

## Shell Global Helpline - Telephone Numbers

The Shell Global Helpline allows reports to be submitted by either a web-based form at <https://www.compliance-helpline.com/Shell.jsp> 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: For legal reasons and to allow staff consultation processes to complete, the Helpline is not currently available for use from the following countries or by anyone in relation to any person residing in the following countries:

Austria	Cuba	France	Germany
Greece	Iran	Sudan	

Note 2: In some countries, there may be problems connecting to a local toll-free number from a mobile telephone or public callbox. If you experience such a problem, the US 'Call Collect' number of +1 704 973 0344 may be dialled. You will not be charged for the call.

Note 3: Country-specific communication material giving more information on the Helpline and how to access it was made available as part of the roll-out of the Global Helpline in each country

Note 4: Please notify the Shell Compliance Office at [Shell-Compliance-Office@shell.com](mailto:Shell-Compliance-Office@shell.com) if there are any problems gaining access to the Helpline

### Helpline telephone numbers per country

Country	Line Type <sup>1</sup>	Dialling instructions
Algeria	US Call Collect	US line +1 704-973-0344
Argentina	Local Toll-free	0800-555-3393
Australia	Local Toll-free	1-800-421-826
Austria		Not yet available
Azerbaijan	US Call Collect	US line +1 704-973-0344
Barbados (incl English- and Dutch-speaking Lesser Antilles - SAGL)	Local Toll-free	1-800-232-3167
Belgium	Local Toll-free	0800-7-3364
Benin	US Call Collect	US line +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 800-283-8318
Botswana	US Call Collect	US line +1 704-973-0344
Brazil	Local Toll-free	0800-891-4180
Brunei	AT&T Direct Access	800-1111 then 800-961-4117
Bulgaria	AT&T Direct Access	00-800-0010 then 800-961-4281
Burkina Faso	US Call Collect	US line +1 704-973-0344
Cameroon	US Call Collect	US line +1 704-973-0344
Canada	Local Toll-free	800-738-1615
Cape Verde	US Call Collect	US line +1 704-973-0344
Chile	AT&T Direct Access	800-225-288 then 800-283-8318
China	Local Toll-free	China North (Beijing): 10-800-711-0652 China Central & South: 10-800-110-0599
Colombia	AT&T Direct Access	01-800-911-0010 then 800-283-8318
Costa Rica	AT&T Direct Access	0800-0-114-114 then 800-283-8318
Cote d'Ivoire	US Call Collect	US line +1 704-973-0344
Croatia	AT&T Direct Access	0800-220-111 then 800-961-4281
Cuba		Not available (GEC)
Czech Republic	AT&T Direct Access	00-800-222-55288 then 800-961-4281

Dem. Rep. of Congo	US Call Collect	US line +1 704-973-0344
Denmark	AT&T Direct Access	8001-0010 then 800-961-4250
Djibouti	US Call Collect	US line +1 704-973-0344
Dominican Republic	Local Toll-free	1-800-250-7175
Ecuador	AT&T Direct Access	1-800-999119 then 800-283-8318
Egypt	AT&T Direct Access	Within Cairo: 510-0200 then 800-961-4148 Outside Cairo: 02-510-0200 then 800-961-4148
El Salvador	AT&T Direct Access	800-1288 then 800-283-8318
Eritrea	US Call Collect	US line +1 704-973-0344
Estonia	AT&T Direct Access	800-12-001 then 800-961-4119
Ethiopia	US Call Collect	US line +1 704-973-0344
Fiji	AT&T Direct Access	004-890-1001 then 800-738-1615
Finland	Local Toll-free	0800-9-14517
France		Not yet available
Gabon	US Call Collect	US line +1 704-973-0344
Gambia	US Call Collect	US line +1 704-973-0344
Germany		Not yet available
Ghana	US Call Collect	US line +1 704-973-0344
Gibraltar	AT&T Direct Access	8800 then 800-283-8318
Greece	Local Toll-free	Not yet available
Guam	US Call Collect	US line +1 704-973-0344
Guatemala	AT&T Direct Access	Within Guatemala City: 138-126 then 800-283-8318 Outside Guatemala City: 999-9190 then 800-283-8318
Guinea Republic	US Call Collect	US line +1 704-973-0344
Honduras	AT&T Direct Access	800 0 123 then 800-283-8318
Hong Kong	AT&T Direct Access	800-96-1111 then 800-961-4117
Hungary	AT&T Direct Access	06-800-01111 then 800-961-4281
India	US Call Collect	US line +1 704-973-0344
Indonesia	US Call Collect	US line +1 704-973-0344
Iran		Not available (GEC)
Iraq	US Call Collect	US line +1 704-973-0344
Ireland	US Call Collect	US line +1 704-973-0344
Italy	Local Toll-free	800-819093
Japan	Local Toll-free	00531-11-0015
Jordan	AT&T Direct Access	1-880-0000 then 800-961-4148
Kazakhstan	US Call Collect	US line +1 704-973-0344
Kenya	US Call Collect	US line +1 704-973-0344
Korea	AT&T Direct Access	Via Korea telecom: 00-729-11 then 800-961-4117 Via ONSE: 00-369-11 then 800-961-4117 Via Dacom: 00-729-11 then 800-961-4117
Kuwait	US Call Collect	US line +1 704-973-0344
Laos	US Call Collect	US line +1 704-973-0344
Latvia	AT&T Direct Access	800-2-288 then 800-961-4119
Libya	US Call Collect	US line +1 704-973-0344
Lithuania	AT&T Direct Access	8 then 800-900-28 then 800-961-4119
Luxembourg	AT&T Direct Access	800 2 0111 then 9 then 800-961-4250
Madagascar	US Call Collect	US line +1 704-973-0344 Alternatively short code 8333 from Shell office
Malaysia	Local Toll-free	1-800-81-2404
Mali	US Call Collect	US line +1 704-973-0344
Mauritius	AT&T Direct Access	01 120 then 800-961-4250
Mexico	AT&T Direct Access	01-800-288-2872 then 800-283-8318 alternatively 01-800-462-4240 then 800-283-8318
Morocco	AT&T Direct Access	002-11-0011 then 9 then 800-961-4148

