

ADVANCING
THE POSITIVE
FUTURE WE KNOW
IS POSSIBLE.

SUSTAINABILITY REPORT 2017



The background of the entire page features a blue-tinted image of two wind turbines in the upper left and a grid of solar panels in the lower right, set against a clear sky.

WELCOME TO LYONDELLBASELL'S SUSTAINABILITY REPORT 2017

At LyondellBasell we work every day to reliably and safely produce the plastics, chemicals, materials, fuels and technologies that advance solutions to global challenges, helping to achieve the positive future we know is possible.

In this report we outline our approach to sustainability and share how we are developing products and solutions for a more sustainable future, protecting and investing in our people, managing our environmental footprint, and demonstrating our commitment to being a responsible, good neighbor in the communities where we operate.

ABOUT THIS REPORT

This is LyondellBasell's first sustainability report. It summarizes our activities for the 2017 calendar year.

Unless otherwise stated, data and commentary relate to global operations at our majority owned and operated manufacturing sites. It excludes joint ventures where we have less than a 50% ownership interest, and acquisitions completed after December 31, 2017. LyondellBasell announced a definitive agreement to purchase a 50% stake in Quality Circular Polymers (QCP) in 2017, and the transaction closed in March 2018. While data does not yet include QCP, commentary regarding the project is included in this report.

More information can be found at www.LyondellBasell.com/sustainability or you may contact us by email at sustainability@lyb.com.

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A MESSAGE FROM OUR CEO

To our stakeholders:

I am pleased to share LyondellBasell's first sustainability report.

This report details our Health, Safety and Environment (HSE) performance in 2017 and outlines our overall philosophy and approach to sustainability. We are proud to report that in 2017 we took several positive, proactive steps in the area of sustainability. For example:

- In our existing operations, we maintained our excellent safety record, experiencing the fewest total recordable injuries per hours worked in our company's history. Importantly we also reduced the number of environmental incidents by appropriately 20% compared with 2016 with 61% of our sites experiencing zero Level 2 or above environmental incidents in 2017.
- We also continued our focus on saving energy and using resources efficiently. In 2017, we launched a company-wide energy savings management standard that sets out requirements and guidance for every site to measure and reduce energy use.
- We announced a definitive agreement to partner with global waste management leader SUEZ in Quality Circular Polymers (QCP), a premium plastics recycling company in Sittard-Geleen, the Netherlands. QCP uses mechanical recycling techniques to convert plastic waste into high quality resins. This joint venture marks the first time that a major plastics company directly partnered with a leader in waste management to form a recycling business.
- We began construction of the first world-scale *Hyperzone* polyethylene (PE) plant in La Porte, Texas, USA. Our pilot plant using this technology demonstrated that in certain applications, the *Hyperzone* PE technology will enable customers to manufacture thinner products without compromising strength or crack resistance, ultimately reducing the amount of plastic pellets required.



Beyond LyondellBasell, as the global middle class expands and the demand for plastics grows, we recognize the need to address the issue of plastic waste. As a company we are proud to lead initiatives across our industry and wider value chain to help address this concern through the reduction, recycling, reuse and repurposing of plastic waste.

Going forward we will continue to seek opportunities to drive sustainability within our own business as well as work with our customers and other partners to develop sustainable solutions.

A handwritten signature in black ink, appearing to read 'BV Patel', written over a white background.

Bhavesh V. (Bob) Patel
Chief Executive Officer

2017 HIGHLIGHTS



Announced a definitive agreement to investment in **QCP**, a **waste plastic recycling** joint venture with SUEZ



Achieved a **first quartile score** in the CPA-Zicklin Index of Corporate Political Disclosure and Accountability as the **most improved company in 2017** for corporate transparency on political contributions



Continued to deliver **industry leading safety performance** with a **0.21** total recordable injury rate



Launched a company-wide **energy savings** management standard



Reduced sulfur oxide (SO_x) **emissions by 17%** from 2016



Reduced environmental **incidents by 20%** from 2016



Donated to more than **650 charities** across the world



Volunteered more than **11,650 hours** on Global Care Day to support community projects

ABOUT OUR BUSINESS

LyondellBasell (NYSE: LYB) is one of the largest plastics, chemicals and refining companies in the world. Driven by its employees around the globe, LyondellBasell produces materials and products that are key to advancing solutions to modern challenges like enhancing food safety through lightweight and flexible packaging, protecting the purity of water supplies through stronger and more versatile pipes, improving the safety, comfort and fuel efficiency of many of the cars and trucks on the road, and ensuring the safe and effective functionality in electronics and appliances. LyondellBasell sells products into more than 100 countries and is the world's largest producer of polymer compounds¹ and the largest licensor of polyolefin technologies. In 2018, LyondellBasell was named to Fortune magazine's list of the "World's Most Admired Companies." More information about LyondellBasell can be found at www.LyondellBasell.com.

OUR KEY PRODUCT AREAS



CHEMICALS

We are a leading producer of basic chemicals for the chemical industry.

The chemicals we produce are the building blocks for numerous products used in everyday life, including furniture and household goods, automotive fluids, coatings, adhesives, cleaners, cosmetics, and personal care products.



POLYMERS

We are one of the world's largest producers of versatile plastic resins.

These materials are used to produce a variety of products, including packaging, automotive parts, renewable energy technologies, agricultural films and irrigation, piping and textiles.



FUELS

Our refinery is capable of refining heavy, high-sulfur crude oil into refined products including gasoline and distillates.

This facility produces gasoline and fuel components, low-sulfur diesel, jet fuel and lubricants. In addition, we are the largest producer in North America and Europe of high-octane oxyfuels used for gasoline blending which help improve air quality.



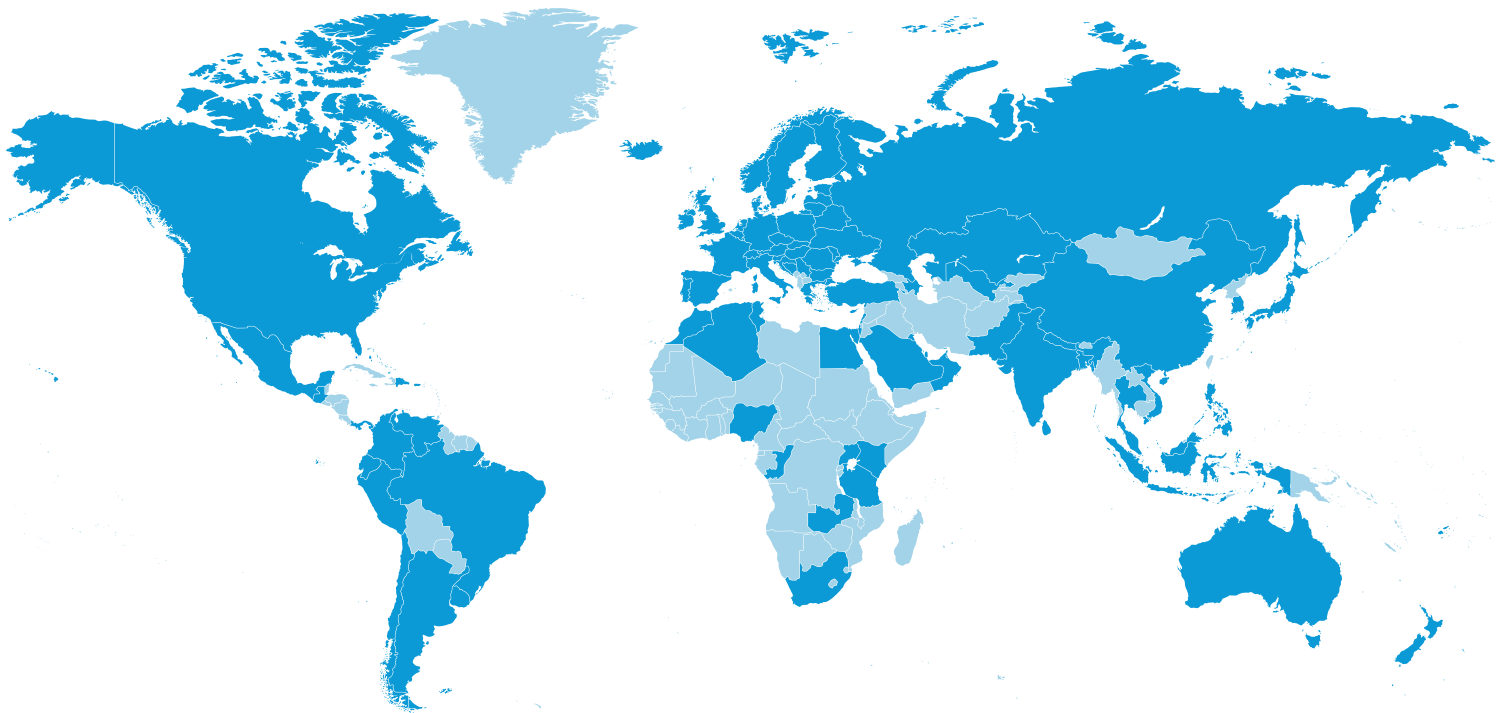
TECHNOLOGIES

We are the leading licensor of state-of-the-art manufacturing and process technologies used by chemicals and plastics companies around the globe.

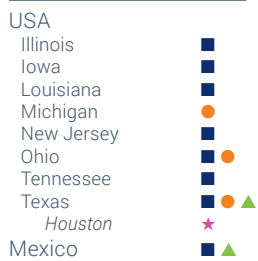
We provide customers with fully-integrated solutions ranging from plant design and startup services to catalyst sales, product design and technical support.

¹ As of August 21, 2018.

