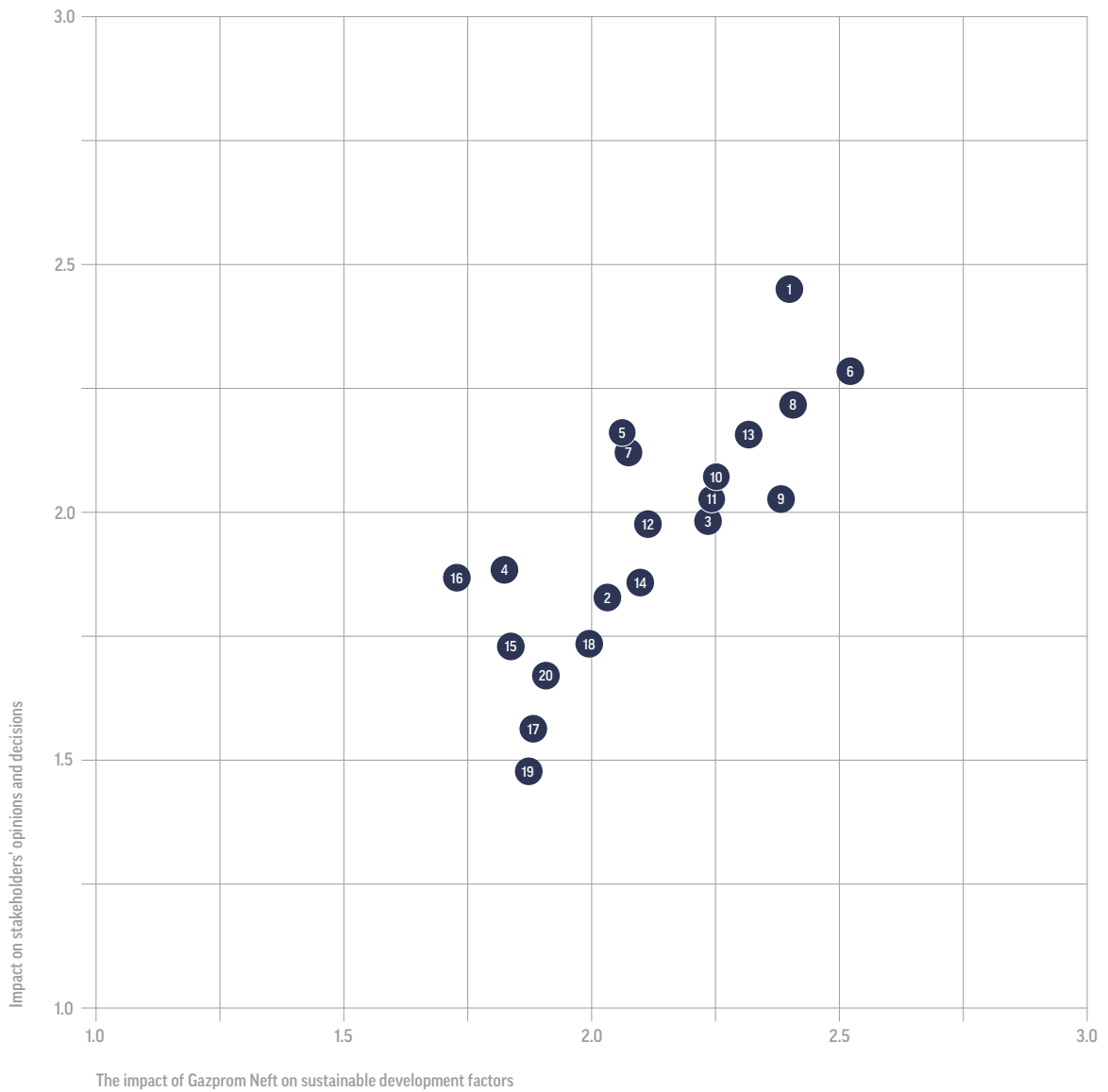


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**Prioritisation matrix for the Report's material topics**



**List of topics that were identified to be most significant for the Company and its key stakeholders:**

**ECONOMIC PERFORMANCE**

1 Financial stability and operational efficiency

**ETHICS**

2 Supplier relations

3 Anti-corruption

4 Antitrust compliance

5 Human rights

**CONSUMER CARE**

6 Product safety and quality

**HEALTH AND SAFETY**

7 Occupational health and safety

**ENVIRONMENTAL SAFETY**

8 Energy economy and efficiency

9 Water use

10 Land and vegetation protection

11 Emissions

12 Waste generation and management

13 Compliance with environmental laws and regulations

**EMPLOYEE DEVELOPMENT**

14 Employee relations

15 Employee-employer relations, freedom of association

16 Employee training and development

17 Non-discrimination

**SOCIAL POLICY**

18 Indirect economic impact

19 Respect for the rights of indigenous people

20 Development programmes for local communities



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# GRI content index

This Report is mostly focused on the Material topics, relevant for the Company and its stakeholders. GRI Standards (Core option) and the Key Performance Indicators (KPIs) of the Russian Union of Industrialists and Entrepreneurs (RSPP) were used as the basis for this Report.

