

Shell Singapore Community Feedback Mechanism

Shell Singapore value your feedback on community issues. We will treat all feedback with respect, including your personal data. You can choose to stay anonymous if you wish to.

You can reach us via the following channels:

Mail	Corporate Relations Shell Singapore Pte Ltd The Metropolis Tower 1 9 North Buona Vista Drive, #06-01 Singapore 138588
Website	https://www.shell.com.sg/about-us/contact-us.html
Email	Tell-Shell@shell.com
Phone	+65 6384 8000 Monday to Friday (except public holidays), 8am – 5pm
Social Media	Facebook: www.facebook.com/ShellSGP/ Instagram: www.instagram.com/shell_singapore/ LinkedIn: www.linkedin.com/company/shell/mycompany/

We take all concerns seriously and you can expect to be listened to and treated with respect and protected from retaliation and intimidation. Our dialogue with you will remain confidential. Once feedback has been received, a Shell team member will contact you to acknowledge receipt of the feedback and where feasible to discuss the course of action. This will usually happen within 36 hours if contact details are complete.

Further investigation via engagement and onsite visits and continuous engagements may take place to assess and explore options for the resolution of the feedback. The feasible course of action will be discussed and agreed with you before implementation. The proposed resolution will be shared with you.