GLOBAL PRESENCE



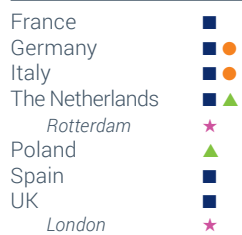
North America



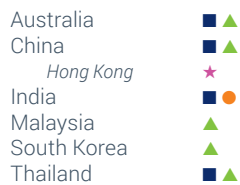
South America



Europe



Asia Pacific



Middle East

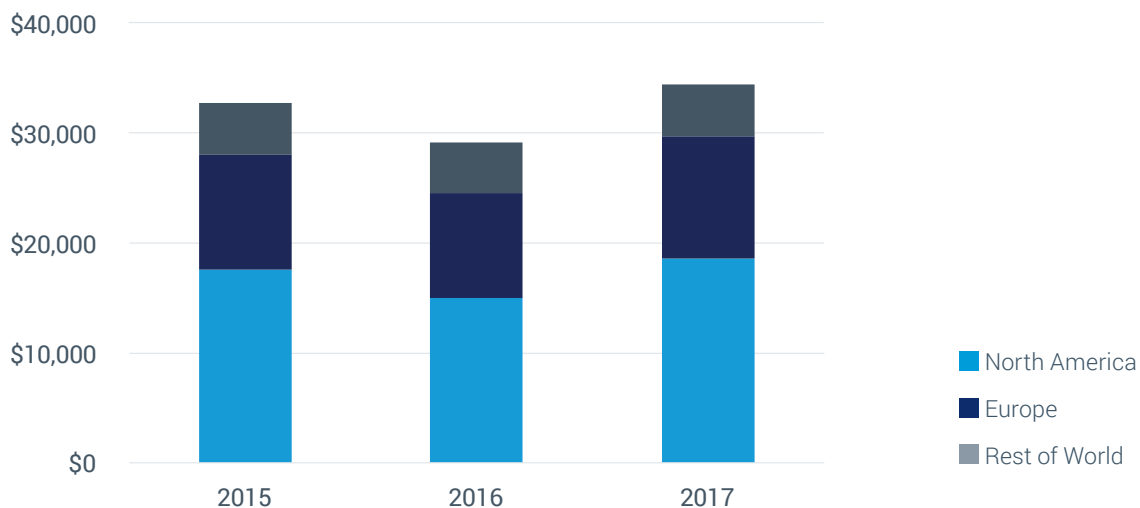


Legend

- ★ Administrative Offices/Headquarters
- Manufacturing
- Technology Centers
- ▲ Joint Ventures
- Countries where our products are sold
(shaded dark blue)

2015-2017 Sales by Region

USD millions



2017 FINANCIAL HIGHLIGHTS

\$12.28

Diluted EPS from continuing operations¹

\$4.9B

Income from continuing operations¹

\$7.1B

EBITDA²

\$5.2B

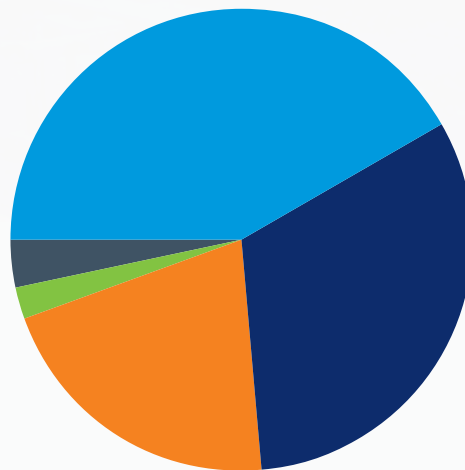
Cash from operating activities

EBITDA BY SEGMENT

O&P Americas
\$3.0 Billion

Technology
\$223 Million

Refining
\$157 Million



O&P Europe, Asia and International
\$2.3 Billion

Intermediates & Derivatives
\$1.5 Billion

¹ Income from continuing operations of \$4,895 million and diluted EPS from continuing operations of \$12.28 per share reflect a fourth quarter one-time, non-cash benefit of \$819 million (\$2.05 per share) from the reduction of net deferred tax liabilities due to U.S. tax reform.

² Reconciliations for our non-GAAP measures can be found in our 2017 Annual Report.

Certain disclosures in this annual report may be considered forward-looking statements. These are made pursuant to safe harbor provisions of the Private Securities Litigation Reform Act of 1995. You should read the Cautionary Statement contained in our [2017 Annual Report](#) on Form 10-K in conjunction with such statements.

OUR APPROACH TO SUSTAINABILITY

For LyondellBasell, sustainability means advancing solutions to address global challenges while meeting our stakeholders' needs and the highest operational standards. Our commitment to sustainability is embedded in our company vision to be the best operated and most valued company in our industry, today and tomorrow.

Meeting the highest operational standards means having a relentless focus on the safety of our people, products, operations and the environment. We strive for zero incidents and seek ways to improve energy efficiency and reduce resource use. We maintain comprehensive programs to protect the health and safety of our people, prevent process safety incidents, and carefully steward our products. We are concerned about waste plastics in the environment and are investing in technologies and collaborating with industry partners to find solutions ([see page 20](#)).

We understand that we cannot operate without the trust of the communities in which we operate. We are committed to being a responsible, good neighbor and we contribute to philanthropic causes across the globe ([see page 42](#)).

We believe that through collaboration with our employees, customers, suppliers, community stakeholders, investors and shareholders we can advance the positive future we know is possible.



RESPONSIBLE CARE®
OUR COMMITMENT TO SUSTAINABILITY

Our commitment to Responsible Care®

We are a member of the voluntary chemical sector initiative, Responsible Care®, which aims to improve the environmental, health, safety and security performance of our industry.

We implement the principles of Responsible Care® across our operations every day through our commitment to [GoalZERO](#).





We work every day to be the best operated and most valued company in our industry, today and tomorrow.

Our values

- We strive for excellence in everything we do
- We own decisions and reward results
- We believe in the power of many

Our mission

To consistently deliver industry-leading performance by:

- Safely and reliably delivering high quality products to customers
- Being the company of choice for employees and shareholders
- Being a responsible, good neighbor in the communities where we operate

Achieving GoalZERO

GoalZERO is our commitment to operating safely and with zero incidents, zero injuries and zero accidents. This core company value is the guiding principle for our Health, Safety, and Environment (HSE) function.

We cultivate a GoalZERO mindset with clear standards, regular communication and training, employee campaigns and events including our annual [Global Safety Day](#).

Our commitment to operational excellence

Operational Excellence is the framework we use to deliver our GoalZERO objectives. It is our management system, designed to deliver safety, environmental responsibility and reliability in everything we do. It sets out clear requirements for how we work and applies to our employees and contractors.

The [Operational Excellence management system](#) contains nine key elements that help ensure risks are identified and managed, and that every site, function, employee and contractor understands their roles and responsibilities. It is further supported by detailed standards and preferred practices that support all our GoalZERO objectives.

We conduct internal audits to verify compliance with Operational Excellence standards and perform periodic reviews to drive continuous improvement.



Through
GoalZERO
we aim for:

- | Zero injuries
- | Zero process safety incidents
- | Zero product safety incidents
- | Zero environmental incidents
- | Zero plastic pellet loss to the environment

LyondellBasell Operational Excellence Management System Framework

Leadership and personal accountability

We are committed to achieving excellence in every aspect of our performance. We set high expectations and hold each other accountable. We operate our businesses with the highest principles of integrity, ethics and corporate responsibility.

Organization competency

We acquire and maintain the highest possible levels of competency. We empower people to deliver superior performance. We create a culture where employees have the freedom to act with agility and urgency while balancing the need for appropriate process and governance. We embrace diversity and inclusion, and promote learning and development.

Compliance

We manage our businesses with the highest standards of corporate ethics and with strict corporate governance systems that support compliance with all laws, regulations and internal requirements.

Technology and knowledge management

We document our operating practices and continually keep them updated. Knowledge management allows for safe, reliable operations through the sharing and combined efforts of people, processes and technology.

Risk management

We identify, prioritize, mitigate and manage risks to provide for the safety and health of employees, contractors, customers and the public, and for the protection of the environment.

Operations

We strive for flawless execution in our operations.

Product stewardship

We operate a worldwide product stewardship program to make health, safety and environmental protection an integral part of the development, manufacture, distribution, use, recycle and disposal of our products.

Community and stakeholder relations

We maintain strong relationships with our communities, employees, customers, suppliers, shareholders and other key stakeholders.

Assessment and improvement

We regularly review and take action regarding our systems, processes, metrics and stakeholder feedback to assure continuous improvement in our performance.

Our priorities

We conducted a materiality assessment in 2018 to identify the sustainability issues relevant to our stakeholders and business. We evaluated input from leaders across the company and considered our impacts on the economy, society and the environment. We then identified the top 15 issues that were the most important to our stakeholders and business. The matrix below shows the result of this materiality assessment. Our primary focus areas for 2018-2019 are sustainable and circular products, health and safety, and plastic waste in the environment. As we further develop our sustainability strategy and approach, we will continue to test our materiality assessment.



Sustainability governance

Responsibility for sustainability at our company ultimately lies with our chief executive officer and the senior leadership team, with oversight by the LyondellBasell Board of Directors. The Health, Safety, Environmental and Operations Committee of the Board reviews health, safety and environment policies and performance, our sustainable development initiatives, and Operational Excellence results. The Committee receives an update on the progress of our sustainability activities biannually and reviews the Sustainability Report.

The vice president of Health, Safety and Environment leads the global HSE function, which provides expertise and leadership for our GoalZERO program. Site level HSE managers are responsible for putting GoalZERO into practice every day. The LyondellBasell senior leadership team supports implementation of our Operational Excellence management system, which includes our GoalZERO program and performance.

The GoalZERO steering team, made up of senior manufacturing leaders, is responsible for setting operational GoalZERO objectives each year. Every employee contributes to these objectives through their individual commitment to GoalZERO.

The global sustainability team works with the business to advance sustainability initiatives and is responsible for monitoring and reporting our performance to stakeholders.

Ethics and compliance

LyondellBasell upholds high ethical standards and is committed to complying with all applicable laws and regulations. Our global compliance team monitors compliance and works with the business to drive our strong performance in this area. This team is overseen by the chief compliance officer who, in turn, is overseen by the Audit Committee of the Board.

Our [Code of Conduct](#) makes our expectations clear on topics such as anti-corruption, conflicts of interest and political donations. It is available in 18 languages on our company website. New employees are trained on the Code and all employees take annual refresher training online.

More detailed requirements for senior financial directors, including the chief executive officer, chief financial officer and controller, are set out in our Financial Code of Ethics.

We have additional compliance policies to guide employees in specific areas such as competition law, due diligence for mergers and acquisitions, and conflict minerals.

We encourage employees to speak up if they have any concerns. Anyone can raise a concern without fear of retaliation through their manager, supervisor, or the human resources, legal or compliance teams. We also offer an independent whistleblower telephone helpline and website that are available 24 hours a day and in multiple languages. It is operated by [Ethics Point](#), a company that provides third party reporting for many global companies.





Transparent political contributions

We are committed to high standards of transparency in our advocacy, public policy work and political contributions. We report U.S. federal, state and local lobbying activities and political expenditures as required by law. Every year we disclose direct and indirect corporate political contributions in a [U.S. Political Activity Report](#).