| GRI Indicator                              | Indicator description                      | UN SDG | IPIECA Indicator | Page   | Commentary  |
|--|--|--------|------------------|--|---|
| <b>GENERAL STANDARD REPORT CONTENTS</b>    |  |        |                  |  |   |
| <b>GRI 101: Foundation (2016)</b>          |  |        |                  | <b>p. 3-5</b><br><b>p. 167-169</b>                   |   |
| <b>GRI 102: General disclosures (2016)</b> |  |        |                  |  |   |
| <b>Organisational profile</b>              |  |        |                  |  |   |
| 102-1                                      | Name of the organisation                   |        |                  | p. 3   |   |
| 102-2                                      | Activities, brands, products, and services |        |                  | p. 8-17<br>AR 2020<br>p. 6-11<br>AR 2020<br>p.62-114 |   |
| 102-3                                      | Location of headquarters                   |        |                  | p. 192   |   |
| 102-4                                      | Location of operation                      |        |                  | p. 157<br>AR 2020<br>p.27-30                         |   |
| 102-5                                      | Ownership and type of incorporation        |        |                  | p. 27-30   |   |
| 102-6                                      | Markets served                             |        |                  | p. 8-10<br>AR 2020<br>p.6-11                         |   |
| 102-7                                      | Scale of the organisation                  |        |                  | p. 8-10<br>p. 127-138<br>p. 162                      | Capitalisation (total liabilities and equity)=<br>₽4,259,174 million, current liabilities =<br>₽786,223 million, non-current liabilities =<br>₽1,210,504 million, and equity = ₽2,262,447<br>million. |

| GRI Indicator                 | Indicator description  | UN SDG          | IPIECA Indicator | Page                     | Commentary                                 |
|-------------------------------|--|-----------------|------------------|--------------------------|--|
| 102-8                         | Information on employees and other workers                   | SDG 8<br>SDG 10 |                  | p. 127-128<br>p. 165-166 | No records of part-time employees are kept |
| 102-9                         | Supply chain   |                 |                  | p. 42-44                 |  |
| 102-10                        | Significant changes to the organisation and its supply chain |                 |                  | p. 42-44                 |  |
| 102-11                        | Precautionary principle or approach                          |                 |                  | p. 31-33                 |  |
| 102-12                        | External initiatives   |                 |                  | p. 26-30                 |  |
| 102-13                        | Membership of associations                                   |                 |                  | p. 12-13                 |  |
| <b>Strategy</b>               |  |                 |                  |                          |  |
| 102-14                        | Statement from senior decision-maker                         |                 |                  | p. 6-7                   |  |
| 102-15                        | Key impacts, risks, and opportunities                        |                 | GOV-1<br>GOV-2   | P. 31-33                 |  |
| <b>Ethics and integrity</b>   |  |                 |                  |                          |  |
| 102-16                        | Values, principles, standards, and norms of behaviour        | SDG 16          | GOV-1<br>GOV-2   | p. 34-35                 |  |
| 102-17                        | Mechanisms for advice and concerns about ethics              | SDG 16          |                  | p. 34-37                 |  |
| <b>Governance</b>             |  |                 |                  |                          |  |
| 102-18                        | Governance structure   |                 | GOV-1<br>GOV-2   | p. 27-30                 |  |
| <b>Stakeholder engagement</b> |  |                 |                  |                          |  |
| 102-40                        | List of stakeholder groups                                   |                 |                  | p. 45-53                 |  |
| 102-41                        | Collective bargaining agreements                             |                 |                  | p. 127-128               |  |
| 102-42                        | Identifying and selecting stakeholders                       |                 |                  | p. 45-53                 |  |

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| GRI Indicator             | Indicator description                                      | UN SDG | IPIECA Indicator | Page                  | Commentary   |
|---------------------------|--|--------|------------------|-----------------------|--|
| 102-43                    | Approach to stakeholder engagement                         |        |                  | p. 45-53              |  |
| 102-44                    | Key topics and concerns raised                             |        |                  | p. 45-53              |  |
| <b>Reporting practice</b> |  |        |                  |                       |  |
| 102-45                    | Entities included in the consolidated financial statements |        |                  | AR 2020<br>p. 373-375 |  |
| 102-46                    | Defining report contents and topic boundaries              |        |                  | p. 4-5<br>p. 167-169  |  |
| 102-47                    | List of material topics                                    |        |                  | p. 167-169            |  |
| 102-48                    | Restatements of information                                |        |                  | p. 172                | The Report does not contain any restatements of information provided in previous reports                                     |
| 102-49                    | Changes in reporting                                       |        |                  | p. 172                | The changes concern Report boundaries and calculation methods. The relevant comments are provided in the notes to the Report |
| 102-50                    | Reporting period   |        |                  | p. 172                | 2020   |
| 102-51                    | Date of most recent report                                 |        |                  | p. 172                | June 2019  |
| 102-52                    | Reporting cycle  |        |                  | p. 172                | Calendar year  |
| 102-53                    | Contact point for questions regarding the Report           |        |                  | P. 192                |  |
| 102-54                    | Claims of reporting in accordance with the GRI Standards   |        |                  | p. 172                | The Report was prepared in accordance with the GRI Standards Core option   |
| 102-55                    | GRI indicator table  |        |                  | p. 170-181            |  |
| 102-56                    | External assurance   |        |                  | p. 5                  |  |

