

SHELL EMERGENCY PREPAREDNESS AND OFFICE CLOSURE PROCEDURES



Following a natural disaster or other emergency, **Shell Notification System (SNS)** will be utilized to account for employee safety in an impacted area. It is **MANDATORY** for employees receiving such a notification to respond accordingly and immediately.

Additional information may be available through the Shell Emergency Response Hotline via **1 (877) 40-SHELL (1 (877) 407-4355)**, **1 (866) 745-5489**, or <http://www.shell.us/help>.

Save these numbers in multiple places to ensure they are accessible when needed.

Tip: Add both phone numbers listed above and the Employee Help website address to your personal mobile phone address book so you know exactly where they are in case of an emergency.

The SNS check-in process ensures we account for our Shell employees and confirm support that may be needed. Contractors should follow the emergency procedures of their employing company.

Before an emergency – Actions you should take NOW!

- 1. Update your personal contact information in the Shell Notification System (SNS)** <https://www.shell.us/sns> to receive important updates or notifications.
 - SNS will be used in an emergency to send messages via phone, email, pager, text message or fax. Your contact information from Who's Who (e.g. desk phone, company mobile phone, company email address) has already been loaded into SNS. However, in the event of an emergency, you may not be in the office. Consider the best methods for you to be reached in an emergency – personal phone, personal text, personal email, work email, etc. and update your SNS contact information accordingly. (See Appendix A for instructions).
- 2. Update your *personal* contact information in HR Online** <https://hronline.shell.com>
 - Update your home phone number on the Permanent Residence information screen and store two additional phone numbers in the MOBL and TEL2 fields at the bottom of the screen. (See Appendix B for more information).
- 3. Update your *emergency* contact information in HR Online** <https://hronline.shell.com>
 - Update your emergency contact information on the Emergency Contacts screen. (See Appendix B for more information).
 - Supervisors are expected to print a hard copy of their staff members' information and should have it with them at all times.
- 4. Exchange the following information with your supervisor:**
 - Phone numbers where each of you can be reached; include at least one number that can receive text messages.
 - Location you plan to be in the event of an evacuation.
 - Non-Shell e-mail address (free email addresses are available from Gmail or Yahoo).

When an office closure is possible – Actions you can take when a storm threatens

**It may be necessary to complete these actions several days in advance if a named storm is forecast over a weekend.*

1. Take the following items with you:

- laptop, headset and power cords
- critical files needed to work remotely
- Smart Card and/or identification badge
- hard copy of the information you gathered from your supervisor and colleagues in item #4 above
- mobile devices and related chargers/cables
- personal items (e.g., checkbook, passport)
- personal food items from the office

2. Back-up your computer.

(Start > All Programs > Shell Easy Backup Tool 3.4.2, or view the Shell Easy Backup Quick Reference Guide at http://swm.shell.com/myworkspace/my_computer/storage/index.html)

3. Update your Out of Office email message and voicemail prompts to provide a method through which you can be reached for business purposes.
4. Lower and close blinds on windows, but do NOT tape windows.
5. Store all loose paper and desktop items.
6. Turn off all lights and close office doors.

Informed Decision Making and Hurricane Preparedness

Shell maintains a vigilant watch of threatening tropical weather through the dedicated Hurricane Incident Command Team and our contracted Weather Service. When a tropical weather system has the potential to impact an office location, instructions will be communicated for the potential closure of the affected office(s).

On-site Senior Management makes the decision to close an office complex with consultation from the Hurricane Incident Command Team, Shell Real Estate Services, State, City and Local officials and will communicate with staff as information comes available.

Each employee must give careful consideration for his or her own personal situation with regard to evacuation requirements. Personal needs and considerations should be discussed in advance with your direct supervisor.

Following a hurricane or other emergency:

1. Respond immediately to any Shell Notification System (SNS) call, text or email received.
2. Contact your supervisor
3. Contact the Shell Emergency Response Hotline via **1 (877) 40-SHELL (1 (877) 407-4355), 1 (866) 745-5489**, or visit: <http://www.shell.us/help> for additional information.

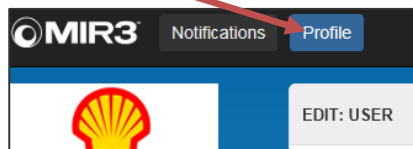
APPENDIX A - Shell Notification System (SNS)

A key learning from previous emergency events was the need to ensure employees can be contacted in a timely manner.