In 2017, we were recognized by the [CPA-Zicklin Index of Corporate Political Disclosure and Accountability](#) as the most improved company for corporate transparency on political contributions, achieving a top tier score of 80 out of 100.

Protecting human rights

We recognize we have a responsibility to respect and protect human rights. Our Code of Conduct describes our commitment to upholding human rights in all operations and at all facilities.

Through GoalZERO we have a comprehensive program to protect the health, safety and well-being of our employees and contractors. We uphold all fair wage and hours laws, wherever we work.

We never use child, forced, bonded or involuntary labor and we do not knowingly work with subcontractors or suppliers that do so. We do not typically have direct relationships with suppliers in countries where human trafficking originates, nor where child slavery is prevalent, such as those identified in the United Nations' 2014 Global Report on Trafficking in Persons and the International Labor Organization's 2015 World Report on Child Labor.

In May 2017, we published our first [Modern Slavery and Human Trafficking Statement](#), as required by the UK Modern Slavery Act 2015.

Stakeholder engagement

We recognize our success depends on building relationships with our stakeholders. We engage with internal and external stakeholders through formal and informal channels and we have long-standing memberships in industry associations. The table below provides an overview of how we engage with key stakeholders.

Stakeholder group	How we engage
Direct customers	Customer surveys help us identify ways to improve our products and customer service. Our sales representatives and technical experts work closely with customers to address concerns and provide product stewardship guidance. Customers regularly visit our manufacturing sites and review our operations for compliance with international standards such as ISO and International Automotive Task Force (IATF), applicable laws and regulations, and their customer-specific requirements. We also regularly speak with customers to improve our products and respond to their needs.
Employees	<p>We gather employee feedback through a company-wide employee survey every two years.</p> <p>Employee-wide communications include a bimonthly e-newsletter and video news updates, quarterly newsletters at the major manufacturing sites and social media updates.</p> <p>Senior leaders communicate with employees through various online and face-to-face channels including quarterly CEO-led town hall events and regular site visits.</p> <p>Employees can anonymously report concerns at any time through Ethics Point, our independent ethics helpline.</p>
Investors and shareholders	We communicate relevant information to shareholders and prospective investors on our website and we hold a formal investor engagement day every two years. We regularly participate in key investor conferences and make these presentations available to all stakeholders on the company website.
Local communities	<p>We meet with community members where we operate to share information about the company and listen to concerns. At many of our major manufacturing sites we do this through community advisory groups.</p> <p>We also hold site tours for community leaders, educational institutions and the public.</p> <p>Every year our employees volunteer in the community as part of our Global Care Day event.</p>
Industry associations	We collaborate with industry and value chain partners to advance sustainable solutions. We belong to approximately 150 industry associations worldwide, most of which are in the U.S. and Europe. Senior executives and more than 230 employees participate in industry association boards, committees and working groups.
Government and regulators	We communicate with government, legislative and regulatory officials through issue-specific meetings, at industry events and by hosting visits to our sites. We respond to public consultations to provide input and share expertise on future legislation.

ADVANCING SUSTAINABLE PRODUCTS

LyondellBasell products, materials and technologies are found in nearly every sector of the economy and help address modern challenges including access to clean water, food safety and distribution, and healthcare needs. We believe chemicals and plastics can provide innovative solutions that improve quality of life and contribute to a more sustainable world.

Our products are found in nearly every sector of the economy.



Investing in innovation

Innovation is in our DNA at LyondellBasell. We have a long history of being at the forefront of advancing products, technologies and solutions.

Karl Ziegler and Giulio Natta, in cooperation with LyondellBasell predecessor companies, won the Nobel Prize in Chemistry in 1963 for their breakthrough discoveries in creating polyethylene (PE) and polypropylene (PP). Today scientists, engineers and technicians in our dedicated research and development teams continue this pioneering spirit by looking for ways to advance our products and operations. Our four R&D centers in Germany, Italy and the U.S., house specialized staff, laboratories and pilot plant facilities.

Our innovation process brings R&D, application development and product stewardship teams together to identify new opportunities. This cross-functional approach means we successfully steward more ideas from inception to marketplace.



Giulio Natta was an Italian chemist and Nobel laureate who made breakthrough discoveries in PE and PP in cooperation with LyondellBasell predecessor companies.



Smart 'self-healing' polymer

Our latest innovation in chemistry is the development of a 'self-healing' polymer. Our scientists created a polymer that can be joined back together when it is cut, as the energy from the cutting action effectively melts its surface.

This exceptional breakthrough means materials can be affixed without using special glues or adhesives. It is particularly useful for creating seals around windows and doors, with the polymer-based seals joining to aluminum, plastic or wood. This invention won the 'material innovation' award from PlasticsEurope in 2017.

Our products *advance* sustainable solutions

Many of the chemicals and plastics we supply help create innovative products that make sustainable development possible.

	End use	LyondellBasell product	Sustainability benefit
	Wind turbines	Chemical intermediate	Our chemicals are used to make coatings for wind turbines that reduce drag and extend blade life.
	Vehicle components	Polymer (Polypropylene)	Car parts such as bumpers, dashboards and trims molded from our polypropylene compounds make cars lighter and more fuel efficient.
	Vehicle biofuels	Renewable bio-based fuels and fuel additives	Our biodiesel and bio-based fuel additives reduce tailpipe emissions and improve fuel efficiency.
	Agricultural irrigation	Polymer (Polyethylene and Polypropylene)	Pipes made from our durable polyolefin materials help prevent water leakage, thereby reducing water usage.
	Food packaging	Polymer (Polyethylene and Polypropylene)	Thinner and stiffer plastic films and rigid packaging based on our polymers keep food safe and fresh for longer, reducing food waste.
	Medical products	Chemicals and polymers	Our chemicals and polyolefin products are used in medical supplies such as gloves, syringes, IV bags, hand sanitizer and medicine packaging, contributing to a healthy society.
	Building insulation	Chemicals and polymers	Expandable polystyrene insulation and polyurethane insulation foam made from chemicals and polymers we supply are used to fill cavity walls, roofs and floors, reducing energy used to heat and cool buildings.
	Pressure and sewage pipes	Polymer (Polyethylene and Polypropylene)	Smaller, lighter and more durable pipes made from polyolefins use less raw material and help prevent water leakage, thereby reducing water use and protecting the purity of water supplies.
	Solar Panels	Polymer (Polypropylene)	Plastic casings that secure solar panels and the wires and cables that conduct power are made from our resins and polypropylene compounds.



50 / 50 Joint Venture

lyondellbasell  suez
Advancing Possible

Putting the circular economy into practice with plastics

Worldwide recycling rates for plastics are low due to many factors, including the lack of waste collection and recycling infrastructure and difficulty with recycling certain products after use.

LyondellBasell is determined to be part of the solution. In 2017, we joined with SUEZ, a global leader in smart, sustainable resource management, to acquire Quality Circular Polymers (QCP), a premium plastics recycling company in Sittard-Geleen, the Netherlands.

The joint business leverages the two partners' strengths. SUEZ provides leading-edge technology solutions to improve the identification, separation and preparation of waste materials used as feedstock. LyondellBasell brings long-standing leadership in innovative plastic production technology and experience in product development.

The QCP plant sorts the plastic waste and transforms it into high quality polymers that can be used to make new products.



Post-consumer waste ready to be recycled at QCP.

Advancing the circular economy

In a circular economy, resources remain in use for as long as possible to extract their highest potential value. This means reusing materials and recycling plastics to prevent plastic waste from being sent to landfill or escaping into the environment.

We recognize the importance of the circular economy and look for ways to apply circular economy principles in our business. In 2017, we pursued a partnership with SUEZ in the plastics recycling company QCP. We were the first major chemicals company to partner with a resource management company to deliver circular economy solutions.

We are also exploring the potential to manufacture our products from alternative renewable sources, including substituting fossil fuels with bio-based feedstocks to produce certain polymer materials. And we are researching chemical (or molecular) recycling to convert plastic products into their molecular building blocks for reuse in other chemical manufacturing processes.

Preventing plastic waste in the environment

As a major producer of plastic materials, we are concerned about the impact of plastic waste on the environment and marine life. We recognize that plastic waste is a significant global challenge and it is unacceptable for plastic waste to enter our rivers and oceans.

To accelerate progress on this issue, we are collaborating with other plastic producers, converters, brand owners and industry associations. Together, we are increasing awareness, exploring solutions to improve collection and recycling, and looking for ways to reduce the impact of plastic waste. We are actively engaged in several industry groups that are focused on these objectives, including:

- World Plastics Council
- American Chemistry Council
- U.S. Plastics Industry Association
- European Chemical Council (Cefic)
- PlasticsEurope

In our own operations, we target zero pellet loss to prevent plastic pellets and powders from entering the environment. We are a member of Operation Clean Sweep®, the plastics industry initiative aimed at preventing pellet loss.

FEATURE STORY

Operation Clean Sweep®

Preventing pellet loss is an important industry-wide effort. As a member of Operation Clean Sweep®, we are targeting zero pellet loss in our operations.

Our sites have a number of programs in place to spot pellets and capture them before they escape into the environment or waterways. We conduct training programs with our employees and routinely inspect our facilities. Posters remind our people how to prevent pellet loss, along with stickers on pipes and at vulnerable spill points. Plastic pellet cleaning stations provide the right tools for cleanup activities.

We also educate and support our delivery drivers and customers to prevent loss during handling and transportation.



Matagorda, Texas, USA

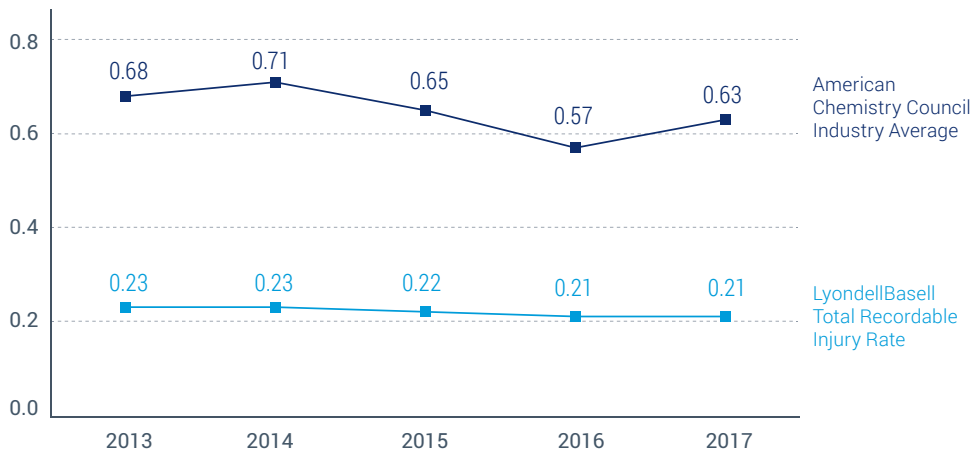
OUR FOCUS ON SAFETY

The safety of our people and operations is our top priority. Our safety standards apply to everyone involved in our business, including employees, contractors and suppliers.