| GRI Indicator   | Indicator description                             | UN SDG                   | IPIECA Indicator | Page   | Commentary   |
|---|---|--------------------------|------------------|--|--|
| <b>MATERIAL TOPICS</b>  |   |                          |                  |  |  |
| <b>ECONOMIC</b>   |   |                          |                  |  |  |
| <b>MATERIAL TOPIC: FINANCIAL STABILITY AND OPERATIONAL EFFICIENCY</b> |   |                          |                  |  |  |
| <b>GRI 201 Economic Performance (2016)</b>                            |   |                          |                  |  |  |
| 103   | Management approach                               |                          |                  | p. 14<br>p. 18-23<br>AR 2020                     |  |
| 201-1   | Direct economic value generated and distributed   | SDG 8<br>SDG 9           |                  | P. 162   |  |
| 201-4   | Financial assistance received from government     |                          |                  | p. 173   | The Company and its subsidiaries take advantage of tax benefits as allowed by the applicable tax law   |
| <b>MATERIAL TOPIC: INDIRECT ECONOMIC IMPACT</b>                       |   |                          |                  |  |  |
| <b>GRI 203 Indirect Economic Impacts (2016)</b>                       |   |                          |                  |  |  |
| 103   | Management approach                               |                          |                  | p. 18-23<br>p. 27-30<br>p. 125-143<br>p. 146-161 |  |
| 203-1   | Infrastructure investments and services supported | SDG 5<br>SDG 9<br>SDG 11 |                  | p. 146-161                                       |  |
| 203-2   | Significant indirect economic impacts             | SDG 1<br>SDG 3<br>SDG 8  |                  | p. 8-10<br>p. 125-143<br>p. 146-161              |  |
| <b>MATERIAL TOPIC: SUPPLIER RELATIONS</b>                             |   |                          |                  |  |  |
| <b>GRI 204 Procurement Practices (2016)</b>                           |   |                          |                  |  |  |
| 103   | Management approach                               |                          | SOC-2<br>SOC-14  | p. 42-44   |  |
| 204-1   | Proportion of spending with local suppliers       | SDG 8                    | SOC-14           | p. 42-44<br>p. 173                               | Regions of exploration and production are significant sources of suppliers to the Company's operations |



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| GRI Indicator                                    | Indicator description  | UN SDG | IPECA Indicator | Page          | Commentary  |
|--|--|--------|-----------------|---------------|---|
| <b>MATERIAL TOPIC: ANTI-CORRUPTION</b>           |  |        |                 |               |   |
| <b>GRI 205 Anti-corruption (2016)</b>            |  |        |                 |               |   |
| 103  | Management approach  |        | GOV-3           | p. 35         |   |
| 205-1  | Operations assessed for risks related to corruption                              | SDG 16 | GOV-3           | p.35<br>p.174 | The Company has a corporate risk management framework in place that covers all its business units and operations. The Company routinely assesses all risks.   |
| 205-2  | Communication and training about anti-corruption policies and procedures         | SDG 16 | GOV-3           | p. 35         |   |
| 205-3  | Confirmed incidents of corruption and actions taken                              | SDG 16 | GOV-3           | p. 35         |   |
| <b>MATERIAL TOPIC: ANTITRUST COMPLIANCE</b>      |  |        |                 |               |   |
| <b>GRI 206 Anti-competitive Behaviour (2016)</b> |  |        |                 |               |   |
| 103  | Management approach  |        |                 | p. 34-35      |   |
| 206-1  | Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices | SDG 16 |                 | p. 174        | The Company does not prevent competition. Gazprom Neft has approved an Anti-Monopoly Policy and has been working consistently to prevent and minimise anti-trust and monopoly risks. In 2020, Russia's Federal Anti-Monopoly Service did not initiate any anti-monopoly proceedings against Gazprom Neft. |

| GRI Indicator  | Indicator description                      | UN SDG                             | IPIECA Indicator | Page                   | Commentary  |
|--|--|------------------------------------|------------------|------------------------|---|
| <b>ENVIRONMENTAL</b>                                 |  |                                    |                  |                        |   |
| <b>MATERIAL TOPIC: ENERGY ECONOMY AND EFFICIENCY</b> |  |                                    |                  |                        |   |
| <b>GRI 302 Energy (2016)</b>                         |  |                                    |                  |                        |   |
| 103  | Management approach                        |                                    | CCE-6            | p. 26-30<br>p. 106-108 |   |
| 302-1  | Energy consumption within the organisation | SDG 7<br>SDG 8<br>SDG 12<br>SDG 13 | CCE-6            | p. 106                 | <p>Disclosed except for:<br/>Energy consumed on heating or cooling and steam energy consumed;<br/>Amount of electric energy and fuel sold, heating and cooling energy sold and steam energy sold.<br/>Total energy consumption disclosed for the Upstream and Downstream Divisions. Fuel consumption disclosed for the Upstream Division.</p> <p>Energy consumption within the organisation is disclosed except for renewable energy consumed.<br/>Calculations of gas consumed in the Upstream Division exclude gas consumed for heat and electricity production and the Company's non-fuel needs. Calculations of gas consumed in the Upstream Division exclude gas used for boilers, gas injections, flares etc.<br/>"Methodological guidelines for calculating the energy mix of the Russian Federation in accordance with international practice" were used to convert units of measurement.</p> |
| 302-4  | Reduction of energy consumption            | SDG 7<br>SDG 8<br>SDG 12<br>SDG 13 | CCE-6            | p. 107                 | Disclosed except for indicating the extent of reductions in heating, cooling, and steam consumption.  |
| <b>MATERIAL TOPIC: WATER USE</b>                     |  |                                    |                  |                        |   |
| <b>GRI 303 Water and effluents (2018)</b>            |  |                                    |                  |                        |   |
| 103  | Management approach                        |                                    |                  | p. 26-30<br>p. 113-114 |   |
| 303-1  | Management of shared water resources       | SDG 6<br>SDG 12<br>SDG 14          |                  | p. 113-114             |   |