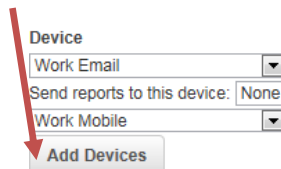
SNS will be used in an emergency to account for employee safety by contacting large numbers of employees in a matter of minutes via phone, text message, email, pager, or fax. Your contact information that is stored in Who's Who (e.g. desk phone, company mobile phone, company email address) has already been loaded into SNS. **If there is a better method to contact you and/or you wish to receive messages on your personal communication devices (e.g. personal mobile phone, home phone, personal email) you are responsible for loading these details into SNS by following the steps below.**

1. Go to <https://www.shell.us/sns>. Enter your username (email address) and password, check the "I have read and accept the SNS Privacy Declaration" box and click **Login**. [If you do not remember your password, click **Reset My Password**.]

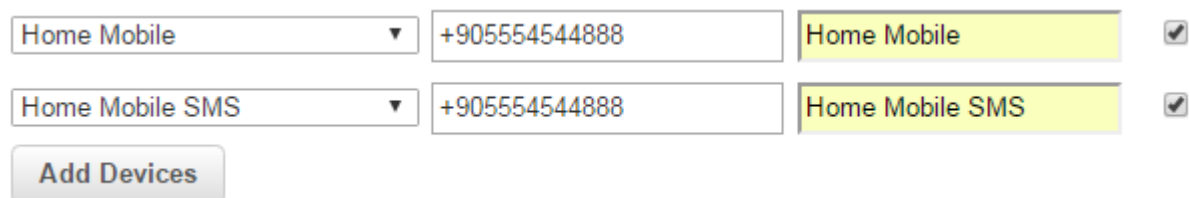
2. Click the **Profile** tab.



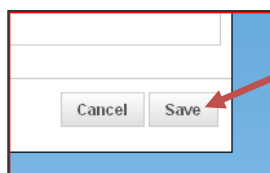
3. Click **Add Device**

A screenshot of the 'Add Device' form. It contains three dropdown menus: 'Device' (set to 'Work Email'), 'Send reports to this device:' (set to 'None'), and 'Work Mobile'. Below these is a grey button labeled 'Add Devices'. A red arrow points to the 'Add Devices' button.

4. Use the dropdown list and select the right device **Home Mobile** phone and fill in the number and description. Add also **Home Mobile SMS** to receive SMS text message. Tick *Private* box if you do not want any personal numbers visible to SNS Initiators.

A screenshot of the device configuration table. It has two rows. The first row shows a dropdown menu with 'Home Mobile', a text input field with '+905554544888', a highlighted yellow box with 'Home Mobile', and a checked checkbox. The second row shows a dropdown menu with 'Home Mobile SMS', a text input field with '+905554544888', a highlighted yellow box with 'Home Mobile SMS', and a checked checkbox. Below the table is a grey button labeled 'Add Devices'.

5. Once your update is completed, click the **Save** button.

A screenshot of a dialog box with two buttons: 'Cancel' and 'Save'. A red arrow points to the 'Save' button.

APPENDIX B – Updating contact information in Shell HR Online

Employees must complete/update their personal and emergency contact information by using HR Online. If contact information should change, please remember to update it as soon as it does or set up a calendar reminder in Outlook.

To enter your Contact Information, please go to the **HR Online** tab on your Intranet home page.

- Click the **Personal Information** link under the **Global Top 6 Most Used Items** to reach the screen below.

The screenshot shows the HR Online interface with the following sections:

- Personal Information** (Selected)
- My Details** (Form with fields: First Name, Middle Name, Initials, Gender, Social Security Number, Last Name, Suffix, Known As, Birth Date, Nationality)
- Emergency Contacts** (Table with columns: Name, Primary Phone No., Delete, Edit)
- Bank Details** (Form with fields: Main Bank, Other Bank, Start Date, Bank Key, Bank Account No.)
- Address** (Form with tabs: Permanent, Mailing; fields: Street/House No., Start Date)

EMERGENCY CONTACT INFORMATION

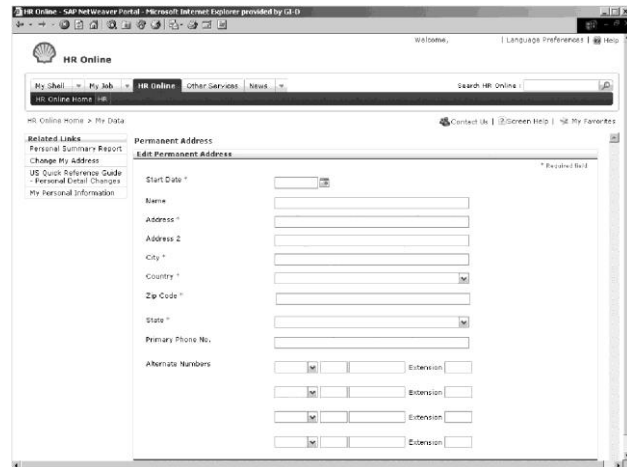
Update this area with your emergency contacts and their information. These contacts are used, for example, if you got sick at work and needed to have someone meet you at the doctor's office. This information is kept confidential and only used in emergency situations where we need to reach someone on your behalf.

