

## Shell Global Helpline - Telephone Numbers

The Shell Global Helpline allows reports to be submitted by either a web-based form at <https://shell.alertline.eu> or by utilising one of a number of telephone lines that will connect you to a Helpline interviewer. This document lists the currently established telephone lines, by country in which Shell operates.

Note 1: The Helpline is not currently available for use from the following country or by anyone in relation to any person residing in the following country:

Iran
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Note 2: A specific Helpline is provided for France, Spain and Denmark.

Note 3: A "Call Collect" call must be made through a local operator to ensure the call is free of charge for the caller. Please take the following steps:

- Contact your local operator (numbers can vary per city and carrier within the same country).
- Request a collect call to telephone number +1 704 973 0344 in the United States.
- When the operator asks who is placing the call, state your company name, not your personal name.
- **Please note:** Your local Telecom provider might charge a fee for local use of your telephone.
- If the call is not made through the local operator, you will be charged for the call.

Note 4: In some countries, there may be problems connecting to a Shell Global Helpline number from a mobile telephone, public callbox or VoIP. If you experience such a problem please consider to log in your report on the internet website listed above. Alternatively you might call +1 800-961-4117 directly, however please be aware that you will be charged for international calling.

Note 5: Country-specific communication material giving more information on the Helpline – Speak Up pages and how to access is available as part of the Global Helpline in each country.

Note 6: Please notify the Helpline Administrator at [SI-Global-Helpline-Administration@shell.com](mailto:SI-Global-Helpline-Administration@shell.com) if there are any problems gaining access to the Helpline.

### Helpline telephone numbers per country

Country	Line Type <sup>1</sup>	Dialing Instructions
Albania	Direct Dialing	+1 (or 001) 800-961-4250 <b>Not free of charge!!!</b> Please consider reporting via: <a href="https://shell.alertline.eu">https://shell.alertline.eu</a>
Algeria	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Argentina	Local Toll-free	0800-555-3393
Australia	Local Toll-free	Mobile Telephone 1-800-421-826 Landline/VoIP (Skype) +61 1800 421 826
Austria	AT&T Direct Access	0-800-200-288 then 855-315-0521
Azerbaijan	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Bahamas	Local Toll-Free	1-800-232-3167
Barbados (incl English- and Dutch-speaking Lesser Antilles - SAGL)	Local Toll-free	1-800-232-3167
Belgium	Local Toll-free	+32-800-7-3364
Benin	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Bermuda	AT&T Direct Access	1-800-872-2881 then 800-738-1615

Bolivia	AT&T Direct Access	800-101-110 then 800-738-1615
Botswana	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Brazil	Local Toll-free	Mobile telephone and Landline: 0800-891-4180 Skype (VoIP): +55-0800-891-4180
Brunei	AT&T Direct Access	Mobile telephone and Landline: 800-1111 then + 1-800-961-4117 VoIP (Skype) +1-800-961-4117
Bulgaria	AT&T Direct Access	Mobile Telephone 00-800-0010 then 800-961-4281 VoIP-Skype +359-0-800-0010 then 800-961-4281
Burkina Faso	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Cameroon	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-542-6433
Canada	Local Toll-free	800-738-1615
Cape Verde	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Chile	AT&T Direct Access	800-225-288 then 800-738-1615
China	Local Toll-free	4008800547 Mobile phone +86 4008800547 (Skype)
Colombia	AT&T Direct Access	Mobile Telephone /Landline 01-800-911-0011 then 800-738-1615 VoIP (Skype) +57 1 01-800-911-0011 then 800-738-1615
Congo	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Costa Rica	AT&T Direct Access	0800-0-114-114 then 800-738-1615
Cote d'Ivoire	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Czech Republic	AT&T Direct Access	00-800-222-55288 then 800-961-4281 <b>Not supported via Mobile Telephone</b> <b>Not supported via VoIP (Skype)</b>
Denmark	AT&T Direct Access	+45 800-100-10 then 800-961-4250
Dominican Republic	Local Toll-free	1-800-250-7175
Ecuador	AT&T Direct Access	1-800-999119 then 800-738-1615
Egypt	AT&T Direct Access	+20 22510-0200 then 800-961-4148
El Salvador	AT&T Direct Access	800-1288 then 800-738-1615
Finland	Local Toll-free	0800-9-14517
France	Local Toll-free	0800-91-0694– France only Helpline <b>Not supported via VoIP (Skype)</b>
Gabon	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-542-6433 Alternatively short code 4501 from Shell office
Germany	Local Toll-free	Mobile Telephone/Skype (VoiP) +49 800 724 4231 Landline 0 800 724 4231
Ghana	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Gibraltar	AT&T Direct Access	8800 then 800-738-1615
Greece	Local Toll-free	00-800-11-008-3413 Alternatively dial *#260 from Shell office
Guam	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Guatemala	AT&T Direct Access	Within the city of Guatemala 138-126 then 800-738-1615 Outside the city of Guatemala 999-9190 then 800-738-1615
Guinea Republic	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Honduras	AT&T Direct Access	800 0 123 then 800-738-1615

