

# ROAD SAFETY

Our staff and contractors drive around 1.1 billion kilometres each year: to deliver products to our customers or keep our operations running. That's equivalent to driving about 75 times around the world each day. Getting road safety right is a priority – and a serious challenge. We help keep our drivers safe through training programmes, by limiting their journeys, and by enforcing our global road safety standards. We work with communities and global partners to improve road safety in the countries where we operate.



## MANAGING HSSE – A SYSTEMATIC APPROACH

### To achieve continuous performance improvement Shell companies manage health, safety, security, environment and social performance in a systematic way.

At Shell, we aim to help meet the energy needs of society in ways that are economically, environmentally and socially responsible. To manage the impact of our operations and projects on the environment and society we have a comprehensive set of business principles and rigorous standards covering health, safety, security, environment (HSSE) and social performance (SP).

Our business principles provide high-level guidance and the Commitment and Policy on HSSE & SP reflects our aims on how we operate and involve communities close to our operations. Those aims include:

- do no harm to people;
- protect the environment; and
- comply with all HSSE laws and regulations.

All Shell companies, contractors and joint ventures under our operational control must manage HSSE and social performance in line with the Commitment and Policy, local laws and the terms of relevant permits and approvals. To help our staff and contractors to put the Commitment and Policy into practice we launched the Shell HSSE & SP Control Framework in 2009. It includes a set of mandatory standards and manuals covering areas such as managing greenhouse gas emissions, impacts on biodiversity, road safety and security.

We also include requirements for integrating environmental and social factors into the way we plan, design and take investment decisions on new projects.

[shell.com/standards](https://shell.com/standards)  
[shell.com/safety](https://shell.com/safety)



HSSE & SP Control Framework

## MANAGING ROAD SAFETY RISKS



Vehicle inspections



Driver following proper road safety behaviour

**Whether to deliver fuel to a customer, deliver equipment to construction projects, or travel to meetings, safe road transport is integral to our business. We enforce our road safety standards no matter where we operate.**

Getting road safety right has long been a priority for us – and presents a serious challenge. We have the largest network of service stations in our industry. Shell staff and contractors drive around 1.1 billion kilometres each year, more than 75 times around the globe every day. We are reducing our risks by following our global road safety standards and through awareness programmes, training and minimising journeys. We are also working with governments and partnerships to help set and implement industry standards, and leverage skills and resources.

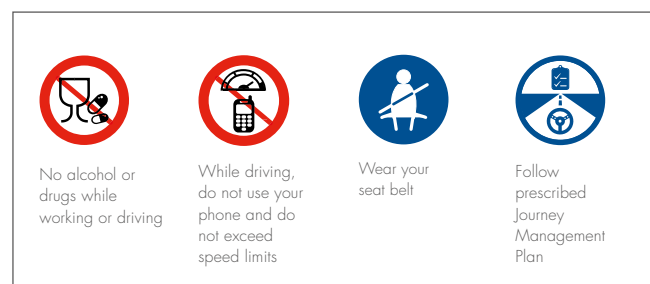
### Road Safety in Projects

Specific controls are put in place to mitigate road safety risks at our projects. A number of our large projects have successfully reduced the amount of road travel needed. For example, during construction at a chemical complex expansion we provided accommodation for personnel on the project site. Other projects use buses to transport workers, and use marine vessels and trains to transport equipment which reduce exposure on the roads.

### Life-Saving Rules

Our 12 Life-Saving Rules reinforce what employees and contractors must know and do in order to prevent serious injury or fatality.

Four of the Life-Saving Rules focus on improving road safety:



The Life-Saving Rules are mandatory for employees and contractors driving on company business for Shell. If they break a rule, employees face disciplinary action up to termination of employment, while contractors can be removed from the site and barred from future work with Shell.

## Road Safety Expertise Centre

We set up a Road Safety Expertise Centre in 2008 to implement a Shell-wide road safety programme. The centre has developed road safety manuals which set minimum simplified road safety standards for Shell and its contractors worldwide.

These standards are focused on five key areas;

1. Leadership and commitment
2. Management controls
3. Vehicle specifications
4. Journey management
5. Driver behaviour

### 1. Leadership and commitment

Our road safety commitment begins with senior management setting expectations for compliance and performance improvement. The Road Safety Expertise Centre Team work with senior management to implement improvement programmes and ensure compliance. This includes road safety as a structured part of their annual plans and participation in audits and field visits.

### 2. Management controls

Management controls are in place to reduce the risks associated with road transport. The controls are aimed at reducing exposure (kilometres driven), prevention of road transport incidents and mitigating consequences of road transport incidents. All incidents are investigated and findings shared to prevent reoccurrence.

### 3. Vehicle specifications

We have standardised global specifications for our vehicles and equipment. These specifications are often much stricter than those prevailing within the countries where we operate. All vehicles are properly maintained and inspected prior to setting out on journeys to mitigate incidents caused by equipment failure.