For the last five years we have performed well ahead of the industry average and consistently achieved top-decile safety performance. In 2017, we continued our excellent safety record with a total recordable injury rate for employees and contractors of 0.21, the fewest number of total recordable injuries per hours worked in our company's history.

Total recordable injury rate (per 200,000 hours worked)

(Employees and contractors)



We are an industry leader in safety performance. In 2017, we maintained the second consecutive year of our best safety performance with a 0.21 total recordable injury rate (TRIR).



Collaborating with contractors for GoalZERO

GoalZERO is not something we can achieve alone. We rely on thousands of contractors and logistics companies working with us to support our goals and maintain our leading safety performance.

In 2017, we worked with contractors to strengthen our GoalZERO partnership. Some of the actions we took included:

- Bringing together CEOs of more than 35 of our largest contractor companies in the U.S. to share best practices, engage workers and encourage GoalZERO behaviors.
- Holding quarterly Contractor Safety Forums to review incidents and near misses and share lessons learned.
- Convening 60 logistics companies from across Europe for a safety conference in Wesseling, Germany. Topics included forklift truck safety, loading ramp safety and preventing plastic pellet loss.

Managing safety risks

Our Operational Excellence program sets out the standards and management approach we use to achieve GoalZERO. This includes clear requirements for people, process and product safety. The HSE leadership team sets our annual HSE strategy and goals with input from the GoalZERO steering team, which is made up of senior manufacturing leaders.

Safety is everyone's responsibility and we embed this at manufacturing sites and offices through our safety culture. Site level leadership and HSE teams are responsible for driving safety performance at each location. We closely monitor safety risks, work quickly to investigate incidents and near misses, and swiftly take corrective action. In 2017, we strengthened our procedures for identifying and reporting near misses with a high potential to cause harm.

Sites undergo periodic internal audits of conformance with Operational Excellence systems and procedures, and lessons learned and best practices are shared across the business. Onsite contractors, including logistics companies that handle and transport our products, are expected to comply with our HSE policies and support GoalZERO.



CEO Bob Patel speaks at the annual Contractor CEO Safety Conference.



Embedding a GoalZERO safety culture

Our commitment to GoalZERO is championed at every level of the company. Excellent safety culture starts at the top with senior leaders, including the chief executive officer.

Managers at each manufacturing site meet regularly to review safety performance and discuss issues relevant to their plant. HSE awareness teams evaluate injuries and find ways to prevent them in the future. Safety is also a priority at our office locations where group meetings typically start with a safety message.

In 2017, our manufacturing leaders emphasized GoalZERO during a special series of meetings with front line supervisors at our plants across the world. These supervisors are empowered to quickly address issues that may impact safety or reliability.

Regular site level and group-wide safety campaigns highlight best practices. Campaigns in 2017 included a focus on life critical procedures such as working at heights, and the “lock-tag-try” rule to prevent incidents when using equipment.

Internal awards celebrate sites that meet safety milestones and operate without incidents. In 2017, 24 sites achieved more than one million safe working hours and 30 sites reached one year without a recordable injury.

We are proud of our reputation as one of the safest places to work in our industry. In 2017, our Lake Charles Plant in Louisiana was awarded the Distinguished Safety Award from the American Fuel and Petrochemical Manufacturers (AFPM), which recognizes an exemplary level of safety performance among U.S. refiners and petrochemical manufacturers. The Lake Charles Plant was one of only four in the industry to receive the prestigious award for their outstanding safety performance the prior year.

Since 2013, 44 of our plants have received AFPM safety awards, recognizing industry-leading performance.



Wesseling, Germany

| FEATURE STORY

Reaching GoalZERO: Global Safety Day 2017

Our annual Global Safety Day brings together management, employees and contractors at every manufacturing site and office to reinforce important safety messages.

Each year senior leaders visit sites across LyondellBasell to embed our company-wide commitment to safety through Global Safety Day. This year's theme focused on 'reaching GoalZERO' by focusing on life critical activities.

CEO Bob Patel visited the Wesseling site in Germany to see how employees are developing a culture of taking responsibility for safety through a site-wide 'Mein Werk' (My Work) initiative and learning from near miss incidents.



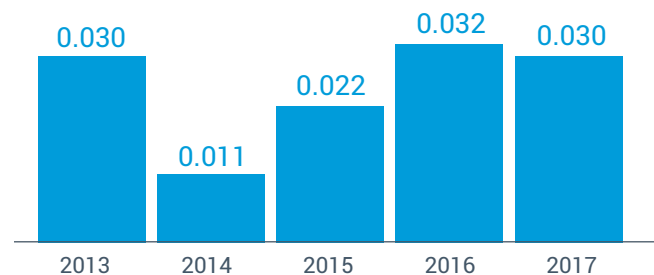
Advancing process safety

Operating our plants safely and reliably is our priority. Our process safety program establishes how we safely design, operate, and maintain our manufacturing processes to prevent or mitigate the unplanned or uncontrolled release of process material. This program aims to prevent serious incidents and protect local communities and the environment.

We have clear standards for identifying and managing process safety risks within our Operational Excellence framework. Regular turnarounds—during which we shut down plants and carry out essential maintenance, upgrades and safety checks—are a key part of our safety program.

In 2017, we strengthened our process safety procedures and developed more detailed guidance to supplement existing process safety standards. Process safety incidents decreased slightly in 2017 compared with 2016, and we continually strive to improve performance.

Process safety incident rate



(Represents number of Level 3 and above process safety incidents per 200,000 hours worked. We classify process safety incidents on scale of 0 to 5, with Level 5 having the highest impact.)

Protecting the security of our people and assets

The security of our employees and facilities is of critical importance and we maintain comprehensive security policies and practices. We work closely with industry and government agencies to address potential security threats. As a major chemical manufacturer and refiner, we are equally vigilant about the security of our facilities and protecting communities close to our sites in the event of a security incident or emergency.

Preventing and responding to emergencies

We take seriously our responsibility to prevent incidents that could harm workers, the community or the environment. We continually evaluate risks and have detailed emergency plans in place. LyondellBasell manufacturing sites maintain their own emergency response teams, including teams trained to respond to medical incidents, fires or releases of hazardous materials.

Site workers are trained on the proper procedures to follow in the event of an emergency and regular drills are conducted to test these procedures. We also coordinate preparation and planning with local government agencies and emergency responders.

Our in-house emergency response teams not only keep our own people and facilities safe, they also support local fire departments. In 2017, a LyondellBasell emergency response team in Germany responded to a railcar incident along with Duesseldorf City firefighters, and in Wesseling our team rescued three people from a car submerged in water during a devastating rain storm.

In August 2017, our employees and emergency response teams in the U.S. faced one of the country's largest natural disasters when Hurricane Harvey struck the Gulf Coast. As Texas and Louisiana suffered unprecedented flooding, LyondellBasell employees worked around the clock to ensure the safety and security of our nine major manufacturing facilities located in the region.



Promoting product safety

Manufacturing products that can be handled and used safely by our employees and customers is of critical importance. Our Operational Excellence product stewardship program defines our approach.

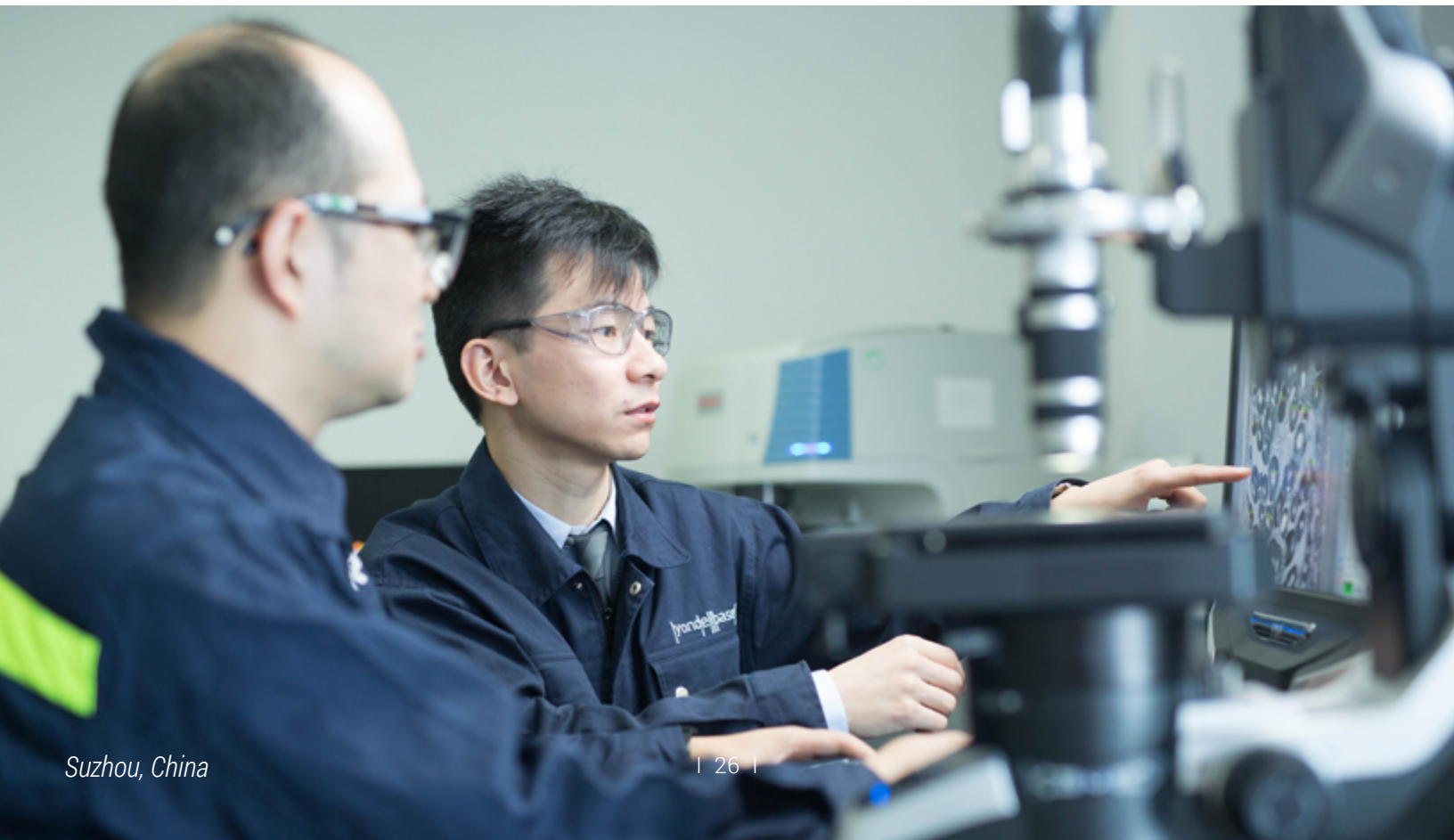
We assess and manage risks at every stage of the product lifecycle, from sourcing raw materials to the end use by customers and disposal. We also assess products and uses for risk to human health and the environment. We track product safety performance, review customer feedback and communicate important product safety information both internally and externally.

