

# SHELL EMERGENCY PREPAREDNESS AND OFFICE CLOSURE PROCEDURES



Following a natural disaster or other emergency, **Shell Notification System (SNS)** will be utilized to share important information and when necessary, account for employee safety in an impacted area. If the event/crisis calls for accounting for employees, 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 or text message. 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 the Workday application via HR Online** <https://hronline.shell.com>
  - ❑ Update your address, home phone number and additional phone numbers on the Workday – Contact Information screen. (See Appendix B for more information).
3. **Update your *emergency* contact information in the Workday application via HR Online** <https://hronline.shell.com>
  - ❑ Update your emergency contact information on the Workday – 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. Update your Out of Office email message and voicemail prompts to provide a method through which you can be reached for business purposes.
3. Lower and close blinds on windows, but do NOT tape windows.
4. Store all loose paper and desktop items.
5. 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.

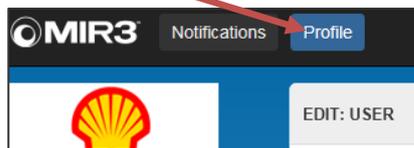
## APPENDIX A - Shell Notification System (SNS)

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

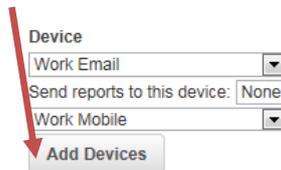
SNS will be used in an emergency to account for employee safety by contacting large numbers of employees in a matter of minutes via phone, text message, email, pager, or fax. Your contact information that is stored in Who's Who (e.g. desk phone, company mobile phone, company email address) has already 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**.]

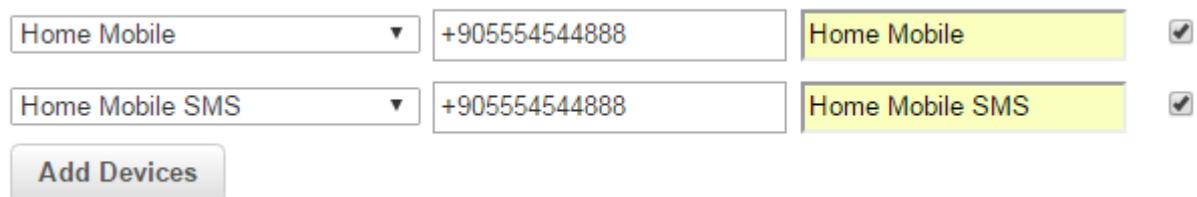
2. Click the **Profile** tab.



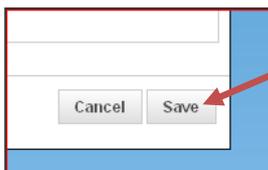
3. Click **Add Device**

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 the dropdowns 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' selected, a text input field containing '+905554544888', a highlighted yellow box containing 'Home Mobile', and a checked checkbox. The second row shows a dropdown menu with 'Home Mobile SMS' selected, a text input field containing '+905554544888', a highlighted yellow box containing '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 form's bottom section. It features two buttons: 'Cancel' and 'Save'. A red arrow points to the 'Save' button.

## APPENDIX B – Updating contact information in the Workday application via HR Online

Employees must complete/update their personal and emergency contact information in the Workday application via 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 **Workday application** link under the **My HR Applications** heading.

### My HR Applications



### View/change your HR data, submit request



- ❑ When the **Workday application** loads, click on the Personal Information icon within the applications menu.