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|---|---|------------------------------------|------------------|------------------------|---|
| 303-2   | Management of water discharge-related impacts   | SDG 6<br>SDG 14                    |                  | p. 113-114             |   |
| 303-3   | Water withdrawal  | SDG 6<br>SDG 14                    |                  | p. 114                 | Disclosed except for breakdown by sources of water withdrawal   |
| 303-4   | Water discharge   | SDG 3<br>SDG 6<br>SDG 12<br>SDG 14 |                  | p. 114                 | Disclosed except for indicating the quality of discharge water (except for discharge to surface waters)   |
| 303-5   | Water consumption   | SDG 6<br>SDG 14                    |                  | p. 114                 |   |
| <b>MATERIAL TOPIC: LAND AND VEGETATION PROTECTION</b> |   |                                    |                  |                        |   |
| <b>GRI 304 Biodiversity (2016)</b>                    |   |                                    |                  |                        |   |
| 103   | Management approach   |                                    | ENV-3            | p. 26-30<br>p. 112-113 |   |
| 304-1   | Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas                       | SDG 6<br>SDG 14<br>SDG 15          | ENV-4            | p. 176                 | The Company has no production assets within the boundaries of specially protected natural areas of federal or regional significance. No rare or endangered species of animals, plants or mushrooms were identified.<br>However, when planning its economic activities, the Company thoroughly assesses potential environmental risks and seeks to avoid serious or irreversible environmental violations. |
| 304-2   | Significant impacts of activities, products, and services on biodiversity   | SDG 6<br>SDG 14<br>SDG 15          | ENV-4            | p. 176                 |   |
| 304-3   | Habitats protected and restored   | SDG 6<br>SDG 14<br>SDG 15          |                  | p. 112-113             |   |
| 304-4   | International Union for the Conservation of Nature (IUCN) Red List species and national conservation list species with habitats in areas affected by operations | SDG 6<br>SDG 14<br>SDG 15          |                  | p. 176                 | No rare or endangered species of animals, plants or mushrooms were identified in the areas where the Company's production assets are located.   |



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| GRI Indicator  | Indicator description   | UN SDG  | IPIECA Indicator | Page                   | Commentary   |
|--|---|---|------------------|------------------------|--|
| <b>MATERIAL TOPIC: EMISSIONS</b>                       |   |   |                  |                        |  |
| <b>GRI 305 Emissions (2016)</b>                        |   |   |                  |                        |  |
| 103  | Management approach   |   | CCE-1<br>CCE-2   | p. 26-30<br>p. 98-111  |  |
| 305-1  | Direct (Scope 1) GHG emissions  | SDG 3<br>SDG 12<br>SDG 13<br>SDG 14<br>SDG 15 | CCE-4<br>CCE-5   | p. 103-104             | Disclosed except for a breakdown by gases included in direct GHG emissions (N2O, HFCS, PFCS, SF6 AND NF3).<br>Disclosed except for a breakdown by CO2 emissions from the combustion or biodegradation of biomass separately from the gross direct GHG emissions. |
| 305-2  | Energy indirect (Scope 2) GHG emissions   | SDG 3<br>SDG 12<br>SDG 13<br>SDG 14<br>SDG 15 | CCE-4            | p. 103-104             |  |
| 305-3  | Other indirect (Scope 3) GHG emissions  | SDG 3<br>SDG 12<br>SDG 13<br>SDG 14<br>SDG 15 | CCE-4            | p. 104                 |  |
| 305-5  | Reduction of GHG emissions  | SDG 13<br>SDG 14<br>SDG 15                    | CCE-3<br>CCE-7   | p. 103                 | Disclosed in regard to total emissions reduction.  |
| 305-6  | Emissions of ozone-depleting substances   | SDG 3<br>SDG 12                               |                  | p. 177                 | The Company does not emit any ozone-depleting substances on an industrial scale.   |
| 305-7  | Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions | SDG 3<br>SDG 12<br>SDG 14<br>SDG 15           | ENV-5            | p. 109                 | Disclosed except for the emission of persistent organic pollutants, hazardous air pollutants, aerosols and other standard categories of air emissions.   |
| <b>MATERIAL TOPIC: WASTE GENERATION AND MANAGEMENT</b> |   |   |                  |                        |  |
| <b>GRI 306 Waste (2020)</b>                            |   |   |                  |                        |  |
| 103  | Management approach   |   | ENV-6            | p. 26-30<br>p. 115-117 |  |
| 306-1  | Waste generation and significant waste related impacts                          |   |                  | p. 115-117             |  |



