



International Standard for Maritime Pilot Organisations

Shell Trading and Shipping Company

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GM Europe and Africa (Shipping and Maritime)

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Shipping & Maritime Footprint

2,000

Shell-associated floating assets on the water on any given day

63 million

Approximate tons of LNG delivered per year

145,000+

Port, terminal, berth & vessel assurance requests managed per year

48

vessels technically managed and operated by Shell

5 minutes

Frequency of one of our cargo transfers somewhere in the world

20%

Of the world's LNG fleet operated by Shell

4,000+

Ports, terminals and berths utilised every year

6 months

Timeframe our annual LNG delivered could singlehandedly power the UK for

2,800

Maritime professionals

4.5 million

Nautical miles per year covered by our managed ships

Our Focus

RISK



- Own Fleet TRCF
- Serious Incident Frequency and the “Partners in Safety” programme
- SMBR compliance

GROWTH



- PRELUDE
- First LNG bunker vessel
- LNG as Fuel

VALUE



- Value generation on all Maritime Activities
- Digitised end-to-end seamless system
- Port Collaboration

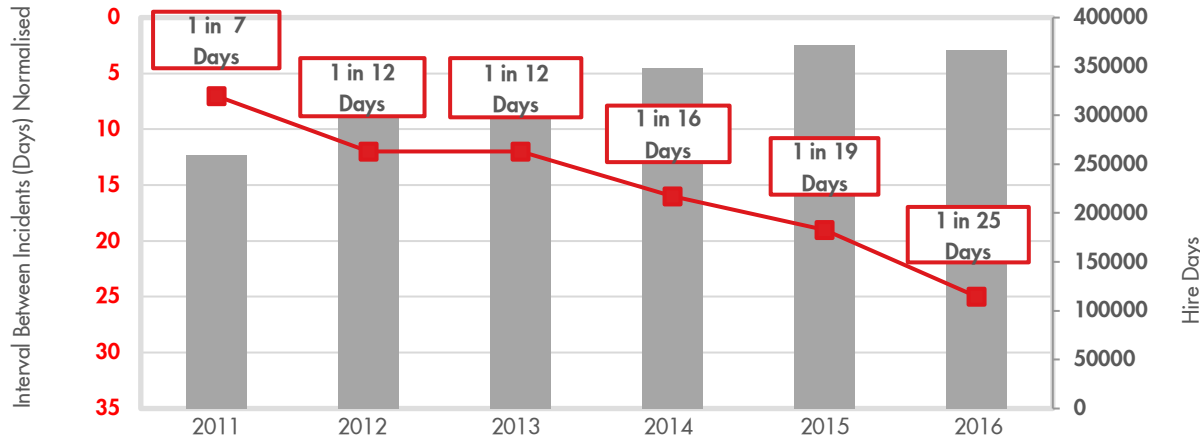
PEOPLE



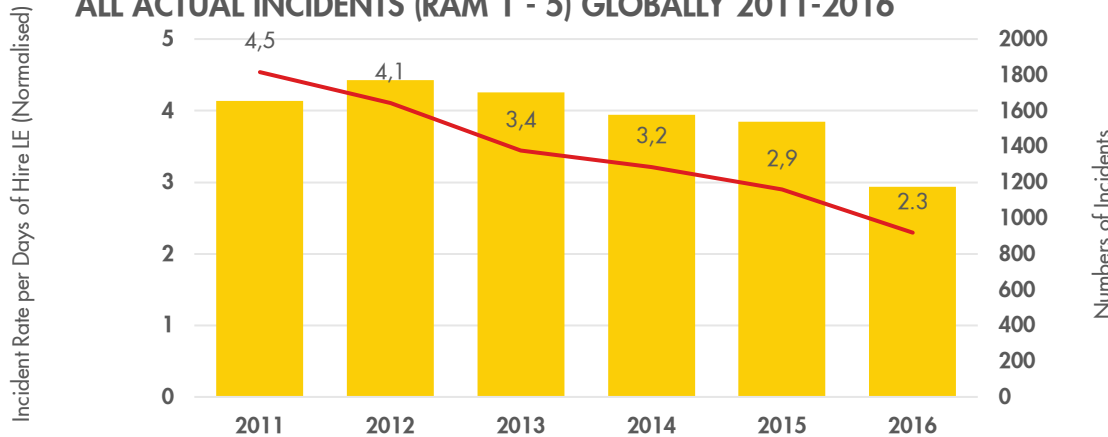
- Right sized organisation
- Female employees
- Knowledge Transfer

