



SHELL GLOBAL HELPLINE – TELEPHONY

The Shell Global Helpline enables Shell employees, contractors and others to raise concerns, dilemmas and questions, or to seek advice on a matter related to compliance with the Shell Code of Conduct (SCoC), Shell General Business Principles(SGBP) or the law, in full confidence and without fear of retaliation. The Shell Global Helpline is available 24 hours a day, 365 days a year via telephone or via internet.

You can submit a report to the Shell Global Helpline through web-submission or telephone, in multiple languages. If you wish to report your concern or ask a question via telephone, please find the toll free telephone numbers here [Shell Global Helpline - Report a concern via telephone](#), or in the table below.

If your country is not listed below, or if the telephone number you selected is not working, please submit your report online via [Shell Global Helpline - Report a concern online](#). Alternatively, you may dial +1 800-738-1615. **Please note that this number is not free of charge, and will incur costs for international calling.**

Country	Telephone Number	Language 1	Language 2
Australia	1-800-42-1826	English	
Belgium	+32 800-7-3364	Dutch	French
Brazil	0800-891-4180	Portuguese	English
Brunei	1. Dial: 800-1111 2. At the English prompt dial: 800-961-4117.	Malay	English
Canada	800-738-1615	English	French
China	400-8-800-54	Mandarin	Cantonese
France	0800-90-05-77	French	English
Germany	(+49) (0) 800-724-4231	German	English
India	000-800-100-1709	Hindi	English
Japan	00531-11-0015	Japanese	English
Korea (Republic of South)	1. Sejong Telecom: 00-309-11 LGU+: 00-369-11 KT: 00-729-11 U.S. Mil. Bases-Sejong Telecom:550-2872 U.S. Mil. Bases - KT: 550-4663 2. At the English prompt dial: 800-961-4117	Korean	English
Malaysia	1-800-81-2404	Malay	English
Mexico	800-738-1615	Spanish	English
Netherlands	+31 800-266-7272	Dutch	English
New Zealand	0800-440-183	English	
Nigeria	1. Dial: (+234) (0)-708-060-1816 2. At the English prompt dial: 800-961-4250.	English	
Norway	(+47) 800-19037	Norwegian	English
Oman	800-77651	Arabic	English
Philippines	1800-1-322-0377	Tagalog	English
Poland	00-800-111-1637	Polish	English
Portugal	1. Dial: 800-800-128 2. At the English prompt dial: 800-738-1615	Portuguese	English
Singapore	(+65) 800-110-1501	Mandarin	English
South Africa	0800-980-078	Afrikaans	English

Spain	1. Dial: (+34) 900-99-0011 2. At the English prompt dial: 800-283-8318	Spanish	English
Switzerland	1. Dial: 0-800-890011 2. At the English prompt dial: 800-961-4250	German	French
Taiwan	1. Dial: 00-801-102-880 2. At the English prompt dial: 800-961-4117	Mandarin	English
Thailand	(+) 001-800-11-008-3341	Thai	English
Trinidad & Tobago	1. Dial: (+)1-800-872-2881 2. At the English prompt dial: 800-738-1615	English	
Turkey	00800-4924-0880-018	Turkish	English
United Kingdom & Northern Ireland	0808-234-7406	English	
United States	(+1) 800-738-1615	English	Spanish
Vietnam	1800-400-435	Vietnamese	English