### 4. Journey management

Journey management is a process for planning and executing necessary road transport journeys safely. We look to eliminate unnecessary journeys, use alternative safer modes of transport or combine journeys with others. Where the journey is deemed necessary, all risks are assessed and a Journey Management Plan is implemented. This plan typically includes the route, location of route hazards, timing, rest periods and locations, communications, emergency response and security arrangements.

### 5. Driver behaviour

We expect all our drivers to follow proper road safety behaviour. We only employ qualified drivers with the desired competencies. We have a standard set of driver requirements, set clear expectations, and teach proper defensive driving techniques. Drivers are trained to recognise hazards, mitigate them, or alternatively take actions to minimise their consequences. Additional training focuses on key road transport risks such as prevention of rollovers, load securement, driver fatigue and driver fitness to work.

We use In-Vehicle Monitoring System (IVMS) to help us to improve driving behaviour by providing details of a driver's performance. Vehicle movements, location and actions such as speeding, harsh braking, sharp acceleration, driving hours, and use of seat belts are tracked. Monitoring of these parameters enables us to recognise and encourage safe driving performance and improve fuel economy. We require IVMS in all heavy good vehicles in all countries and in light vehicles in many of the high risk countries we operate. Since 2005, we have installed more than 31,000 of these devices. IVMS devices also show drivers how they can improve fuel efficiency and lower CO<sub>2</sub> emissions.



Doha-based personnel travel to the Pearl Gas-to-Liquids Plant facility

## ROAD SAFETY AND THE COMMUNITY

**Nearly 1.3 million people are killed on the road globally every year, another 50 million are injured. More than 90% of these casualties occur in low and middle income countries. We are working in partnerships to help address this challenge.**

### Social Investment

Shell supports community programmes in which our skills and resources provide a positive, lasting impact. We work in partnerships to create projects that can thrive beyond our financial support. Road safety is a key theme for social investment activities in Shell.

We share our road safety experience with others to help reduce the number of road traffic incidents globally. We work with governments, communities, partnerships and other companies to help set industry standards, improve road infrastructure and influence governments on road safety policies.

We also partner with local organisations and host awareness programmes in many countries, especially countries where the risk is highest. For example, in Indonesia one in five road accident victims are aged between 5 and 12. Shell in Indonesia launched an initiative to improve road safety training among school children and teachers in the capital, Jakarta. It involves simulating road safety risks to help participants develop road sense.

Another example is "The Happy Roads Program" in Pakistan. Shell Pakistan partnered with the traffic police to raise road safety awareness among school children. The programme covered more than 100 schools and over 23,000 school children.



Road Safety initiative – Shell Indonesia



An example of challenging traffic conditions (India)

## ACTIVELY SUPPORTING GLOBAL INITIATIVES

**We work with businesses, governments and international agencies to help reduce the number of road incidents globally.**

### Decade of Action for Road Safety

In May 2011 the World Health Organisation launched the Decade of Action for Road Safety. It includes a plan that encourages countries and communities to increase action to save lives on the world's roads.

Shell supports this initiative. Our involvement will include both near and long term participation in projects at national and local level, mainly focusing at high risk environments.



### International Association of Oil and Gas Producers

Together with the International Association of Oil and Gas Producers (OGP) we have developed a set of Land Transportation Safety Recommended Practices for our industry. We believe that following these practices can significantly reduce road traffic injuries and fatalities. They can be used by OGP member companies in their own operations and with their contractors, for example when deciding which companies are qualified to bid on contracts.

### Global Road Safety Partnership

Shell is a member of the Global Road Safety Partnership (GRSP). Through the GRSP we work with international agencies, companies and governments on practical projects to reduce road incidents. Shell participates in several individual country partnerships that drive improvements in road infrastructure, driver behaviour, public education and enforcement. Shell worked with the GRSP to improve road safety on Sakhalin Island. The road safety programmes on Sakhalin have been so successful that they received the 'Energy Institute 2007 Safety Award'.



**GLOBAL  
ROAD SAFETY  
PARTNERSHIP**

### Global Road Safety Initiative

Global Road Safety Initiative (GRSI), established by the GRSP, aims to improve road safety in targeted developing countries. Shell chairs and partly funds the initiative. The GRSI is a five-year programme to improve road safety in Brazil, China and member countries of the Association of Southeast Asian Nations (ASEAN). For example, a GRSI-funded campaign was a catalyst in the introduction of a law that requires motorcyclists to wear helmets in Vietnam. Since the law was introduced, there were nearly 1,600 fewer motorcycle deaths on the roads in that country than the year before.



Basil Shaaban, Shell-sponsored Formula 3 racing driver and United Nations World Youth Ambassador for Road Safety, engages with students about road safety

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