Serious Incident Frequency

SERIOUS RAM 3+ ACTUAL & RAM4+ POTENTIAL INCIDENTS



ALL ACTUAL INCIDENTS (RAM 1 - 5) GLOBALLY 2011-2016



SINCE 2011

- Serious & potentially serious incident frequency has improved **by 3.5**
- All actual incident frequency has improved **by 2**
- Vessel emergency situation reports has improved **by 10**

Contractor Management – “Partners In Safety”

LEADERSHIP SAFETY VISITS



7500 senior leader visits to vessels in 2016

REFLECTIVE LEARNING



‘Mooring’ ‘Navigation’ ‘Engine Room Fire’ ‘500m Zone Entry’ & ‘Chronic Unease’

POWER OF THE NETWORK

- 500 Partner organisations driving change
- Global webcasts with Partner voices to forefront
- Quarterly Regional Focus Group meetings
- Focus on quality and learnings
- New area of Resilience building momentum

ACTIONS

CEO/SENIOR LEADERS VISITS	(1 per month)
LEARNING ENGAGEMENT TOOL	(4 per year)
REFLECTIVE LEARNING	(2 per year)
RESILIENCE	(1 per month)

CHALLENGE IS TO IMPROVE QUALITY

LEARNING ENGAGEMENT TOOL



‘Mooring’ ‘Falling In Water’, ‘Lifting & Hoisting’, ‘Personal Injury’ ‘Slips, Trips & Falls’ ‘Confined Space Entry’

RESILIENCE



Animated video and simplification of modules

Shell “Business” and (Maritime) Pilots:

The Shell HSSE Control Framework



Transportation (Road, Rail and Water)



Transportation Manual – Maritime Safety

The Documentation Hierarchy:



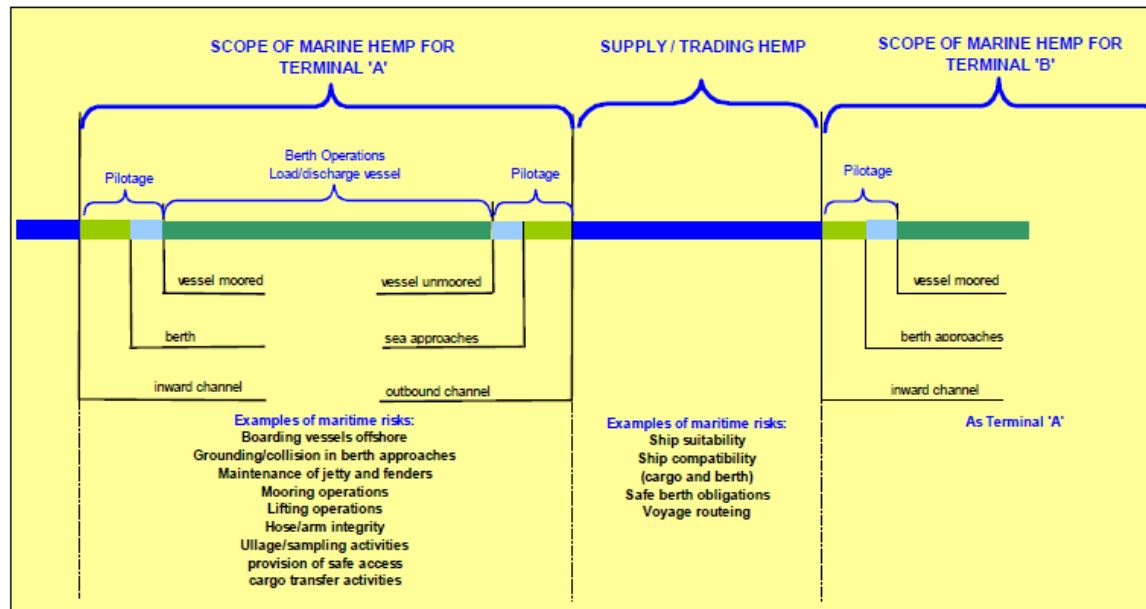
The MPM contains advice on mandatory requirements, defined as the Shell Maritime Safety Requirements for Design, Engineering, Construction and Operations, and detailed information and guidance for the execution of all maritime related activities across all businesses within Shell.