Hong Kong	AT&T Direct Access	Mobile Telephone/Landline 800-93-2266 then 800-961-4117 VoIP (Skype) +852 800-93-2266 then 800-961-4117
Hungary	AT&T Direct Access	+36-800-01111 then 800-961-4281
India	Local Toll Free	Mobile Telephone/ Landline 000-800-100-1709 <b>Not supported via VoIP (Skype)</b>
Indonesia	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Iraq	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Ireland	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Italy	Local Toll-free	Landline 800-819093 VoIP (Skype) +39800-819093 <b>Not supported via Mobile Telephone</b>
Japan	Local Toll-free	Mobile Telephone/ Landline 00531-11-0015 <b>Not supported via VoIP (Skype)</b>
Jordan	AT&T Direct Access	1-880-0000 then 800-961-4148
Kazakhstan	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-542-0766
Kenya	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Korea	AT&T Direct Access	Via Korea telecom and via Dacom: 00-729-11 then 800-961-4117 (Mobile) / 9-00-729-11 then 800-961-4117 (Landline) / +82-0-729-11 then 800-961-4117 (VoIP Skype) Via ONS: 00-369-11 then 800-961-4117
Kuwait	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Libya	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Luxembourg	AT&T Direct Access	Via Landline/VoIP-Skype: +352 800 201 11 then 800-961-4250 <b>Not supported via Mobile Telephone</b>
Madagascar	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344 Alternatively short code 8333 from Shell office
Malaysia	Local Toll-free	Mobile Telephone/Landline 1-800-81-2404 VoIP (Skype) +60 1-800-81-2404
Mali	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Mauritius	AT&T Direct Access	01 120 then 800-961-4250
Mexico	AT&T Direct Access	English: 001-800-288-2872 then 800-738-1615 Spanish: 001-800-658-5454 then 800-738-1615
Morocco	AT&T Direct Access	002-11-0011 then 800-961-4148
Myanmar	Direct Dialing	Direct Dialing: +1 (or 001) 800-961-4117 Not Free of charge and via Mobile Telephone only, or shell.alertline.eu/gcs/welcome
Namibia	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344 Alternatively report via: <a href="https://shell.alertline.eu">https://shell.alertline.eu</a>
Netherlands	Local Toll-free	+31 800-266-7272
New Zealand	Local Toll-free	0800-440183 <b>Not supported via Mobile Telephone</b>
Nicaragua	AT&T Direct Access	1-800-0174 then 800-738-1615
Nigeria	AT&T Direct Access or Local Line	+234 708-060-1816 then 800-961-4250 or SPDC extension 21245 (+234 80 702 21245)

Norway	Local Toll-free	(+47)800-19037
Oman	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Pakistan	Local Toll-free	+92 21 3868 8300
Panama	AT&T Direct Access	800-0109 then 800-738-1615
Peru	AT&T Direct Access	Mobile: 0-800-50-288 then 800-738-1615 alternatively 0-800-70-088 then 800-738-1615 Skype (VoIP): +51 800-50-288 then 800-738-1615
Philippines	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Poland	Local Toll-free	Mobile: 00-800-1111-637 <b>Not supported via VoIP (Skype)</b>
Portugal	AT&T Direct Access	800-800-128 then 16 then 800-738-1615
Puerto Rico	Local Toll-free	1-800-738-1615
Qatar	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Reunion	AT&T Direct Access	0-800-99-0011 then 800-961-4250
Russia	AT&T Direct Access	From Moscow and Sakhalin: +7495 363-2400 then 800-961-4119 From St. Petersburg: +7812 363-2400 then 800-961-4119 From other cities: 8-10-800-110-1011 then 800-961-4119 or +7 10-800-110-1011 then 800-961-4119 <b>Alternatively use the Moscow/St. Petersburg number</b>
Saudi Arabia	Direct Dialing	From SOSSA office: +1 704 973 0344 <b>Not free of charge!!!</b> Please consider reporting via: <a href="https://shell.alertline.eu">https://shell.alertline.eu</a>
	AT&T Direct Access	Outside SOSSA office (toll free): 1-800-10 then 800-961-4148
Senegal	AT&T Direct Access	800-103-072 then 800-961-4250
Singapore	Local Toll-free	Mobile Telephone/Landline 800-110-1501 VoIP (Skype) +65 800-110-1501
Slovakia	AT&T Direct Access	0-800-000-101 (landline) then 800-961-4281 +421-800-000-101 (mobile/Skype) then 800-961-4281
Slovenia	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
South Africa (including Lesotho)	Local Toll-free	Landline/Mobile telephone: 0800-980-078 <b>Not supported via VoIP (Skype)</b> Alternatively report via: <a href="https://shell.alertline.eu">https://shell.alertline.eu</a>
Spain	AT&T Direct Access	Mobile/VoIP (Skype) +34-900-99-0011 then 800-283-8318 Landline 00-34-900-99-0011 then 800-283-8318
Sweden	Local Toll-free	020-79-0555
Switzerland	AT&T Direct Access	Mobile: 0-800-89-0011 then 800-961-4250 Landline: 0041-800-89-0011 then 800-961-4250 Skype (VoIP): +41-800-89-0011 then 800-961-4250
Taiwan	AT&T Direct Access	+00-801-102-880 (mobile) then 800-961-4117 00-801-102-880 (landline) then 800-961-4117 <b>Not supported via VoIP (Skype)</b>
Tanzania	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Thailand	Local Toll-free	Mobile Telephone +001-800-11-008-3341
	Local Number	VoIP-Skype +66 2262-6030

