



WE ARE CHANGING OUR WAYS OF WORKING

Information for Shell Marine customers

April 2011

Shell Marine Products



SHELL MARINE PRODUCTS

Shell is changing our ways of working. We are introducing new and standard processes for handling every aspect of our professional relationship with you in the most efficient way – from ordering to delivery. Part of this is the introduction of a new IT system. In this brochure we explain what these changes are and how they may benefit the way we do business together.

Introducing changes from April, 2011:

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CHANGES TO THE WAY YOU PLACE YOUR ORDER

New Account Numbers

By switching over to a new global IT system, existing account numbers will be replaced by new account numbers. New account numbers will be sent to you in March 2011. We request you to reference this number whenever you contact our iCSC, as this helps us to respond to your request as quickly as possible.

New Contact Numbers For International Customer Service Centre (iCSC)

Please continue to contact our iCSC to place your orders by email, phone and fax or for any query you might have. For fuels spot pricing quotations only, please contact your Account Manager. For some countries, new secondary phone numbers will be in place from March 21. The updated telephone numbers are listed at the back of this brochure.

Contacting Us During The Change Period

As a result of the switch to our new IT system, there may be some disruption during the weekend of Saturday and Sunday, March 19 and 20, 2011. In case you cannot reach our International Customer Service Centre via the normal telephone numbers, please use the backup telephone numbers listed at the back of this brochure.

Please check product availability online using the Port Services Guide (www.shell.com/marine/psg). We request that you kindly avoid placing urgent orders or making last minute changes to existing orders in the period from March 21 to March 29, 2011. Please note from March 29, orders confirmed for delivery by March 31, cannot be amended.

Key Dates

March 19 to 20

Reminder

In case you cannot reach our International Customer Service Centre, please use the backup telephone numbers listed at the back of this brochure

March 21

Start using the new account numbers and updated contact information when placing orders

March 21 to 29

Avoid placing urgent orders and/or requesting last minute changes to existing orders

March 29

No further change to your orders confirmed for delivery required by March 31

Shell eServe, New Online Portal

Shell eServe (www.eserve.shell.com) is a new, easy to use online portal that will be available for you 24/7, 365 days a year. Shell eServe provides you access to a variety of information and documents, such as: viewing previous orders; delivery documents; product information; account information and statements. You can generate sales volume reports or retrieve documents: tools that can be of help when managing your business with Shell.

Your Account Manager will be pleased to discuss the use of Shell eServe with you.

Shell Rapid Lubricants Analysis (RLA) Opica Service for Marine Lubricants

Shell RLA Opica provides online access to RLA data, our used lubricants analysis and condition monitoring service. RLA Opica gives vital information on the condition of lubricants in use and on the machinery in which they are used. We are pleased to advise that effective April 1, 2011, we will be offering new and additional features when using our RLA Opica service such as enhanced reliability, speed and multilingual features.

New Product Names for Marine Lubricants

We kindly advise you that within our global portfolio of lubricants and greases, some products will be rebranded. The launch of new names will be carried out in phases across the world, meaning that pending the port of delivery you might see old and new names used over a period of time. Please continue to place orders using the old names until advised otherwise. Specific information, which grades, old names and new names is available in a separate brochure. Rest assured that the quality of our products remains unchanged.

Material Safety Data Sheets (MSDS) for Marine Lubricants

Material Safety Data Sheets provide important information on health, safety and environmental considerations that relate to the safe handling and storage of our products. When a product is delivered after April 1, you will receive an MSDS:

- when there is an updated MSDS available
- when our records show that you did not receive the MSDS before
- when it has been more than three years since you received the MSDS

We will continue providing you a hardcopy MSDS as part of the Shell Lubrication survey. Also note that Material Safety Data Sheets are available through our website www.epc.shell.com.