| GRI Indicator   | Indicator description  | UN SDG                   | IPIECA Indicator | Page                           | Commentary   |
|---|--|--------------------------|------------------|--------------------------------|--|
| 306-2   | Management of significant waste-related impacts  |                          |                  | p. 115-117                     |  |
| 306-3   | Waste generated  | SDG 3<br>SDG 6<br>SDG 12 |                  | p. 115                         | Disclosed except for breakdown by type of waste.   |
| <b>MATERIAL TOPIC: COMPLIANCE WITH ENVIRONMENTAL LAWS AND REGULATIONS</b> |  |                          |                  |                                |  |
| <b>GRI 307 Environmental compliance (2016)</b>                            |  |                          |                  |                                |  |
| 103   | Management approach  |                          |                  | p. 26-30<br>p. 32<br>p. 96-97  |  |
| 307-1   | Non-compliance with environmental laws and regulations   | SDG 16                   |                  | p. 178                         | In all cases of non-compliance with environmental laws and regulations that occurred during the reporting period, remedial measures were taken within the time limits set by the supervisory bodies. |
| <b>SOCIAL</b>   |  |                          |                  |                                |  |
| <b>MATERIAL TOPIC: LABOUR RELATIONS AND EMPLOYMENT</b>                    |  |                          |                  |                                |  |
| <b>GRI 401 Employment (2016)</b>  |  |                          |                  |                                |  |
| 103   | Management approach  |                          | SOC-4<br>SOC-15  | p. 26-30<br>p. 32<br>p.120-143 |  |
| 401-1   | New employee hire and employee turnover  | SDG 5<br>SDG 8<br>SDG 10 |                  | p. 127-128                     | New employee hires disclosed except for a breakdown by gender and age group, employee turnover disclosed except for a breakdown by age group, gender and region.                                     |
| 401-2   | Benefits provided to full-time employees that are not provided to temporary or part-time employees | SDG 3<br>SDG 5<br>SDG 8  |                  | p. 178                         | Basic social benefits are provided to employees regardless of the employment type  |



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| GRI Indicator  | Indicator description  | UN SDG          | IPIECA Indicator | Page                               | Commentary  |
|--|--|-----------------|------------------|------------------------------------|---|
| <b>MATERIAL TOPIC: EMPLOYEE-EMPLOYER RELATIONS, FREEDOM OF ASSOCIATION</b> |  |                 |                  |                                    |   |
| <b>GRI 402 Labour/Management Relations (2016)</b>                          |  |                 |                  |                                    |   |
| 103  | Management approach  |                 | SOC-6            | p. 26-30<br>p. 34-35<br>p. 120-143 |   |
| 402-1  | Minimum notice periods regarding operational changes                                     | SDG 8           |                  | p. 179                             | The Company complies with the Russian Labour Code which requires a minimum notice period prior to the implementation of significant operational changes (not later than two months before the start of relevant changes in general case and not later than three months before the start of relevant changes if the decision to reduce the headcount may lead to major layoffs) |
| <b>MATERIAL TOPIC: OCCUPATIONAL AND PRODUCTION HEALTH AND SAFETY</b>       |  |                 |                  |                                    |   |
| <b>GRI 403 Occupational Health and Safety (2018)</b>                       |  |                 |                  |                                    |   |
| 103  | Management approach  |                 | SHS-1<br>SHS-4   | p. 26-30<br>p. 76-88               |   |
| 403-1  | Occupational health and safety management system   | SDG 8           | SHS-1<br>SHS-4   | p. 29<br>p. 80-82                  |   |
| 403-2  | Hazard identification, risk assessment, and incident investigation                       | SDG 8           | SHS-1<br>SHS-7   | p. 32<br>p. 81                     |   |
| 403-3  | Occupational health services   | SDG 8           | SHS-1            | p. 29<br>p. 80-82<br>p. 85-86      |   |
| 403-4  | Employee participation, consultation and communication on occupational health and safety | SDG 8<br>SDG 16 | SHS-1            | p. 85<br>p. 138-139                |   |
| 403-5  | Employee training on occupational health and safety                                      | SDG 8           | SHS-1            | p. 85<br>p. 138-139                |   |
| 403-6  | Promotion of employee health   | SDG 3           | SHS-2            | p. 88                              |   |

