

“We aim to treat everyone with respect. We strive to protect people from harm from our products and our operations. We respect and value personal and cultural differences and try to help people realise their potential.”

RESPECTING AND SAFEGUARDING PEOPLE

2005 HSSE HIGHLIGHTS

- Health, Safety, Security and Environment (HSSE) induction for all new employees, contractors and third parties
- Health Risk Assessments (HRA)
- Record level of Management Field Visits
- Chemical Health Risk Assessments
- Training and refreshers for new and advanced first aiders
- Area Ownership Programme
- Emergency Response Preparedness & Oil Spill Preparedness drills
- Enforcing the “Stop Work” Policy
- Visible management commitment via facility visits, checks and walkabouts
- A focused Health, Safety, Security & Environment (HSSE) Week observed throughout our offices and installations nationwide

In our commitment to pursuing our goal of “no harm to people”, safety has become an integral part of our business by means of a structured implementation of our Health, Safety, Security and Environment (HSSE) Management Systems. We strive to protect people from harm from our products and operations. Ownership of and personal responsibility regarding occupational safety and health in the workplace continue to be driven from all levels of our staff, from management to the shopfloor, as well as among our contractors in our effort towards embedding a strong safety culture.

OCCUPATIONAL HEALTH

In line with the goal of ensuring healthy workplaces, SM-EP achieved “level 3” under the Minimum Health Management Standard (MHMS) which sets out the minimum requirements for the management of health.

In addition to routine medical surveillance, sustaining health among the employees is also achieved through health promotion. Talks were given on topics such as stress and ergonomics not only to staff and contractors but also to the public.

As part of the ongoing effort to address the emerging evidence of increasing stress levels and ergonomic related problems, a Stress Awareness Package and Ergonomics Information Pack were developed and issued to help staff recognise and manage these issues.

Industrial hygiene assessments for noise, lighting, ventilation, benzene, toluene, xylene (BTX) and ergonomics are ongoing and being carried out in relevant locations.



Health Lifestyle Campaign was a crowd puller during the year's HSSE Week. There were a high number of respondents for the health screening carried out in collaboration with the local Divisional Medical Office .

EXTENDING THE FOCUS TO OUR CONTRACTORS

Our contractors form part and parcel of our overall safety performance reporting. To ensure compliance with Shell standards and requirements, our contractors are included in all our occupational safety and health programmes and activities. Safety issues are also addressed via their participation at the monthly site HSSE committee meeting and the Contractors' HSSE Forum. We are pleased to report that our contractors have shown an equally strong commitment to cooperate fully with us in this respect.

Main areas of focus in 2005

- Coaching sessions on HSSE to site supervisors
- Implementing self-assessment questionnaires on HSSE Management Systems as a self-improvement tool among contractors
- Formal pre-mobilisation and HSSE inductions for all new contractors
- Contractor Safety Passport scheme
- Enhanced HSSE clauses in contracts
- Contractor daily toolbox meetings
- Weekly site inspections and contractor HSSE compliance audits
- Contractor league systems, linking HSSE performance to pay
- Contractors' HSSE Forum
- Reporting of contractors' HSSE objectives, targets and performance in Shell's SD Report 2005

Reporting on our HSSE performance

- Exploration and Production (EP) clocked 15 million LTI-free exposure hours.
- Shell MDS completed 2005 with no lost time incident (LTI) and accumulated 13.5 million LTI-free exposure hours.
- Shell Refining Company clocked in 5.0 million man-hours collectively without an LTI, for the 4th consecutive year. SRC also achieved a TRCF at 0.60 - the best ever performance in the last 15 years for SRC.

RESPECTING AND SAFEGUARDING PEOPLE

'ZERO FATALITY IN YEAR 2005' BECAME A REALISED AMBITION FOR DISTRIBUTION MALAYSIA/ SINGAPORE.

This significant achievement is the result of years of focused hard work and synergy from all members of the Distribution Management Team including Worksite Managers, CLEs, Driver Trainers, Hauliers and most importantly, our ambassadors on the road, our DRIVERS!



Shell Malaysia has implemented a number of initiatives to educate and ensure safe driving practices in product haulage operations. One such initiative is the seminar conducted for long haul drivers.