We have clear chemical control procedures in place to comply with applicable regulations and we continually monitor these requirements for changes. Relevant regulations include the Toxic Substances and Control Act in the U.S. and the European Regulation on Registration, Evaluation, Authorization and Restriction of Chemicals (REACH). We monitor the movement of materials and we block materials that do not meet country requirements.

Our global product stewardship team communicates information about our products to customers. Public information we provide includes:

- I Safety Data Sheets:** We publish more than 50,000 safety data sheets that include information on product hazards and precautions to ensure safe use.
- I Product Stewardship Bulletins:** We issue declarations for customers on regulatory clearances for our products and their end uses.
- I Global Product Strategy Safety Summaries (GPSSS):** As a member of the International Council of Chemical Associations (ICCA) we take part in the Global Product Strategy (GPS) voluntary program to improve the safety of chemical products during their use and handling. The GPSSS documents summarize information about safe uses and applications of products.

In 2017, we answered more than 38,000 requests from customers, distributors and other stakeholders for regulatory information about our products. We also reviewed and analyzed product stewardship incidents and customer feedback across our business to better identify and mitigate risk.



Product stewardship through the lifecycle

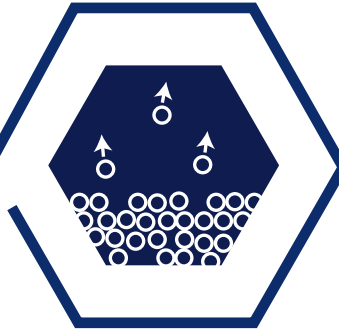
Product portfolio safety assessment

Our product stewardship team is involved at the initial stage of researching and developing new products. We assess HSE and product safety risks before new products, raw materials or processes are approved for production. Product safety aspects are reviewed for each stage of the development process.



Raw materials sourcing

Every business function utilizes a global raw material evaluation and approval standard. Policies prohibit the use of some substances and restrict the use of others. If a safety issue is flagged, our procurement teams will not buy the raw materials in question. Changes to raw materials or their sources are also reviewed for product safety.



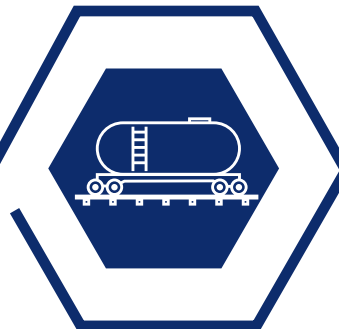
Manufacturing

Our product stewardship standards help ensure substances are handled properly during manufacturing to prevent harm to our people and contractors. We conduct internal audits to confirm regulatory compliance and that risks are managed according to our standards when manufacturing, storing and loading our products.



Distribution and customer use

We promote safe transport and storage of our products by customers, and we work closely with our suppliers, carriers and distributors. We have standards for equipment used to transport and store products and our logistics compliance team visits customers' sites to help ensure our products are handled safely. We communicate safety information to customers through safety data sheets, safety bulletins and global product safety strategy summaries.



Consumer end-use and disposal

Certain end-uses for our products may require review and approval or may be prohibited. Compliance information about our products is available on our website and product end-of-life considerations are addressed on safety data sheets.



MANAGING OUR ENVIRONMENTAL IMPACT

At LyondellBasell we strive to limit our impact to the environment. We are granted our license to operate from multiple regulatory authorities that oversee our facilities and we seek to earn the trust of communities by operating safely and responsibly.

Our environmental management system standard, part of our Operational Excellence system, provides a mechanism for compliance assurance and continuous improvement. This extends not only to our employees, but also our contractors and suppliers.

We constantly monitor and manage environmental risk and comply with all regulations and permits. We aim to operate efficiently which means using valuable resources responsibly, producing less waste and generating fewer emissions.

Because our business is dynamic and subject to change based on production volumes, feedstocks and other business factors, our energy, emissions, water and waste metrics are reported in absolute (total) and intensity (rate per ton of product) terms to more clearly reflect our performance.



All of our owned and operated sites in the U.S., Europe and Australia are either certified to the International Standard for Environmental Management Systems ISO14001:2015 or, through their compliance with our Operational Excellence requirements, have management system elements in place that are ISO14001 certifiable. Our sites in Guangzhou and Suzhou, China, are also ISO14001:2015 certified. Additionally, the sites we operate in Germany, France and Spain are certified to the Energy Management Standard ISO50001:2011.





Energy use and efficiency

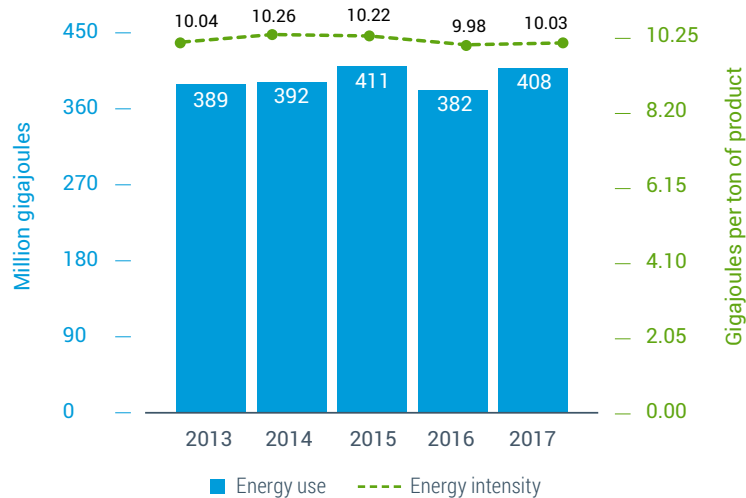
We use a significant amount of energy to manufacture our products in the form of electricity, steam and fuel. We work to reduce our energy intensity each year, which in turn reduces both our costs and our environmental impact.

We use resources as efficiently as possible, recovering and reusing waste heat in the chemical manufacturing process, and employing best practices in energy management. Where feasible, our manufacturing sites use combined heat and power cogeneration systems, which recover waste heat to produce electricity.

In 2017, we launched a company-wide energy savings management standard that sets out requirements and guidance for every site to measure and reduce energy use. Sites are required to have a five-year energy improvement plan in place.

Our network of energy leaders at each site are always looking for new ways to conserve energy. Best practice guidance helps energy leaders identify further improvements they can make to reduce energy costs. Our energy excellence program supports the network through training and site visits to continuously improve energy performance.

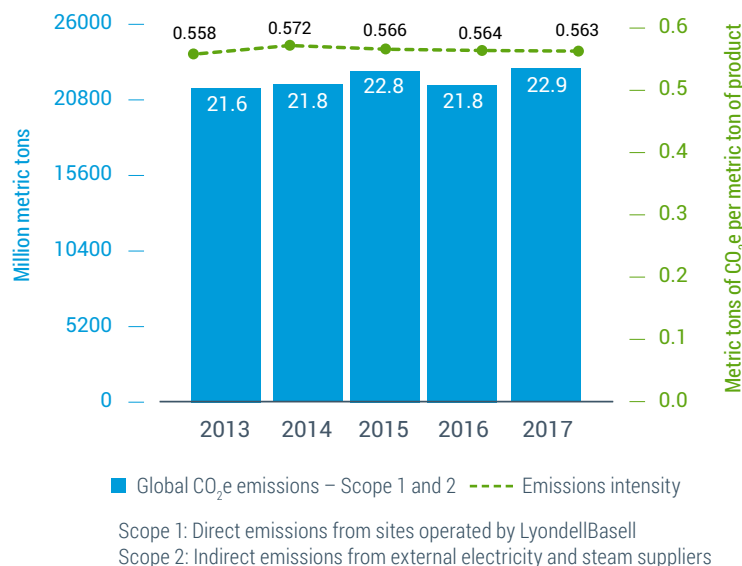
The amount of energy we use is closely linked to production levels. In 2017, our production increased by 6.4% compared with 2016, and our global energy use increased by 6.8% over the same period, resulting in a 0.5% increase in the energy intensity of our operations compared with 2016. In 2017, we made energy efficiency improvements at many of our sites worth 4.5 million gigajoules.



Carbon emissions

We are focused on saving energy and using resources efficiently to reduce our carbon emissions. Our operations are subject to the European Emissions Trading System and we purchase annual emission allowances to meet our obligations.

As with energy use, our carbon emissions are tied closely to production. In 2017, our global CO₂ equivalent (CO₂e) emissions increased by approximately 5% compared with 2016 due to increased production across our sites. However, our global carbon emission intensity slightly decreased in 2017 compared with 2016.

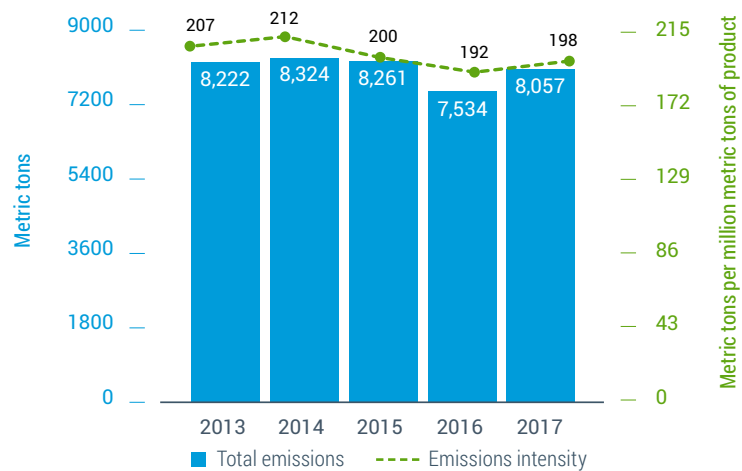


Other emissions to air

We are dedicated to preventing pollution, complying with all laws and the terms of our permits, evaluating and adopting appropriate pollution controls, and closely monitoring and controlling our emissions.