PERSONAL CONTACT INFORMATION

Update this area with your permanent address, home phone number, mobile phone number and one other phone number of your choice.

Updating your Personal Contact Information

- ❑ Click on the **EDIT** link in the ADDRESS box on the right side of your screen (above) to reach the screen below.
- ❑ Complete **all asterisked fields** as well as your **PRIMARY PHONE NO.** field.
- ❑ Click the drop-down menu under “Alternate Numbers” and select **MOBL**. Starting with area code, enter one mobile phone/cell number. In the second alternate number space, select **TEL2** and enter one relevant phone number (e.g. work phone number, spouse’s cell, etc.).
- ❑ Click **SUBMIT**.



The screenshot shows a web browser window displaying the 'HR Online' interface. The main content area is titled 'Edit Permanent Address'. It contains several input fields: 'Start Date' with a calendar icon, 'Name', 'Address 1', 'Address 2', 'City', 'Country' (a dropdown menu), 'Zip Code', and 'State' (a dropdown menu). Below these are sections for 'Primary Phone No.' and 'Alternate Numbers'. Each 'Alternate Number' section includes a dropdown menu for selecting the number type (e.g., MOBL, TEL2) and input fields for the area code and extension.

Updating your Emergency Contact Information

This information is confidential and will only be used in emergency situations.

- ❑ Click on the **EDIT** or **NEW** link in the EMERGENCY CONTACTS box on the lower left side of your screen.
- ❑ Contact Order – insert a number indicating the priority order of contacts to be used in the event of an emergency
- ❑ Name- type the contact’s name
- ❑ Address 1-2 – insert physical address of your emergency contact
- ❑ Address 3 - you can use this line to insert the contact’s e-mail address since there is no other place in this system to place e-mail addresses
- ❑ Communication - you can list up to 4 alternate phone numbers for each person– long email addresses cannot be entered in this space
- ❑ Click **SUBMIT** when done.

Tips for choosing your emergency contacts:

- ❑ Identify at least three different contacts
- ❑ Your contacts should not all reside in the same household
- ❑ One of your three contacts should be located in a different geographic location (e.g. friend or relative who is not likely to be impacted by the same emergency)
- ❑ Try not to use more than one Shell employee as an emergency contact
- ❑ It is helpful if your emergency contact has detailed knowledge of you and your family (e.g. names of children, spouse, etc.)
- ❑ You can list more than one communications device for each contact (e.g. cell phone, home phone, etc.)
- ❑ Please notify your contacts that they may be contacted by Shell in an emergency
- ❑ Periodically update your emergency contact information as needed (e.g. set up a reminder in Outlook).

APPENDIX C – Best practices for remote working

As there may be a significant number of users working remotely in the event of an office closure, **do not stay connected to the Shell network for long periods of time**. Use the tips listed below to maximize network performance. Log off once you have completed critical tasks. You can also sync e-mail, then log off and work offline.

Be sure you **have your smartcard, along with items needed to work from home (e.g. headset, cables and power supplies)**

Remember that the IT Helpdesk (1-800-309-8352) may also be affected by an emergency event. As a result, there may be longer wait times.

DO	DON'T
<ul style="list-style-type: none"><input type="checkbox"/> Connect to the Shell network only when necessary.<input type="checkbox"/> Work offline for speed and cost efficiency (e.g. sync your email then log off and work offline.<input type="checkbox"/> Disconnect from Remote Access once you have completed the necessary tasks.	<ul style="list-style-type: none"><input type="checkbox"/> Move items from your Inbox to Outlook Personal Folders<input type="checkbox"/> Synchronize the offline address book<input type="checkbox"/> Create new Outlook Personal Folders (.PST)<input type="checkbox"/> Install or repair software<input type="checkbox"/> Use the Smart Card Web Portal<input type="checkbox"/> Automate synchronization of your mailbox<input type="checkbox"/> Synchronize the <i>My Documents</i> folder<input type="checkbox"/> Work with files located in shared project or department drives. If you absolutely need to work with these files, make sure they are zipped.
<ul style="list-style-type: none"><input type="checkbox"/> IT Help Desk: http://sww-ask-gi.shell.com/self-help/helpdesk_numbers/index.asp<input type="checkbox"/> MyWorkspace: http://sww.shell.com/myworkspace/<input type="checkbox"/> Remote Access support materials: http://sww.shell.com/myworkspace/access_anywhere/remote_access/index.html	