| <b>GRI Indicator</b>   | <b>Indicator description</b>   | <b>UN SDG</b>                     | <b>IPECA Indicator</b> | <b>Page</b>                          | <b>Commentary</b>   |
|--|--|-----------------------------------|------------------------|--------------------------------------|---|
| 403-7  | Prevention and mitigation of occupational health and safety impacts                  | SDG 8                             | SHS-1                  | p. 83-88                             |   |
| 403-9  | Work-related injuries  | SDG 3<br>SDG 8<br>SDG 16          | SHS-3                  | p. 83                                |   |
| <b>MATERIAL TOPIC: EMPLOYEE TRAINING AND DEVELOPMENT</b>     |  |                                   |                        |                                      |   |
| <b>GRI 404 Training and Education (2016)</b>                 |  |                                   |                        |                                      |   |
| 103  | Management approach  |                                   | SOC-7                  | p. 26-30<br>p. 125-126<br>p. 132-143 |   |
| 404-1  | Average hours of training per year per employee                                      | SDG 4<br>SDG 5<br>SDG 8<br>SDG 10 | SOC-7                  | p. 132                               | Disclosed except for a breakdown by gender and employee categories.   |
| 404-2  | Programmes for upgrading employee skills and transition assistance programmes        | SDG 8                             | SOC-7                  | p. 125-126<br>p. 132-143             | Disclosed except for a description of assistance programmes to support employees after retirement or termination of employment. |
| 404-3  | Percentage of employees receiving regular performance and career development reviews | SDG 5<br>SDG 8<br>SDG 10          | SOC-7                  | p. 142-143                           | Disclosed except for a breakdown by gender. Percentage of employees having received regular performance reviews totals %.       |
| <b>MATERIAL TOPIC: FAIR REMUNERATION AND SOCIAL BENEFITS</b> |  |                                   |                        |                                      |   |
| <b>GRI 405 Diversity and Equal Opportunity (2016)</b>        |  |                                   |                        |                                      |   |
| 103  | Management approach  |                                   | SOC-5                  | p. 26-27<br>p. 36-37                 |   |
| 405-1  | Diversity of governance bodies and employees   | SDG 5<br>SDG 8                    | SOC-5                  | p. 28<br>p. 127<br>p. 180            | Women account for 8% of the members of the Board of Directors.  |
| 405-2  | Ratio of basic salary and remuneration of women to men                               | SDG 5<br>SDG 8<br>SDG 10          | SOC-5                  | p. 130                               |   |



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| GRI Indicator  | Indicator description  | UN SDG | IPIECA Indicator | Page                   | Commentary  |
|--|--|--------|------------------|------------------------|---|
| <b>MATERIAL TOPIC: EMPLOYEE-EMPLOYER RELATIONS, FREEDOM OF ASSOCIATION</b> |  |        |                  |                        |   |
| <b>GRI 407 Freedom of Association and Collective Bargaining (2016)</b>     |  |        |                  |                        |   |
| 103  | Management approach  |        | SOC-6            | p. 36<br>p. 128        |   |
| 407-1  | Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | SDG 8  | SOC-3            | p. 181                 | No such operations or suppliers were identified during the reporting period.  |
| <b>MATERIAL TOPIC: HUMAN RIGHTS</b>  |  |        |                  |                        |   |
| <b>GRI 410 Security Practices (2016)</b>                                   |  |        |                  |                        |   |
| 103  | Management approach  |        |                  | p. 26-30<br>p. 36-37   |   |
| 410-1  | Security personnel trained in human rights policies or procedures  | SDG 16 | SOC-3            | p. 181                 | Human rights are part of the mandatory training programmes that cover 100% employees in the security function (including contractors providing services for the company). |
| <b>MATERIAL TOPIC: RESPECT FOR THE RIGHTS OF INDIGENOUS PEOPLES</b>        |  |        |                  |                        |   |
| <b>GRI 411 Rights of Indigenous Peoples (2016)</b>                         |  |        |                  |                        |   |
| 103  | Management approach  |        | SOC-10           | p. 26-30<br>p. 157-158 |   |
| 411-1  | Incidents of violations involving rights of indigenous peoples   | SDG 2  | SOC-10           | p. 181                 | No incidents of violations involving rights of indigenous peoples were identified during the reporting period.  |

| GRI Indicator  | Indicator description   | UN SDG         | IPECA Indicator | Page                   | Commentary  |
|--|---|----------------|-----------------|------------------------|---|
| <b>MATERIAL TOPICS: LOCAL COMMUNITIES DEVELOPMENT PROGRAMMES</b> |   |                |                 |                        |   |
| <b>GRI 413 Local Communities (2016)</b>                          |   |                |                 |                        |   |
| 103  | Management approach   |                | SOC-9<br>SOC-13 | p. 26-30<br>p. 146-161 |   |
| 413-1  | Operations with local community engagement, impact assessments, and development programmes    |                | SOC-9           | p. 182                 | Local community engagement programmes are implemented by all key operations of the Company.                                     |
| 413-2  | Operations with significant actual and potential negative impacts on local communities        | SDG 1<br>SDG 2 | SOC-9           | p. 33                  | Disclosed except location of operations with significant current or potential negative effect on local communities.             |
| <b>MATERIAL TOPIC: PRODUCT SAFETY AND QUALITY</b>                |   |                |                 |                        |   |
| <b>GRI 416 Customer Health and Safety (2016)</b>                 |   |                |                 |                        |   |
| 103  | Management approach   |                | SHS-5           | p. 26-30<br>p. 58-73   |   |
| 416-2  | Incidents of non-compliance concerning the health and safety impacts of products and services | SDG 16         | SHS-5           | p. 182                 | In 2020, no cases of non-compliance with the international and Russian quality assurance and authenticity laws were identified. |

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## Independent Limited Assurance Report

To the Management of Public Joint Stock Company Gazprom Neft:

### Introduction

We have been engaged by the Management of Public Joint Stock Company Gazprom Neft (hereinafter – the “Company”) to provide limited assurance on the selected information described below and included in the Sustainability Report of the Company for the year ended 31 December 2020 (hereinafter – the “Sustainability Report”). The Sustainability Report represents information related to the Company and its subsidiaries and controlled entities (hereinafter together – the “Group”).