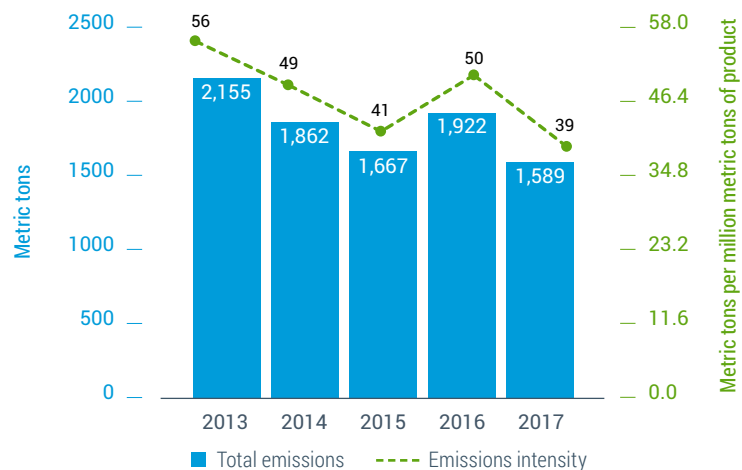
Nitrogen Oxides (NO_x)

NO_x is a by-product of combustion and is generated while burning fuels to produce heat, steam and electricity. Boilers and furnaces in our chemical and refining operations are the source of most of our NO_x emissions. Since 2010, we have made significant progress, reducing NO_x emissions by over 1,500 metric tons—which is equivalent to taking 185,000 cars off the road for a year. This was achieved by installing more advanced clean-burning technologies at our sites. However, in 2017 our NO_x emissions increased by 523 metric tons due to restart of operations at our sites in Morris, Illinois, in the U.S., and Berre l'Etang in France following 2016 maintenance turnarounds, as well as the expansion of production capacity in Corpus Christi, Texas, in the U.S.



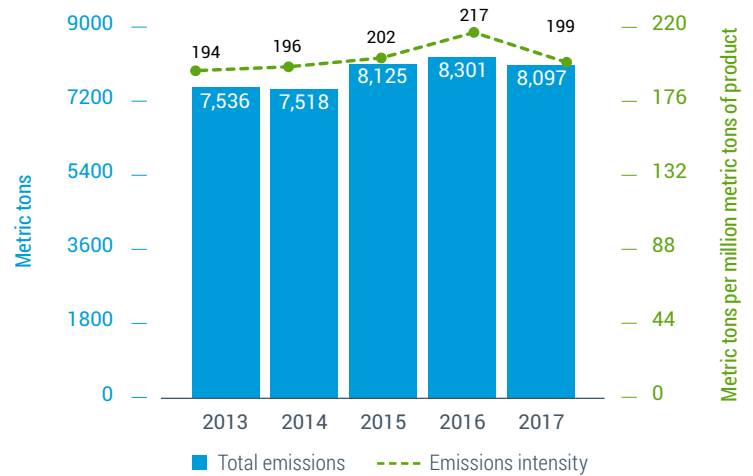
Sulfur Oxides (SO_x)

In our operations, SO_x emissions come from burning fuel which contains small amounts of sulfur, and from the process of removing sulfur from fuel products at our Houston refinery. In 2017, our SO_x emissions totaled 1,589 metric tons, representing a 17% decrease from 2016. This was due to improved operations at the Houston refinery, and from using more natural gas, instead of liquid fuel, at our Berre l'Etang facility in France.



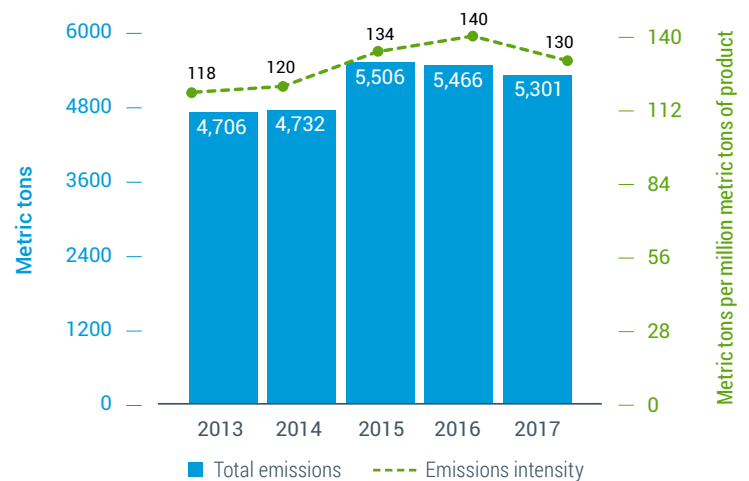
Volatile Organic Compounds (VOCs)

VOCs are associated with the chemicals and fuels we handle and produce, and are released into the atmosphere during chemical and fuel production. VOCs can be released through tiny leaks from pump seals, valves and other equipment. We have extensive programs in place, including using infrared camera technology, to identify these small leaks and repair them. From 2016 to 2017, our VOC emissions decreased by approximately 2% to 8,097 metric tons. This was due to fewer shutdowns and turnarounds at our sites in 2017, along with equipment upgrades.



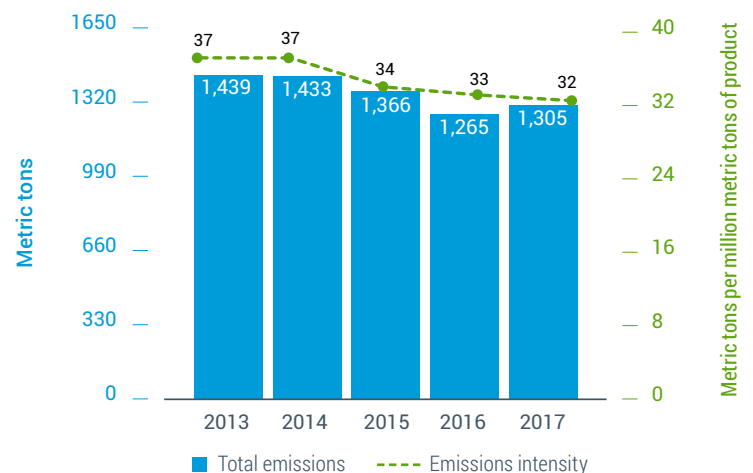
Carbon Monoxide (CO)

CO is produced when fuels are burned to produce heat, steam and electricity. The majority of our CO emissions come from burning natural gas at our chemical and refining operations. From 2016 to 2017, our CO emissions decreased by approximately 3% to 5,301 metric tons due to equipment upgrades.



Particulate Matter (PM)

PM refers to small airborne particulates emitted during production, primarily from cooling towers and burning fuel. Since 2012, we have worked to reduce these emissions by improving heaters and furnace operations. In 2017, we also upgraded the cooling towers at our site in LaPorte, Texas, USA, reducing PM emissions at that facility. However, from 2016 to 2017, our total PM emissions increased by approximately 3% to 1,305 metric tons.



Emissions of any particulates which are 10 microns and smaller (PM10), including those which are 2.5 microns and smaller (PM2.5).

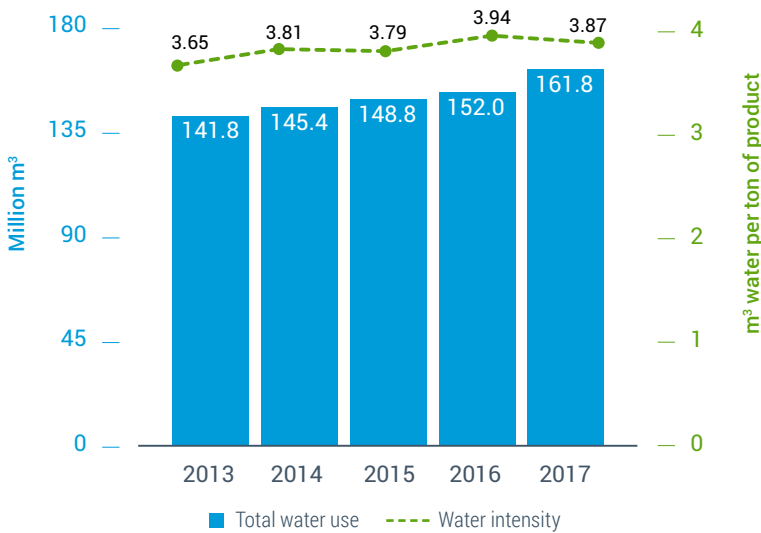
Water Use

Water is an important resource we depend on in our operations. We use water primarily for cooling and steam production. Our refining and manufacturing sites reuse water to reduce the amount of ground and fresh water withdrawn.

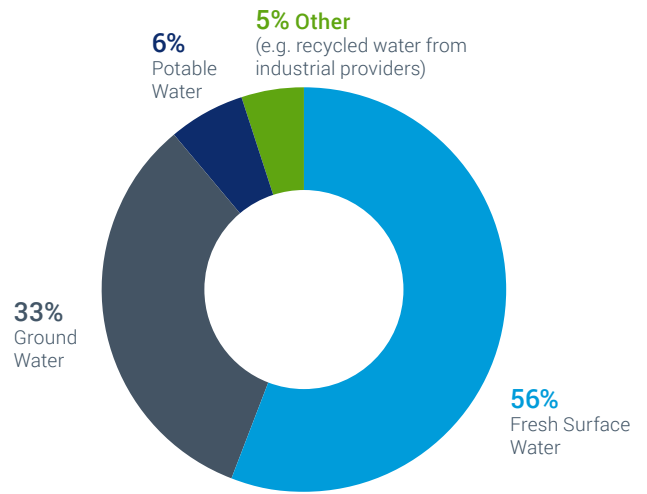
Over half of the water we use is surface water and the remainder is mostly ground water. The source of water depends on the location of the facility. We use a small amount of potable water and source recycled water from some industrial providers located close to our manufacturing sites. Some of our sites use sea water for cooling, while others draw water from freshwater sources such as rivers, aquifers or local water supplies.

