

All BGIS Global Integrated Solutions (BGIS) retail contractors and subcontractors that provide services at Shell Retail locations will be required to complete work in accordance with all applicable:

- Health and safety legal requirements,
- Shell Retail HSSE requirements,
- BGIS health and safety policies; and
- Petroleum Orientation Safety Training (POST) safe behaviour and Personal Protective Equipment (PPE) requirements.

Prior to the execution of any retail maintenance activity at any BGIS managed Shell Retail location, all contractor and subcontractor technicians are to complete the “Routine Maintenance Safe Work Permit” (Permit) form to identify and mitigate health, safety, and environment hazards relating to the execution of all retail maintenance activities within their scopes of work.

The purpose of this requirement is to:

- Ensure proper hazard assessment and risk mitigation prior to starting the work to help achieve GOAL ZERO.
- Ensure the retailer/sales associate (SA) is informed of the planned work and the associated hazards and operational impact.
- Provide adequate documentation for contractor and subcontractor learning and training, as technicians typically work without direct supervision.

Contractors/Subcontractors will:

- Wear all required PPE as required by POST and any additional PPE as required within the scope of work.
- Engage the retailer/SA upon arriving at site to inform and confirm the scope of work.
- Complete the Permit based on the expected scope of work (the “planned work description”). A subsequent significant change in scope of work requires the prior awareness of the retailer/SA and documentation on the Permit. The Permit may need to be completed in steps as the contractor/subcontractor technician becomes more aware of the problem resolution requirements.
- Ensure all technicians of the contractor and subcontractor providing service sign the Permit to acknowledge awareness, risk and control measures associated with the scope of work.
- Complete the “Job Safety Analysis” (JSA) if any items in Section A on the Permit are checked.
- Ensure retailers/SAs understand their signature means only that they have been informed and made aware of the planned work and confirms the contractor/subcontractor start and end time on site. This eliminates the need for the contractor/subcontractor to obtain Point of Sale (POS) equipment time stamps.
- Refuse the work if a retailer/SA refuses to sign off on the Permit.
- Attach the completed Permit to all service orders.

Retailers/SAs will:

- Sign off on the bottom of the Permit upon completion by the technician to acknowledge awareness of the planned work. This needs to be done as quickly as possible to minimize work start delay. Note that the retailer/SA does not assume any liability for the health and safety of the contractor/subcontractor technicians.
- Respect the contractors/subcontractors risk management plan and resulting reasonable operational impact. Retailers retain the right to stop the work where it is deemed to create undue operational impact or if the contractor/subcontractor technician is not following the planned work.
- Record the contractor/subcontractor site arrival and work completion times at the bottom of the Permit. The contractors/subcontractors time to complete the form is counted as work time.