### Selected information

We assessed the qualitative and quantitative information, that is disclosed in the Sustainability Report and referred to or included in the GRI Content Index (hereinafter – the “Selected Information”). The Selected Information has been prepared in accordance with GRI Sustainability Reporting Standards (Core option) (hereinafter – the “GRI Standards”), published by the Global Reporting Initiative (GRI).

The scope of our limited assurance procedures was limited to the Selected Information for the year ended 31 December 2020. We have not performed any procedures with respect to earlier periods or any other items included in the Sustainability Report and, therefore, do not express any conclusion thereon.

### Reporting criteria

We assessed the Selected Information using relevant criteria, including reporting principles and requirements, in the GRI Standards (hereinafter – the “Reporting Criteria”). We believe that the Reporting Criteria are appropriate given the purpose of our limited assurance engagement.

### Responsibilities of the management of the Group

Management of the Group is responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the Selected Information that is free from material misstatement, whether due to fraud or error;
- establishing internal methodology and guidelines for preparing and reporting the Selected Information in accordance with the Reporting Criteria;
- preparing, measuring and reporting of the Selected Information in accordance with the Reporting Criteria; and
- the accuracy, completeness and presentation of the Selected Information.

### Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Selected Information is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the management of the Group.

AO PricewaterhouseCoopers Audit  
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This report, including our conclusion, has been prepared solely for the management of the Group in accordance with the agreement between us, to assist management in reporting on the Group's sustainability performance and activities. We permit this report to be disclosed in the Sustainability Report, which will be published on the Company's website<sup>1</sup>, to assist management in responding to their governance responsibilities by obtaining an independent limited assurance report in connection with the Selected Information. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the management of the Group for our work or this report except where the respective terms are expressly agreed in writing and our prior consent in writing is obtained.

#### **Professional standards applied and level of assurance**

We performed the limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) "Assurance Engagements other than Audits or Reviews of Historical Financial Information" issued by the International Auditing and Assurance Standards Board. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

#### **Our independence and quality control**

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour, and the ethical requirements of the Auditor's Professional Ethics Code and Auditor's Independence Rules that are relevant to our limited assurance engagement in respect of the Selected Information in the Russian Federation. We have fulfilled our other ethical responsibilities in accordance with these requirements.

Our firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

#### **Work done**

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information. In doing so, we:

- made enquiries of the Group's management, including the Sustainability Reporting (SR) team and those with responsibility for SR management and group reporting;
- conducted interviews of personnel responsible for the preparation of the Sustainability Report and collection of underlying data;
- performed analysis of the relevant internal methodology and guidelines, gaining an understanding of the design of the key structures, systems, processes and controls for managing, recording, preparing and reporting the Selected Information;
- performed limited substantive testing on a selective basis of the Selected Information to check that data had been appropriately measured, recorded, collated and reported; and

<sup>1</sup> The maintenance and integrity of the Company's website is the responsibility of management; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Information or Reporting Criteria when presented on the Company's website.



- reviewed the Selected Information for compliance of the disclosures with the relevant requirements of the Reporting Criteria.

**Reporting and measurement methodologies**

Under the GRI Standards there is a range of different, but acceptable, measurement and reporting techniques. The techniques can result in materially different reporting outcomes that may affect comparability with other organisations. The Selected Information should therefore be read in conjunction with the methodology used by management as described in the Sustainability Report and for which the Group is solely responsible.

**Our conclusion**

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe, that the Selected Information for the year ended 31 December 2020 has not been prepared, in all material respects, in accordance with the Reporting Criteria.

*AO PricewaterhouseCoopers Audit*

11 June 2021,  
Moscow, Russian Federation



A.Y. Fegetsyn, certified auditor (licence No. 03-001436), AO PricewaterhouseCoopers Audit

Audited entity: Public Joint Stock Company Gazprom Neft  
Record made in the Unified State Register of Legal Entities on 21 August 2002 under State Registration Number 1025501701686  
Taxpayer Identification Number 5504036333  
Russian Federation, 190000, St. Petersburg, Pochtamskaya str., 3-5, liter A, ch. pom. 1N, kab. 2401.

Independent auditor:  
AO PricewaterhouseCoopers Audit  
Registered by the Government Agency Moscow Registration Chamber on 28 February 1992 under No. 008.890  
Record made in the Unified State Register of Legal Entities on 22 August 2002 under State Registration Number 1027700148431  
Taxpayer Identification Number 7705051102  
Member of Self-regulatory organization of auditors Association "Sodruzhestvo"  
Principal Registration Number of the Record in the Register of Auditors and Audit Organizations – 12006020338





# Terms and abbreviations

## AI

artificial intelligence

## APG

associated petroleum gas – a mixture of gaseous hydrocarbons dissolved in oil and released during oil production.

