



Global Fatigue Priority at Shell

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Every stop is a new beginning.

Executive Summary - Global Fatigue Priority

End Goal – Measure of Success

Achieve a **50%** reduction in Fatigue related MVI's and SMVI's across DS – by end 2021

Focus

Objective

Outcome



Goal

Minimize Fatigue Incidents by strengthening the fundamentals, standardization of approach, and utilization of basic tools for root-causes.



- Phase 1 started Apr 2020 with 14 Global Ambassadors
- Phase 2 kicks-off in June 2021 – 100% T&S Mode 2 Haulers in scope



Prioritize

Downstream Mode-2 Contracted Haulers.



- 12 High Risk Countries identified for the Pilot
- Pilot successfully completed – Fatigue KPIs initiated and tracked quarterly



Gap Action Plan

Tracked through Rose Plot Analysis, Monthly Ambassador Connects, RT Pillars, Anonymous Surveys and KPIs.



- Hauler Ownership and capability development to manage Fatigue
- Strong network of Global Fatigue Ambassadors connected for one cause



Tracking to Win

KPIs started Q4 2020 – Regular visibility and alignment to synergize across the regions. Hotspots picked up at LT level for coaching and improvement.



- Focus has resulted in major improvement in Fatigue KPIs – 20 v 2021
- On-ground implementation assurance and FIM Reporting for 100% Fatigue Events (NMs & Pls)

Global Fatigue Focus Project: Vision & Intent



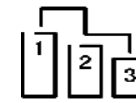
1 Global Standardised Approach across DS



Network of Connected, Capable, Empowered Fatigue Ambassadors



Standard Global KPIs Tracking & Benchmarking



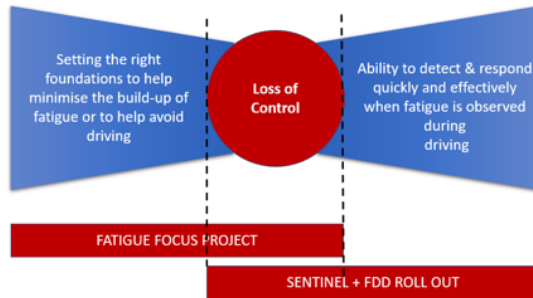
Best Practices Sharing across Businesses/Regions



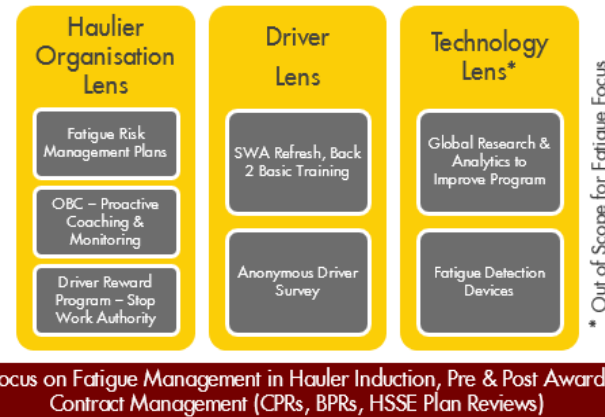
Frontline Captain Empowerment

Our Journey so far....

Business Plan for Fatigue Focus



SHELL FATIGUE MANAGEMENT LENS



Countries Involved in Pilot Project



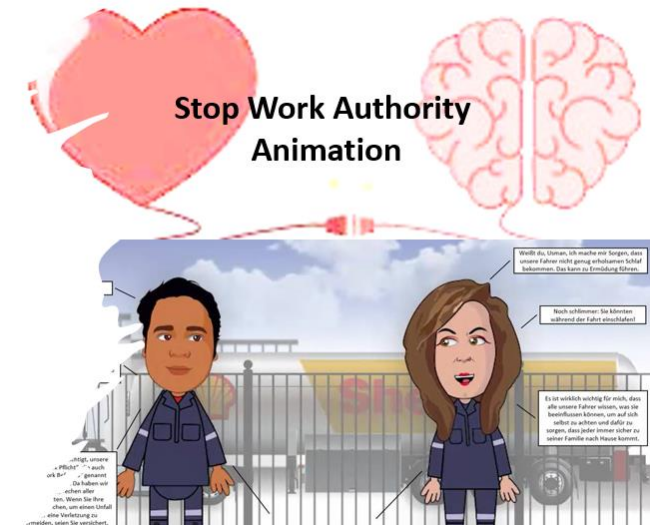
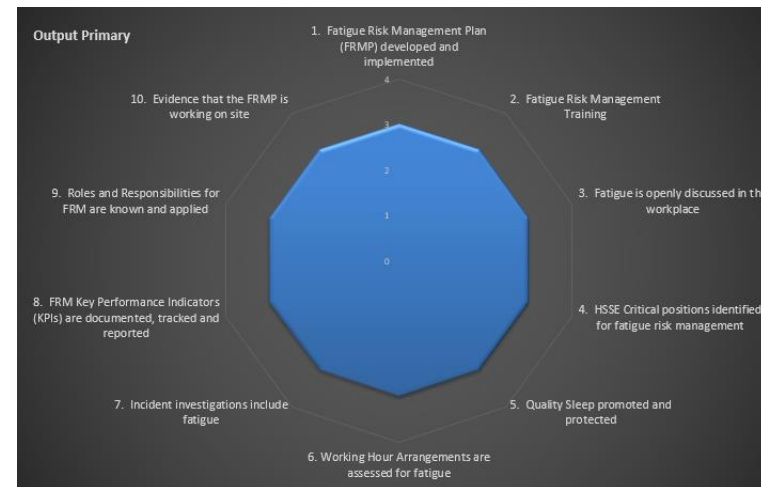
12 Countries – Phase 1

14 Fatigue Ambassadors from T&S Road Transport

Big Rock Focus Area

- ✓ Design & Implement FRMP
- ✓ Test & Adapt with Fatigue Rose Plot
- ✓ Quarterly KPI submission

Fatigue Rose Plot – What GOOD Looks like



Additional PRT initiatives

- Master Class
- Share Buddy Ride system
- Regular DDT testing
- Survey from Drivers
- Internal PRT Audits
- PRT Playbook