Contacting Us on March 19 and 20

As a result of the switch to our new IT system, there may be some disruption during the weekend of Saturday and Sunday, March 19 and 20, 2011. In case you cannot reach our International Customer Service Centre via the normal telephone numbers or via email, please use these backup telephone numbers:

+632 490 8008 for all countries except Germany, Japan, Spain and Sweden

+632 490 8005 for Germany, Japan, Spain and Sweden

New Contact Numbers for International Customer Service Centre (iCSC) from March 21

Please continue to contact our iCSC to place your orders by email, phone and fax or for any query you might have. For fuels spot pricing quotations only, please contact your Account Manager. For some countries, new secondary phone numbers are in place. From March 21, please start using the new contact details listed here.

Country	Phone Number	Fax Number	Cluster Email Address	Secondary Number
Andorra	+63 2483 7691	+31 20 7104956	Internationalmarine-europe@shell.com	+63 24908173
Argentina	08002664908	08002664909	Internationalmarine-americas@shell.com	+63 2483 7693
Australia	1800109761	1800113194	internationalmarine-asiapac@shell.com	+63 2483 7695
Austria	+63 2483 7688	+31 20 7104956	internationalmarine-ger@shell.com	+63 2490 8171
Bahamas	+1 8773040639	+1 8773040646	Internationalmarine-americas@shell.com	+63 2483 7693
Bangladesh	+63 2483 7696	+31 20 7104956	Internationalmarine-mesa@shell.com	+63 2490 8178
Belgium	0 800 81063	0 800 81064	Internationalmarine-europe@shell.com	+63 2483 7691
Bermuda	+63 2483 7693	+31 20 7104956	Internationalmarine-americas@shell.com	+63 2490 8175
Brazil	0800 761 1722	0800 761 1720	Internationalmarine-americas@shell.com	+63 2483 7693
British Virgin Islands	+63 2483 7693	+31 20 7104956	Internationalmarine-americas@shell.com	+63 2490 8175
Brunei	+63 2483 7695	+31 20 7104956	internationalmarine-asiapac@shell.com	+63 2490 8177
Canada	18772513914	18772513915	Internationalmarine-americas@shell.com	+63 2483 7693
Chile	1230 020 5580	1230 020 5578	Internationalmarine-americas@shell.com	+63 2483 7693
China	4001 201071	4001 201072	internationalmarine-greaterchina@shell.com	+63 2483 7694
Croatia	+63 2483 7689	+31 20 7104956	Internationalmarine-med@shell.com	+63 2490 8172
Cyprus	+63 2483 7688	+31 20 7104956	internationalmarine-ger@shell.com	+63 2490 8171
Denmark	80 60 22 20	80 60 22 21	Internationalmarine-neurope@shell.com	+63 2483 7692
Egypt	+63 2483 7689	+31 20 7104956	Internationalmarine-med@shell.com	+63 2490 8172
Estonia	+63 2483 7688	+31 20 7104956	internationalmarine-ger@shell.com	+63 2490 8171
Faroe Island	+63 2483 7692	+31 20 7104956	Internationalmarine-neurope@shell.com	+63 2490 8174
Finland	0800918286	0800918287	Internationalmarine-neurope@shell.com	+63 2483 7692
France	0805540518	0805540519	Internationalmarine-europe@shell.com	+63 2483 7691
Germany	0800 5890827	0800 5890828	internationalmarine-ger@shell.com	+63 2483 7698
Greece	008 004 414 6941	008 004 414 8154	Internationalmarine-med@shell.com	+63 2483 7689
Guyana	+63 2483 7693	+31 20 7104956	Internationalmarine-americas@shell.com	+63 2490 8175
Hong Kong	30712989	30712990	internationalmarine-greaterchina@shell.com	+63 2483 7694
India	0008004401915	0008004401917	Internationalmarine-mesa@shell.com	+63 2483 7696
Indonesia	001803442058	001803442056	internationalmarine-asiapac@shell.com	+63 2483 7695
Ireland	1800995059	1800995060	Internationalmarine-neurope@shell.com	+63 2483 7692
Israel	+63 2483 7689	+31 20 7104956	Internationalmarine-med@shell.com	+63 2490 8172
Italy	800924064	800 915965	Internationalmarine-med@shell.com	+63 2483 7689
Japan	0120-977430	0120-977630	Internationalmarine-showa@shell.com	+63 2483 7697