Shell “Business” and (Maritime) *Pilots* (2):

Testing our full MPM on “Pilot”:

Documents: 14, Sources of Mandatory Requirements: 2, Related Incidents: 4, External Links: 5 and MPM Templates: 1

“Pilot to Pilot”



Shell “Business” and (Maritime) *Pilots* (3):

Stakeholder Engagement MAN.10.10:

Typical maritime stakeholders may include:

- Port/**Pilotage** Authorities
- Environmental agencies (with maritime interest)
- Government/authority departments involved with Spill response or marine transportation
- Non Governmental Organisations (NGOs)

Liaise with Local Authorities and Third Parties OPS.05.05

Port services need to be cost effective, efficient and supportive of the business needs. Managers of berths and offtake facilities should, with the aid of Maritime Focal Points, establish a relationship with the port authority, **pilots**, ship agents, cargo surveyors and customs officials to promote business needs and maintain a safe operation for all concerned. Regular meetings with service providers will serve to review the critical services provided

Shell “Business” and (Maritime) *Pilots* (4):

Manage Pilotage Services and Systems OPS.05.10

Obtain reasonable assurance of 3rd Party pilot competency and management.

Involve Maritime Focal Points in assessment of Pilotage services.

The assurance process must be appropriate for the scope of pilotage services being provided, to assure that trained and competent pilots are available to handle nominated vessels and that a pilotage management system is in place and maintained.

Internal- and External Links:

SHELL:

1. Transport Manual Maritime Safety (TMMS)
2. HSSE and SP CF Manual - Competence
3. HSSE and SP CF Manual - Competence Specification 2: HSSE professional positions
4. MMG23: DGPS Portable Berthing Aids
5. MMG7 Maritime Operations 3.2: The Pilot
6. Pilotage Assurance Guidance & Checklist

EXTERNAL:

7. IMO Resolution A.960 Training Certification and Operation of Marine Pilots
8. OCIMF Base line criteria Section 2.3: Navigation Aids & Pilotage

Shell “Business” and (Maritime) *Pilots* (5):

Pilotage Assurance Questionnaire (Shell Terminal / Business – name)

- Describe the system used to.....
- Describe the system requirements for.....
- Does the system include.....
- Is the pilotage system subject to any type of internal or external periodic audit? If so please provide details.

International Standard for Maritime Pilot Organizations:

One of the traditional **fundamentals** of our Industry is the role of “Maritime Pilotage”, a role that throughout the history of our industry has been pivotal in providing safe passage in local waters. Although several elements of the Maritime Industry, including Pilotage, have seen **evolutional changes**, it is fair to conclude that these are most profoundly related to **Technology**. We at Shell value both the tradition and the integral role of maritime pilots to safe passage. We also embrace and drive change where change is needed. We also believe that **collaboration** is a **driving force for change**. A **consistent** and **transparent** (global) view on all typical activities related to the business of “Maritime Pilotage” is something we **value, support** and wish to **engage** on. ISPO will help further embedding “Maritime Pilotage” as a critical and **transparent** element in our highly reliable Industry.

Q&A