Mozambique	US Call Collect	US line +1 704-973-0344
Namibia	US Call Collect	US line +1 704-973-0344
Netherlands	Local Toll-free	0800-022-1623
New Zealand	Local Toll-free	0800-440183
Nicaragua	AT&T Direct Access	1-800-0174 then 800-283-8318
Nigeria	Local Line	SPDC extension 21245 (+234 84 4 21245)
Norway	Local Toll-free	800-19037
Oman	US Call Collect	US line +1 704-973-0344
Pakistan	US Call Collect	US line +1 704-973-0344
Palau	US Call Collect	US line +1 704-973-0344
Panama	AT&T Direct Access	800-0109 then 800-283-8318
Papua New Guinea	US Call Collect	US line +1 704-973-0344
Peru	AT&T Direct Access	0-800-50-288 then 800-283-8318 alternatively 0-800-70-088 then 800-283-8318
Philippines	Local Toll-free	9 (if via Shell exchange), then 1-800-1-111-0099
Poland	Local Toll-free	0-0-800-111-1637
Portugal	AT&T Direct Access	800-800-128 then 16 then 800-283-8318
Puerto Rico	Local Toll-free	1-800-738-1615
Qatar	US Call Collect	US line +1 704-973-0344
Reunion	AT&T Direct Access	0-800-99-0011 then 800-961-4250
Russia	AT&T Direct Access	Within Moscow: 755-5042 then 800-961-4119 Outside Moscow: 8-495-755-5042 then 800-961-4119 Other cities: 8 then 10-800-110-1011 then 800-961-4119
Saipan	US Call Collect	US line +1 704-973-0344
Saudi Arabia	AT&T Direct Access	1-800-10 then 800-961-4148
Senegal	AT&T Direct Access	810-3073 then 800-961-4250
Serbia	US Call Collect	US line +1 704-973-0344
Singapore	Local Toll-free	800-110-1501
Slovakia	AT&T Direct Access	0-800-000-101 then 800-961-4281
Slovenia	US Call Collect	US line +1 704-973-0344
South Africa (including Lesotho)	Local Toll-free	0800-980-078
Spain	AT&T Direct Access	900-99-0011 then 800-283-8318
Sri Lanka	AT&T Direct Access	02-430-430 then 800-961-4271
Sudan		Not available (GEC)
Swaziland	US Call Collect	US line +1 704-973-0344
Sweden	Local Toll-free	020-79-0555
Switzerland	AT&T Direct Access	0-800-89-0011 then 800-961-4250
Syria	AT&T Direct Access	0-801 then 800-961-4148
Taiwan	AT&T Direct Access	00-801-102-880 then 800-961-4117
Tanzania	US Call Collect	US line +1 704-973-0344
Thailand	Local Toll-free	001-800-11-008-3341
Togo	US Call Collect	US line +1 704-973-0344
Trinidad & Tobago	AT&T Direct Access	1-800-872-2881 then 800-738-1615
Tunisia	US Call Collect	US line +1 704-973-0344
Turkey	US Call Collect	US line +1 704-973-0344
Turkmenistan	US Call Collect	US line +1 704-973-0344
Uganda	US Call Collect	US line +1 704-973-0344
Ukraine	AT&T Direct Access	8 then 100-11 then 800-961-4119
United Arab Emirates (Abu Dhabi)	AT&T Direct Access	0-800-121 then 800-961-4148
United Arab Emirates (Dubai)	AT&T Direct Access	0-800-121 then 800-961-4148
United Kingdom	Local Toll-free	0808-234-7406

USA	Local Toll-free	800-738-1615
Venezuela	AT&T Direct Access	0800-225-5288 then 800-283-8318
Vietnam	AT&T Direct Access	1-201-02888 then 800-961-4117
Yemen	US Call Collect	US line +1 704-973-0344

### **<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 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>
- 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, will connect you straight through to the Helpline.
- US Call Collect** You will first hear a recorded message accepting the call charges and will then be connected through to the Helpline. This number can in fact be called from any country and may be used in the event that a problem is found using either AT&T Direct Access or a Local Toll-free number.