Country	Phone Number	Fax Number	Cluster Email Address	Secondary Number
Kuwait	+63 2483 7696	+31 20 7104956	Internationalmarine-mesa@shell.com	+63 2490 8178
Latvia	+63 2483 7688	+31 20 7104956	internationalmarine-ger@shell.com	+63 2490 8171
Lebanon	+63 2483 7689	+31 20 7104956	Internationalmarine-med@shell.com	+63 2490 8172
Lithuania	+63 2483 7688	+31 20 7104956	internationalmarine-ger@shell.com	+63 2490 8171
Luxembourg	+63 2483 7691	+31 20 7104956	Internationalmarine-europe@shell.com	+63 24908173
Malaysia	1800 88 1528	1800 88 1535	internationalmarine-asiapac@shell.com	+63 2483 7695
Malta	+63 2483 7689	+31 20 7104956	Internationalmarine-med@shell.com	+63 2490 8172
Monaco	+63 2483 7691	+31 20 7104956	Internationalmarine-europe@shell.com	+63 24908173
Netherlands	0800 0900003	0800 0900004	Internationalmarine-europe@shell.com	+63 2483 7691
New Zealand	+63 2483 7695	+31 20 7104956	internationalmarine-asiapac@shell.com	+63 2490 8177
Norway	80030728	80030729	Internationalmarine-neurope@shell.com	+63 2483 7692
Oman	+63 2483 7696	+31 20 7104956	Internationalmarine-mesa@shell.com	+63 2490 8178
Panama	+63 2483 7693	+31 20 7104956	Internationalmarine-americas@shell.com	+63 2490 8175
Paraguay	+63 2483 7693	+31 20 7104956	Internationalmarine-americas@shell.com	+63 2490 8175
Philippines	1800 14410551	1800 14410552	internationalmarine-asiapac@shell.com	+63 2483 7695
Poland	800702213	800702214	internationalmarine-ger@shell.com	+63 2483 7688
Portugal	+63 2483 7691	+31 20 7104956	Internationalmarine-europe@shell.com	+63 24908173
Qatar	+63 2483 7696	+31 20 7104956	Internationalmarine-mesa@shell.com	+63 2490 8178
Russia	88005550119	88005550122	internationalmarine-ger@shell.com	+63 2483 7688
Saint Kitts and Nevis	+63 2483 7693	+31 20 7104956	Internationalmarine-americas@shell.com	+63 2490 8175
Saudi Arabia	+63 2483 7705	+31 20 7104956	Internationalmarine-mesa@shell.com	+63 2490 8178
Singapore	1800 6221752	1800 6221753	internationalmarine-asiapac@shell.com	+63 2483 7695
South Africa	+63 2483 7689	+31 20 7104956	Internationalmarine-med@shell.com	+63 2490 8172
South Korea	080 403 0880	080 404 0880	internationalmarine-asiapac@shell.com	+63 2483 7695
Spain	900812125	900812128	Internationalmarine-med@shell.com	+63 2483 7699
Sweden	0201605826	0201605827	Internationalmarine-neurope@shell.com	+63 2483 7701
Switzerland	+63 2483 7688	+31 20 7104956	internationalmarine-ger@shell.com	+63 2490 8171
Taiwan	0800666730	0800666731	internationalmarine-greaterchina@shell.com	+63 2483 7694
Thailand	001 800 441 6773	001 800 441 6777	internationalmarine-asiapac@shell.com	+63 2483 7695
Trinidad & Tobago	1 8883241837	1 8883257736	Internationalmarine-americas@shell.com	+63 2483 7693
Turkey	0811-288-0001 Passcode: 8777215997	+31 20 7104956	Internationalmarine-med@shell.com	+63 2483 7689
UAE	80004440559	80004440392	Internationalmarine-mesa@shell.com	+63 2483 7696
UK	0800 0288526	0800 0288581	Internationalmarine-neurope@shell.com	+63 2483 7692
Ukraine	+7 4992723761	+7 4992723762	internationalmarine-ger@shell.com	+63 2483 7688
Uruguay	+63 2483 7693	+31 20 7104956	Internationalmarine-americas@shell.com	+63 2490 8175
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