Our total water use increased by approximately 6% to 161.8 million m³ in 2017 primarily due to increased production. Water intensity decreased by approximately 2% from 2016 to 2017.

Water use



Water withdrawal by source (2017)



Water intensity decreased by approximately 2% from 2016 to 2017.

Waste

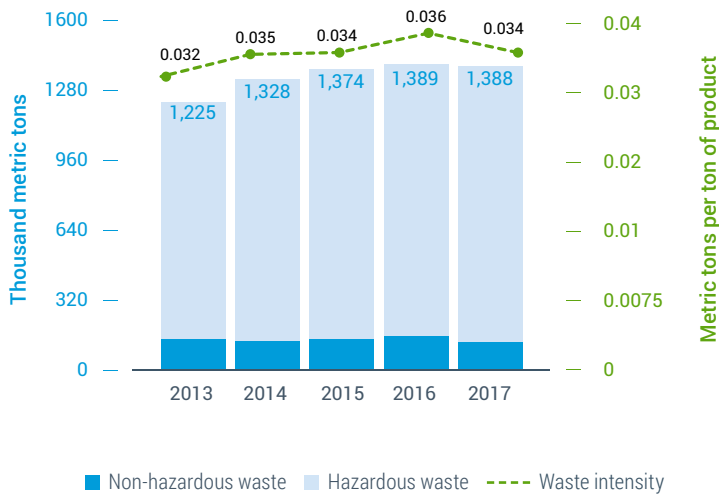
We take every opportunity to avoid generating waste, using it elsewhere in our operations wherever possible. We look for recovery and recycling opportunities and evaluate co-products for reuse to avoid creating waste.

Most of the waste we produce—around 90%—is dilute hazardous liquid waste from chemical plant operations. Our operations also produce non-hazardous solid waste including general plant trash and construction and demolition debris. Waste disposal is managed in accordance with all applicable regulations. In 2017, 67% of waste was disposed to land, including landfill and permitted injection wells.

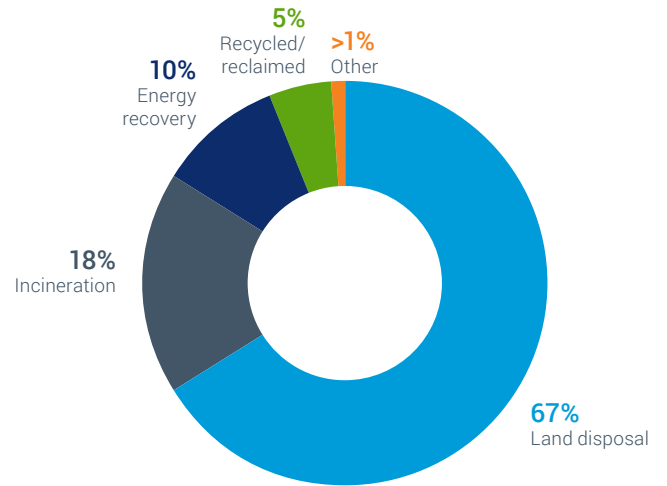
In 2017, the total volume of waste we produced remained essentially stable compared with 2016. However, hazardous waste increased by approximately 2% largely due to expansion at our Channelview and Corpus Christi sites in Texas, USA.

At our Maasvlakte site in the Netherlands, we advanced a project to significantly reduce waste and generate steam on-site by 2020. By reusing heat to generate high-pressure steam, the site is projected to reduce waste streams by approximately 40%, while achieving substantial energy savings and reducing carbon emissions.

Waste by type



Waste by destination (2017)



Total volume of waste produced remained stable compared with 2016.

Environmental incidents

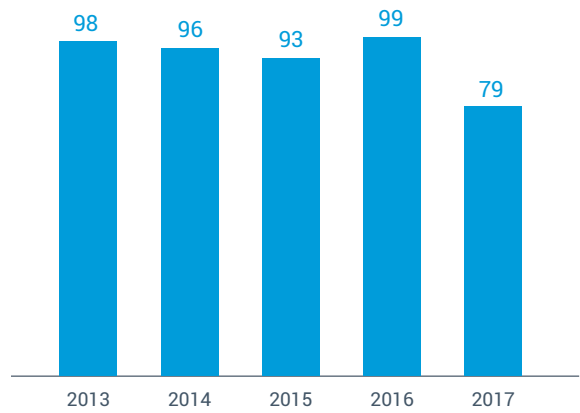
Although we work hard to reduce our environmental impact, sometimes incidents can occur. We manage our environmental obligations and work diligently to investigate each incident and understand the cause. We then develop action items and share learnings throughout the organization to prevent future incidents.

We classify environmental incidents on a scale of 0 to 5, with Level 5 having the highest impact.

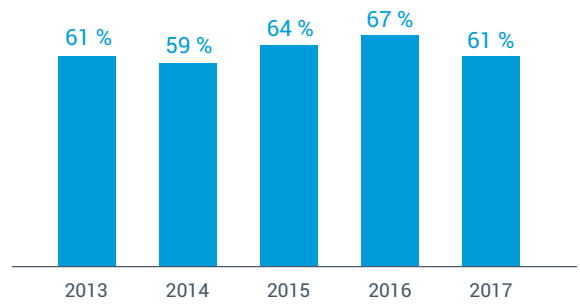
In 2017, we reduced the total number of environmental incidents by approximately 20% compared with 2016. And there were zero environmental incidents at 61% of our sites.

Environmental incidents

(Categorized as Level 2 incidents or above.)



Percent of sites with zero environmental incidents



OUR PERFORMANCE-DRIVEN TEAM

Our success as a company is tied to the passion, knowledge and talent of our global team. To achieve our vision of being the best operated and most valued company in the industry, we must attract top performers and equip them with the tools needed to continuously grow and leverage their potential. We believe in honesty, diversity, fairness and teamwork, and we focus on creating a work environment that is safe, respectful and inspires employees to strive for excellence.

Our [mission, vision and values](#) guide our daily work activities and drive our business success. We recognize that individuals cannot succeed alone; we believe in the power of many and place a strong emphasis on teamwork. We pay a fair wage based on country-specific conditions, and we reward performance based on personal, team and company results.

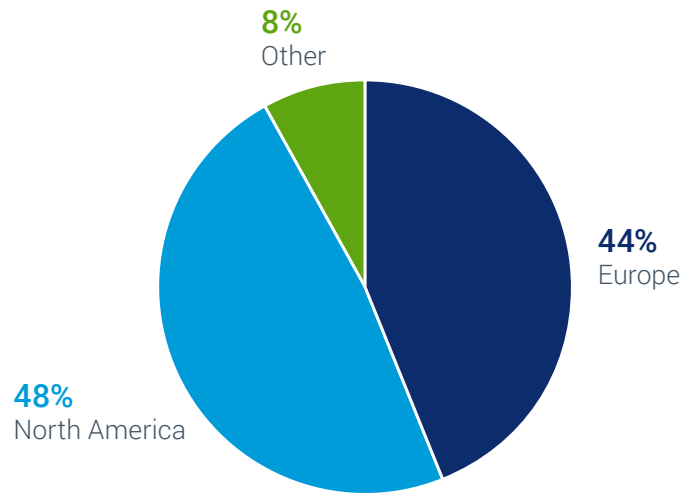
We aspire to be the company of choice for current and future employees.





As of December 31, 2017, we employed approximately 13,400 workers in 32 countries around the world.* Of this total, 6,400 were located in North America and another 5,900 were located in Europe.

Employees by region



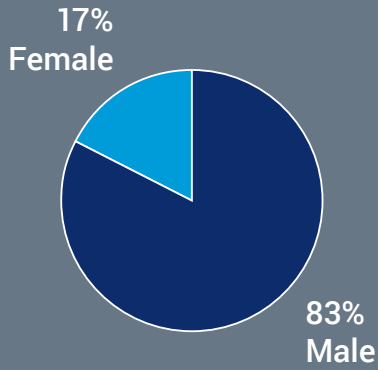
** Less than 2% of our employees are part-time.*

In 2017, approximately 850 of our employees in North America were represented by labor unions. The vast majority of our employees in Europe and South America were subject to various forms of employee representation, such as works councils or collective bargaining agreements.

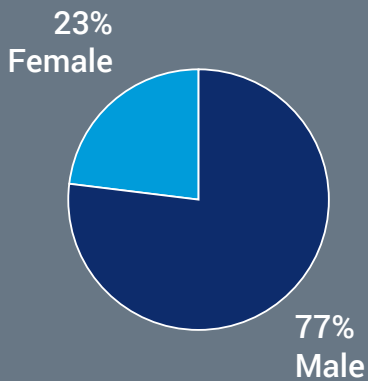
We engage in open and on-going dialogue with employees and their representatives to ensure a proper balance between the best interests of the company and its employees. In a number of our locations, we partner with employee representatives on initiatives such as health and safety.

We use the services of contractors in the routine operation of our business, and we require that all contractors adhere to our Operational Excellence standards and GoalZERO commitment.

Employees by gender



New hires by gender

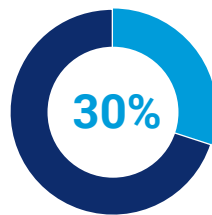


Promoting diversity and inclusion

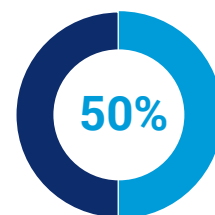
A talented and diverse workforce is a key competitive advantage. We believe that employees of different gender and from many different cultural, linguistic and national backgrounds provide us with valuable perspectives and different ideas that result in better decision making and more creative solutions.

In 2017, the majority of our employees were male, but we are actively recruiting women in all areas of the business and targeting the fields of engineering and science.

While the total percentage of female employees in manufacturing roles was low in 2017, we are advancing women into leadership positions in this functional area. In the U.S., women served as site managers of our Channelview and Corpus Christi, Texas, plants—which are among the largest in our global portfolio—and our polypropylene compounding plant in Jackson, Tennessee.



30%+ of employees in the Human Resources, Legal & Public Affairs and Intermediates, Derivatives & Supply Chain departments were women



50%+ of employees in the Finance & IT and Health, Safety & Environment departments were women

■ Female
■ Male

In 2017, three of the eleven members of our Board of Directors were women.



