

2021 ESG Performance Data

Energy Use ¹	2021	2020	2019
Total energy use (TJ)	11,947	11,954	12,702
From renewable sources	3,355	3,483	2,118
From non-renewable sources	8,593	8,471	10,584
Energy intensity ratio (TJ/billion \$) ²	127	145	155
Percentage change in energy intensity compared to 2016 baseline (TJ/billion \$) ³	(29)%	(19)%	(13)%
Percent renewable electricity by region			
North America	67% ^o	72% ^Δ	Not reported
Europe	79% ^o	82% ^Δ	Not reported
Purchased energy use by type (TJ)¹			
Electricity	5,885	5,922	6,421
Natural gas	4,480	4,412	4,808
Diesel	507	613	465
Direct heating/cooling	312	265	274
Propane	44	53	51
Biogas	31	28	26
Fuel oil	9	13	15
Total purchased energy	11,267	11,306	12,059
On-site generated energy use by type (TJ)¹			
Co-generation	456	418	439
Wind	111	129	97
Solar PV	86	73	78
Geothermal	21	18	6
Fuel cell	4	7	22
Biomass	3	2	2
Total on-site generated energy	681	647	643
On-site clean/renewable energy capacity by type⁴			
Solar PV	44%	37%	39%
Co-generation	29%	32%	31%
Wind	23%	25%	25%
Geothermal	2%	3%	2%
Biomass	2%	2%	2%
Fuel cell	1%	1%	1%
On-site clean/renewable energy technology capacity, (MW)	67.2	61.4	62.7
Electricity generated from renewable sources	52% ^o	54% ^Δ	30% ^Δ
Greenhouse Gas (GHG) Emissions	2021	2020	2019
Scope 1 GHG emissions, total (MT CO₂e)⁵	367,674^o	363,686^Δ	426,074^Δ
Scope 1 GHG emissions by source (MT CO₂e)⁵			
Facilities ¹	264,669	268,448	288,200
Sales fleet ¹⁶	81,093	76,720	114,681
Refrigerants ¹⁷	13,569	14,139	12,979
Aviation	8,344	4,378	10,215
Scope 2 GHG emissions, facilities (MT CO₂e)^{1, 5}			
Location-based	616,093 ^o	610,320 ^Δ	629,674 ^Δ
Market-based ⁶	397,086 ^o	383,480 ^Δ	542,756 ^Δ
Scope 1 + Scope 2 GHG emissions, total (MT CO₂e)	764,760^o	747,166^Δ	968,830^Δ
GHG emissions intensity (Scope 1 + Scope 2) by revenue (MT CO ₂ e/million \$)	8	9	12
Percentage decrease in GHG emissions intensity (Scope 1 + Scope 2) by revenue compared to 2016 baseline (MT CO ₂ e /million \$)	50%	44%	27%
Scope 3 GHG emissions, by source (MT CO₂e)^{5, 15}			
Purchased goods and services ⁷	6,605,416 ^o	6,244,849 ^Δ	6,211,425 ^Δ
Upstream transportation and distribution ⁷	1,541,624 ^o	1,456,295 ^Δ	1,512,901 ^Δ
Business travel ^{7, 8}	225,317 ^o	216,535 ^Δ	757,832 ^Δ
Employee commuting ⁹	117,192	131,128	267,881
Capital goods ⁷	207,060 ^o	201,126 ^Δ	222,883 ^Δ
Fuel- and energy-related activities ¹⁰	241,021 ^o	183,087 ^Δ	190,386 ^Δ
Upstream leased assets ¹¹	24,657 ^o	28,965 ^Δ	39,830 ^Δ
Waste generated in operations ¹²	8,759 ^o	8,065 ^Δ	3,618 ^Δ
Downstream transportation and distribution ¹³	Available 12/22	55,332 ^o	58,184 ^Δ
Use of sold products¹⁷			
Direct	76,721	108,165	168,612
Indirect	8,087,123	7,635,771	7,248,612
End-of-life treatment of sold products ¹⁴	223,963	223,038	209,994
Restatement of Select Scope 3 Categories by Source (MT CO₂e)^{5, 15}	2018	2017	2016
Purchased goods and services ⁷	6,166,870	5,775,434	5,937,694
Upstream transportation and distribution ⁷	1,464,439	1,389,387	1,384,751
Business travel ^{7, 8}	872,399	777,550	823,258
Capital goods ⁷	198,575	174,014	173,646