

Template - Letter from Contract Holders to Contract Managers

Dear [name to be inserted]

The underlying trend in our safety performance over recent years shows our collective efforts are making a positive difference in reducing injuries and fatalities. However, we have much to do. We need the commitment of our contractor community if we are to make substantial progress.

Last year 26 people lost their lives working for Shell. As with previous years, the vast majority (24) of those tragically killed were our suppliers. In most cases a significant contributory factor was not following a safety rule.

The safety of all those working for Shell is of great concern to us. Most people consistently follow the safety rules but there is room for improvement. As you may have already heard, this is why we have fully enforced 12 Life-Saving Rules, Group-wide, from July 1 this year.

As a supplier to Shell you and your people need to understand these Rules (high level details are attached) and to ensure full compliance with them.

The Rules are not new but they ensure extra focus on 12 high-risk activities at work where we know that failure to comply with safety rules has the highest potential for serious injury or death.

Complying with the Life-Saving Rules is vital for all Shell employees, and the employees of contractors and sub-contractors working for any Shell company.

Failure to comply will have serious consequences. Our approach will be that if someone chooses to break a Life-Saving Rule, they choose not to work for Shell. We will also apply this approach to supervisors who create or tolerate the conditions for the breaking of the Rules.

If an investigation confirms that someone is aware of the Rules but did not comply we will apply maximum appropriate disciplinary action. For contractor and sub-contractor employees this will usually mean that we will ask for the violator to be removed from Shell premises, and that we will no longer accept them working for Shell companies or on any Shell site.

I am asking you for your visible and active commitment in improving safety by:

- rolling out the Life-Saving Rules in your organisation with your employees, contractors and sub-contractors who work for Shell companies or on Shell sites;
- ensuring that your employees, contractors and sub-contractors who work for Shell companies or on Shell sites understand the need to comply with Life-Saving Rules and the consequences of breaking those Rules; and
- not assigning to any Shell contract or Shell site anyone that, after investigation, has been removed from Shell premises or work.

The Life-Saving Rules will help protect everyone from harm and I look forward to your support in making our working environment a safer place.

Yours sincerely,

Shell's 12 Life-Saving Rules

1: Work with a valid work permit where required



2: Conduct gas tests when required

3: Verify isolation before work begins and use the specified life protecting equipment



4: Obtain authorisation before entering a confined space

5: Obtain authorisation before overriding or disabling safety critical equipment



6: Protect yourself against a fall when working at height

7: Do not walk under a suspended load



8: Do not smoke outside designated smoking areas

9: No alcohol or drugs while working or driving



10. While driving, do not use your phone and do not exceed speed limits

11. Wear your seat belt



12: Follow prescribed Journey Management Plan