CASE STUDY

LAUNCH OF HEARTS & MINDS, RETAIL SAFETY CAMPAIGNS

Shell Malaysia's Hearts & Minds (H&M) programme was launched on 14 June 2005 by Minister of Domestic Trade and Consumer Affairs Datuk Mohd Shafie Apdal in cooperation with his Ministry at our Shell station in Jalan Damansara, Kuala Lumpur. The Road Safety Campaign 2005 was simultaneously rolled out to all Shell stations nationwide.

Our H&M programme's objective is to advise our customers and motorists on the dangers and risks of unsafe actions and to reduce the number of potential accidents and incidents at petrol stations. This is a nationwide campaign to touch the "hearts and minds" of our customers on a subject of critical importance to their well-being and safety.

Shell has 5 key safety regulations at the petrol station.

The unsafe acts are:

1. Smoking on forecourt
2. Using mobile phone while refueling
3. Leaving the engine on while refueling
4. Filling into unapproved plastic containers
5. Straddling on motorbike while refueling

We recognise that this will be a challenging journey. To achieve the H&M objectives, the public needs to be constantly made aware of such unsafe acts. More significantly, it will require a behavioral change from our customers and all motorists. During the one-month long campaign, television commercials were aired and a consumer contest was held to help in public education.



CASE STUDY



CLINIC OPENS AT KONSORTIUM PD HAULIER BASE

Konsortium PD, haulier for Shell Port Dickson Installation, has opened a clinic and first aid room for their drivers and staff. The doctor appointed for the clinic is Dr Ang Choo Lee, who is also the MOHA for Shell Port Dickson. This opening is important to Shell as it will contribute directly to improving the health of the drivers and staff.

Shell hopes this caring move will touch their hearts and minds, resulting in a better working relationship and productivity. Drivers will also get counseling and health tips on stress and tension management, diet, heart attacks, cholesterol, hypertension, obesity and other health related issues.

CASE STUDY

SHELL GAS DRIVER HANDBOOK LAUNCHED

In line with our Hearts & Minds programme, Shell Gas Malaysia launched the Shell Gas Driver Handbook to provide drivers with the necessary knowledge to operate their daily tasks safely. It also aims to make drivers aware that they have a choice to be safe when operating their daily tasks. Among the topics covered are Shell Gas HSSE policies, LPG product knowledge, driver roles and responsibilities, vehicle management, advice on fatigue management, as well as emergency response and contact numbers.

The sequence of topic presentation in the book allows the driver to progressively understand and take to heart the intended messages by building upon the previous topics.



CASE STUDY

SHARING SAFE DRIVING PRACTICES WITH 70 LONG HAUL DRIVERS

Seventy long haul drivers from various industries around Sandakan in Sabah took a day off the wheel to attend a seminar aimed at refreshing their awareness and gaining new knowledge on topics related to licensing, regulatory and traffic ordinance enforcement, road hazards, dangers of overloading, journey management and lessons learnt from accident scenarios.

The seminar was jointly organised by Shell, the Sabah Road Safety Council and Sandakan Municipal Council. Seven papers were presented at the seminar by government agencies, including one from Shell, which shared Shell's road transport safety management which hinges on our core purpose of "helping people build a better world" and our "Hearts and Minds" programme for drivers with a focus on promoting road safety initiatives.



Shell expressed hope that the participants would take away the best practices that the company shared and implement the sound aspects to give road safety a new dimension in their respective operations.

CASE STUDY

SHELL LPG CONDUCTS ER DRILL WITH LOCAL AUTHORITIES

During the year, Shell Gas conducted an emergency response drill in Port Dickson together with local authorities such as Bomba and the police, and hospitals. The drill simulated a chemical leak after an accident involving an LPG lorry.

While there has been no such crisis at our LPG plant or in Shell Gas road transport operation, it is important that we are prepared for such an emergency and are able to work quickly and efficiently with the local authorities to respond to such an incident.



The simulation was a success as both the local authorities and Shell LPG learned from the exercise and built better rapport and understanding.

CASE STUDY



FIRE TRAINING AT SHELL REFINERY

New staff at SRC underwent a two-day fire training to understand the characteristics of a fire and the right techniques to extinguish it. The training included practical exercises like handling the fire hose to extinguish a petroleum fire.

The training was held at the complete simulation grounds of SRC, which enables a realistic simulation of a fire, to give participants a real feel of petroleum fires, exposure to heat and smoke.

CASE STUDY