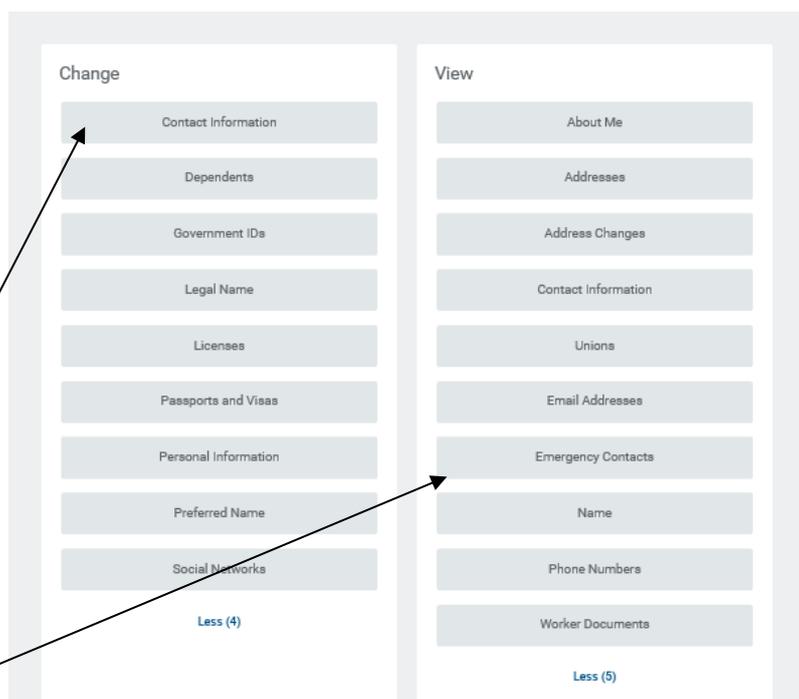
- ❑ Within the **Personal Information** page, click the Contact Information and Emergency Contacts options to update, as needed.

#### PERSONAL CONTACT INFORMATION

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

#### EMERGENCY CONTACT INFORMATION

Update this area with your emergency contacts and their information. These contacts are used, for example, if you get 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.



### Updating your Personal Contact Information

- ❑ Click on the **EDIT** button in the top left-hand corner of the **My Contact Information** page.
- ❑ Click the **PEN** in the top right-hand corner or the **ADD** button in each module to update and/or amend:
  - Your Permanent Address
  - Your Primary & Additional Phone numbers (starting with Area codes)
- ❑ Click **SUBMIT** in the bottom left hand corner.

### Updating your Emergency Contact Information

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

- ❑ Click on the **EDIT** or **ADD** button on the **My Emergency Contacts** page
- ❑ Utilize the **PEN** or **ADD** button in each component to add and/or amend each emergency contact
  - Ensure you designate a priority order for your emergency contacts
- ❑ 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 **Shell IT Service Desk (1-312-843-5291)** 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"> <li>❑ Connect to the Shell network via remote access only when necessary but at least once a week to allow for critical patches to be downloaded.</li> <li>❑ Work offline for speed and cost efficiency (most applications do not require a remote access/VPN connection).</li> <li>❑ Disconnect from Remote Access once you have completed the necessary tasks.</li> </ul>	<ul style="list-style-type: none"> <li>❑ Synchronize the offline address book</li> <li>❑ Install or repair software</li> <li>❑ Use the Smart Card Web Portal</li> <li>❑ Automate synchronization of your mailbox</li> <li>❑ Synchronize the <i>My Documents</i> folder</li> <li>❑ Work with files located in shared project or department drives. If you absolutely need to work with these files, make sure they are zipped.</li> </ul>
<ul style="list-style-type: none"> <li>❑ <b>Working Remotely</b> (remote access and mobile connect support materials): <a href="https://eu001-sp.shell.com/sites/AAFAA4948/Site%20Pages/Work%20Remotely.aspx">https://eu001-sp.shell.com/sites/AAFAA4948/Site%20Pages/Work%20Remotely.aspx</a></li> <li>❑ <b>ServiceNow</b> (for ordering IT services and obtaining IT support): <a href="https://shell.service-now.com/sp">https://shell.service-now.com/sp</a></li> <li>❑ <b>MyWorkspace</b>: <a href="https://eu001-sp.shell.com/sites/AAFAA4948/Site%20Pages/My%20Workspace.aspx">https://eu001-sp.shell.com/sites/AAFAA4948/Site%20Pages/My%20Workspace.aspx</a></li> <li>❑ <b>IT Service Desk USA</b>: Call or Chat by looking up <b>IT Service Desk USA</b> in Skype</li> </ul>	