Togo	Call Collect	US line +1 704-973-0344 <b>Not free of charge!!!</b> Please consider reporting via: <a href="https://shell.alertline.eu">https://shell.alertline.eu</a>
Trinidad & Tobago	Direct Access	+1 800-738-1615 <b>Not free of charge!!!</b> <b>Not supported via VoIP (Skype)</b> Please consider reporting via: <a href="https://shell.alertline.eu">https://shell.alertline.eu</a>
Tunisia	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Turkey	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Turkmenistan	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Uganda	Call Collect (2 step dialing)	1) Call Local Operator 2) +1 704-973-0344
Ukraine	Local Toll-free	VoIP (Skype)/mobile: +1 800 961 4119 Landline: 00 1 800 961 4119
United Arab Emirates	AT&T Direct Access	Mobile/Landline: 8000-021 then 800-961-4148 VoIP-Skype: +971-8000-021 then 800-961-4848
United Kingdom	Local Toll-free	Mobile: 0808-234-7406 VoIP-Skype: +44-808-234-7406
USA	Local Toll-free	Mobile: 800-738-1615 Landline/VoIP-Skype: +1 800-738-1615
Venezuela	AT&T Direct Access	0800-225-5288 then 800-738-1615
Vietnam	AT&T Direct Access	+1 704-973-0344 then 800-961-4117

### **<sup>1</sup>Meaning of Line Types**

#### **AT&T Direct Access**

An AT&T access code number that is unique for the calling country is first dialled. A recorded operator prompt then asks you “*please dial the number you are calling now*”, indicating to key in the second number as listed above. This second number is the US toll-free number that connects you to the Helpline.

AT&T Direct Access is not available in all countries. Further information on availability and the access codes themselves for each country can be obtained on the AT&T website at <http://www.usa.att.com/traveler/index.jsp>

*Please note that the telecom infrastructure in some countries does not support mobile connectivity.*

#### **Local Toll-free**

For a number of Shell countries, a special toll-free telephone number has been set up for the Helpline. It is only available to be dialled from within that country and once dialled, it will connect you directly through to the Helpline.

Please be aware that when using a Mobile Telephone or Internet (VoIP), you might be required to first enter “+” followed by your country code, before dialling the local toll-free number. In such cases the first “0” of the Local Toll-free number might have to be ignored.

For example for Belgium: +3280073364

#### **Call Collect (2 step dialling)**

First contact your local operator (numbers can vary per city and carrier within the same country), and request a collect call to be

placed to the US telephone number listed as step “2” in your country’s section.

Helpline for France only

A helpline facility specific to France related concerns. Only applicable for certain categories of reporting:

- Antitrust or Fair Trading
- Falsification of Financial Records
- Anti-Bribery: Bribery, Gifts and Kickbacks
- Auditing Violation
- Discrimination and harassment in the workplace
- Laws relative to Health, Safety and Security in the workplace, and
- Environmental Law.

Other issues require to be reported via internal reporting processes to Line Manager, HR, Shell Ethics and Compliance, or the Business Integrity Department (BID).

Helpline for Spain only

Only applicable for Financial and Business Integrity:

- Antitrust or Fair Trading
- Destruction of Business Records
- Espionage or Sabotage
- Falsification of Financial Records
- Falsification of Travel and Expense Report
- Gifts, Bribes and Kickbacks
- Misrepresentation of Information
- Trading on Inside Information

Other issues require to be reported via internal reporting processes to Line Manager, HR, Shell Ethics and Compliance, or the Business Integrity Department (BID).

Shell Denmark employees reporting a Financial Whistleblowing Scheme Issue (*all other concerns can be reported without restriction*)

Only applicable for Financial and Business Integrity:

- Anti-Bribery
- Auditing and Accounting
- Banking
- Danish Financial Whistle-blower Scheme
- Financial Issues

Other issues require to be reported via internal reporting processes to Line Manager, HR, Shell Ethics and Compliance, or the Business Integrity Department (BID).