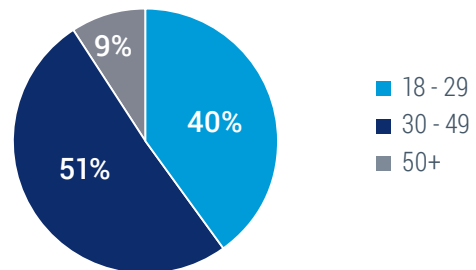


Moerdijk, the Netherlands

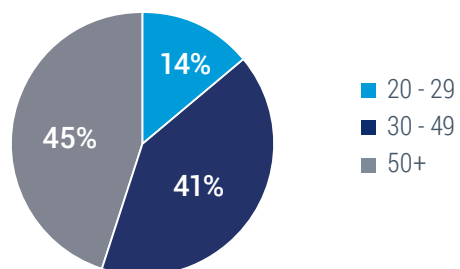
We are proud that many employees have been part of the LyondellBasell family for all or most of their career. We also recognize that in certain areas, such as our manufacturing plants, the aging employee population presents a challenge. To ensure we are properly staffed for the future, we employ a variety of approaches to identify and develop talent within the organization while simultaneously using targeted recruiting strategies to bring new employees into the company.

We are also focused on appropriately capturing the valuable knowledge of our long tenured employees. In 2017, we launched the Technology & Knowledge Management system where employees benefit from each other's experience, no matter where they are located in the world. This suite of tools brings together best practices compiled by internal subject matter experts on operations, processes, systems and other areas critical to our business.

New hires by age group



Attrition by age group



Training and talent development

Employee growth and development are key elements supporting our vision of superior performance. We provide development opportunities for our employees through on-the-job experiences, learning from others, and in-class and online learning.

In 2017, we offered more than 245,000 hours of formal training to our employees through both in-person classes and our online learning management system. Additionally, our supervisors, managers and executives participated in over 4,000 hours of in-person training tailored to the requirements of these positions.

Also in 2017, our global manufacturing team delivered tailored training and development opportunities to engineers and front line supervisors through the LyondellBasell Engineering U and Front Line Supervisor Development Program. Engineering U offered technical training, on the job experience in projects, problem solving and process optimization, and mentoring. The Front Line Supervisor Development Program included 42 days of training in safety leadership, managing teams, communication and decision making. Together, these programs delivered over 1,900 hours of in-person training.

I FEATURE STORY

Our world class vocational training center in Europe

LyondellBasell's Wesseling site in Germany is our largest facility in Europe and is home to one of the leading training centers for the petrochemical industry.

The center trains approximately 150 apprentices each year in the fields of electrical engineering, industrial mechanics, chemical technicians and industrial clerks.

Students gain hands-on experience working with large models of operating units built from glass and a fully equipped electronics shop, in addition to receiving training from experienced LyondellBasell instructors.

The training period is typically two to three years. Some of the apprentices combine their vocational education with university studies and most will find permanent employment with LyondellBasell.

In 2017, 41 apprentices trained in this facility joined the company in full time positions.





Channelview, Texas, USA

I FEATURE STORY

University recruiting programs in the U.S.

Our Engineering Cooperative Education Program (co-op) and internship programs are designed to develop the professional skills university students need to succeed at LyondellBasell. Our engineering co-op program is a type of internship that provides students valuable hands-on experience within the fields of chemical, mechanical and electrical engineering, and environmental, health and safety. Internships at our Houston office provide professional experience for those pursuing careers in finance and accounting, information technology, security, logistics and supply chain, procurement and distribution, communications, and human resources. Our student employees are treated as professionals and receive competitive pay.

We recognize the need to increase the number of women and people from minority groups in our engineering ranks and LyondellBasell's university recruiting programs are designed to do just that. In 2017, 118 students participated in our U.S. engineering co-op program; 36% were female and 42% were from minority groups. Furthermore, 28% of engineers hired into full-time positions through our university recruiting program were women.



2017 HIGHLIGHTS

36%

of engineering co-ops were female

42%

of engineering co-ops were from minority groups

28%

of engineers hired into full-time positions through our university recruiting program were women

Listening to our people

At LyondellBasell, we believe in the importance of listening to our employees. Every employee is invited to participate in shaping our culture and work environment through a biennial employee engagement survey. The results of this survey are shared with all employees, and many employees participate in focus groups and action planning committees to address areas for improvement.

Our most recent employee survey was conducted in 2016. Of those who participated in the survey, 80% were satisfied overall with LyondellBasell as a place to work.

Where areas for improvement were identified, action plans were developed and initiated. These plans reached all corners of the company, from enterprise-wide initiatives to targeted plans involving specific departments.

Improving communication was one of the most highly cited issues across the company. As a result, a focused effort to improve employee communications was launched in 2017. Activities included a CEO blog, more communications about our business initiatives, improved company news channels and increased social media engagement.

We also expanded our rewards and recognition program to reach a total of 13 countries. Through this program, more than 10,500 performance awards were issued globally in 2017.



SUPPORTING OUR COMMUNITIES

Being a responsible, good neighbor is embedded in our mission. Our presence in communities leads to economic value through the jobs we create and we hire locally where possible. Indirectly, we also support economic growth and job creation throughout our supply chain by purchasing goods and services locally.

Additionally, we contribute to charities in cash or in kind, and our employees volunteer thousands of hours to good causes each year.

Since 2014, we have donated over \$12 million and 52,000 volunteer hours to charities around the world.



Providing pro-bono legal support in the U.S.

Many Americans cannot afford the legal help they need. To address this concern, the LyondellBasell legal team at the company's office in Houston developed and implemented a pro-bono initiative offering free legal advice to members of the community. Their efforts included:

- Holding legal clinics for military veterans in Houston, helping them access much-deserved support such as disability payments.
- Providing legal advice to people with disabilities.
- Preparing legal documents such as wills and powers of attorney for firefighters, emergency medical personnel and their families in the Channelview, Texas, community.

For this effort, LyondellBasell received the Magna Stella® Award from the Texas General Counsel Forum, the highest honor bestowed by the organization, and maintained its status as an Equal Access to Justice Champion with the Houston Bar Association.



In 2017, we donated to approximately 650 charities and put special focus on supporting first responders. LyondellBasell manufacturing plants across the world have highly trained emergency response personnel on site and we regularly train alongside local city or regional firefighting teams. We donated \$100,000 to fund specialized emergency training for six fire departments in the Houston, Texas, region that serve industrial areas and €36,000 to the professional and volunteer firefighters of the Cologne City Fire Brigade in Germany.

Each year we support two flagship community campaigns:

- **Global Care Day:** For the past 18 years, LyondellBasell employees worldwide—along with their families and friends—have devoted one day to making a difference in their communities by volunteering. More than 11,700 volunteers have donated 52,000 hours to good causes since 2014 as part of [Global Care Day](#).
- **United Way:** Each year our U.S. employees participate in local campaigns to support the United Way's goal of building strong communities. In 2017, LyondellBasell held fundraising campaigns at 23 sites across the country and donated a total of \$2.3 million to the organization. LyondellBasell has been a top corporate donor to the United Way of Greater Houston for 29 consecutive years.

Global Care Day 2017: highlights from around the world.

In 2017, approximately **2,450 employees** from **62 LyondellBasell sites** volunteered more than **11,650 hours** for Global Care Day.



Channelview, Texas, USA

180 volunteers removed trash at Greens Bayou and Sheldon Lake State Park. Volunteers also supported an elementary school by collecting and donating new books for the library and building science kits.

Clinton, Iowa, USA

50 volunteers remodeled walkways at Heritage Canyon Nature Park to make entries accessible for people with disabilities.

Houston, Texas, USA

Our CEO along with 275 volunteers spent the day at the Houston Food Bank, an organization that played a critical role in the city's recovery from Hurricane Harvey. Volunteers produced the equivalent of one meal a minute while sorting, inspecting, processing and packing food.

Pindamonhangaba, Brazil

Volunteers organized a blood drive to help maintain supplies in the hospitals of Vale do Paraíba and raise awareness about the life-saving benefits of blood donation.

Berre l'Etang, France

Emmaus is an international charity based in France that combats poverty and homelessness. At the local chapter, 150 employees collected clothing and taught unemployed people the skills needed for re-entry into the workforce including how to interview for a job.

London, England

Employees installed a natural, wildlife-friendly hedge barrier around the ponds at the 32-acre Mudchute Park and Farm, a unique natural open space located in the east end of the city. The hedge provides habitat for insects and invertebrates and a nesting area for birds.

Pune, India

The Anand Ashram School serves needy children and orphans from the Maharashtra region. Volunteers created a digital classroom and provided instruction in basic computer skills.

Rayong, Thailand

Nearly 240 volunteers worked to repair a pedestrian bridge and cleaned debris and trash at the Education Center for Mangrove Conservation and Ecotourism in Chonburi. Another 150 volunteers collected basic care items for children at the Pattaya Orphanage.

Hong Kong, China

50 volunteers collaborated with Plastic Free Seas to clean a local beach, preventing litter from entering the ocean.



HOPE IN THE WAKE OF HURRICANE HARVEY

More than 20 trillion gallons of water fell across Texas and Louisiana as a result of Hurricane Harvey in the fall of 2017. That's enough to meet New York City's water needs for more than fifty years.

The catastrophic hurricane and tropical storm caused more than 80 fatalities and \$125 billion in damage to homes, businesses and infrastructure. At our largest site in the region, Channelview, over 100 employees' homes were flooded.

The company, along with generous employees from around the world, donated to our disaster relief fund and all proceeds went to employees and their families who suffered a loss. We also supported affected employees with paid time off, interest-free loans, assistance cleaning and clearing houses, as well as counseling, legal and financial assistance.

In the immediate aftermath of the storm, we donated to the American Red Cross Texas Gulf Coast Region to assist affected communities.

We also donated personal protective equipment to emergency response teams in Houston. Hundreds of pairs of gloves, boots, flashlights, safety eyewear and chemical suits helped recovery teams as they searched flooded homes and businesses.

Employees at our Channelview site contributed funds, food and their own time to support a nearby low-lying residential community. Ahead of the storm we opened our Channelview site parking lot for residents to relocate their cars and other personal items to higher ground. In the days following the storm, employees cooked hot meals for hundreds of residents and supported area schools in need of clean-up and repair.

Our Houston refinery donated \$16,000 in food to a nonprofit family crisis center in Pasadena, Texas, and our Lake Charles site in Louisiana donated \$15,000 in food to help residents who sought shelter at the local civic center after being forced to evacuate their homes. Nine employees from our Lake Charles site answered the call for help as part of the Cajun Navy, an informal group of private boat owners who worked around the clock to rescue flood victims.





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