## CIS

Commonwealth of Independent States – currently comprising Armenia, Azerbaijan, Belarus, Kazakhstan, Kyrgyzstan, Moldova, Russia, Tajikistan, Turkmenistan, Ukraine and Uzbekistan.

## COVID-19

A severe acute respiratory infection caused by the SARS-CoV-2 coronavirus (2019-nCoV).

## CSR

corporate social responsibility

## EBITDA

earnings before interest, tax, depreciation and amortisation

## ECG

electrocardiogram

## EIA

environmental impact assessment

## EnMS

The Gazprom Neft Energy Management System.

## EU

European Union

## FAR

fatal accident rate – calculated as follows: total number of fatalities ÷ total hours worked by all employees × 100 million man-hours.

## GHG

greenhouse gases

## GJ

gigajoule

## GRI

Global Reporting Initiative – an international organisation developing and promoting a recognised and credible sustainability reporting framework that can be applied by all organisations regardless of their size, sector or location

## GRI Standards

The most recent version of the internationally accepted sustainability reporting framework developed by the Global Reporting Initiative (GRI).

## GWh

gigawatt hour

## HAZID/ENVID

hazard identification

## HAZOP

hazard and operability study

## HEI

higher educational institution

## HR

human resources

## HSE

health, safety and environment

## IIoT

Industrial Internet of Things

**IPIECA**

International Petroleum Industry Environmental Conservation Association – a global non-profit oil and gas industry association promoting environmental and social issues

**IRMF**

integrated risk management framework – utilised in delivering a continuous streamlined process used in identifying, assessing, monitoring and responding to risks, at all levels.

**ISO 14001**

The international standard specifying the requirements for an effective environmental management system.

**ISO 26000**

The international social responsibility standard, published in 2010 and covering all companies and sectors, providing guidance on the general terms and principles of corporate social responsibility activities.

**ISO 8217**

The international standard specifying the requirements for fuels for use in marine diesel engines and boilers, prior to conventional onboard treatment (settling, centrifuging, filtration) before use.

**ISO 9001**

The international standard establishing the criteria for a quality management system, with guidance on achieving sustainable outcomes.

**IT**

information technology

**ITAT**

The Gazprom Neft Information Technology, Automation and Telecommunications department.

**IUCN**

International Union for Conservation of Nature and Natural Resources – an international organisation working in nature conservation and the sustainable use of natural resources.

**km**

kilometre

**kt**

kilotonne

**LTIF**

lost time injury frequency – calculated as follows:  
total number of lost time injuries (including fatalities) in the workplace ÷ total hours worked × one million man-hours.

**m3**

cubic metre

**Material topics**

Typically used in the context of economic, environmental or social value, this term is applied to issues that may reasonably be considered important for reflecting an organisation's economic, environmental and social impacts, or influencing the decisions of stakeholders.

**Motor fuel class**

Emissions standards introduced under Government Decree No. 118 of 27 February 2008, "Technical regulation on requirements for automotive and aviation gasoline, diesel and marine fuel, jet fuel and heating oil", similar to European emissions standards (Euro 1-6).

**mt**

million tonnes

**mtoe**

million tonnes of oil equivalent

**MW**

megawatt

**NEMS**

National Emergency Management System

**NOx**

Nitrogen oxides

**Oilfield services**

Oil- and gas-field services, including well drilling, rig installation, cluster-pad installation, well workovers, and the repair of drilling equipment.

**OMS**

operations management system

**p.p.**

percentage point



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**PDCA**

Plan-Do-Check-Act – a four-step management method used in business for the control and continuous improvement of processes and products.

**PHSER**

HSE risk analysis

**PMAC**

polymer-modified asphalt cement

**PR**

public relations

**PRMS**

Petroleum Resource Management System

**PSE**

process safety event

**R&D**

research and development

**RBI**

risk-based inspection – an analysis methodology and process involving the qualitative or quantitative assessment of the probability of failure (PoF) and the consequence of failure (CoF) associated with a specific process unit.

**RCA**

root cause analysis – a problem-solving methodology used in identifying the root causes of faults or problems.

**RCM**

reliability-centred maintenance – a structured process for identifying problems which, once addressed, improve equipment productivity and/or reduce maintenance costs.

**ROACE**

return on average capital employed

**Rosprirodnadzor**

Federal Service for the Supervision of Natural Resources (Russian Federation)

**RSPP**

Russian Union of Industrialists and Entrepreneurs

**SO<sub>2</sub>**

sulphur dioxide

**SPE**

Society of Petroleum Engineers stakeholder

**Sustainability (non-financial) reporting/**

an individual or entity with a direct interest in another organisation's operations, with the potential to impact or be impacted by such organisation's activities and performance.

**Sustainable development**

a sustainability report is a report published by a company or organization about the economic, environmental and social impacts caused by its everyday activities. A sustainability report also presents the organization's values and governance model, and demonstrates the link between its strategy and its commitment to a sustainable global economy.

**UN SDGs**

United Nations Sustainable Development Goals

**VHI**

voluntary health insurance

**VOC**

volatile organic compound

**VR**

virtual reality

**VTS**

vehicle tracking system

**WBCSD**

World Business Council for Sustainable Development

**WRI**

World Resources Institute

**WWF**

World Wildlife Fund