



**SHELL EASTERN PETROLEUM (PTE) LTD**

Shell House, #04-00  
83 Clemenceau Avenue  
Singapore 239920

19 August 2013

Dear Resident,

**UPDATE ON LEAK AT SHELL SEMBAWANG RETAIL STATION**

We would like to update you on the remedial works at Shell Sembawang Retail Station.

Since the incident occurred in May, we have engaged an independent third party, AECOM, to assist with the vapor monitoring as well as environmental site assessment at the station.

AECOM's regular monitoring of fuel vapours along the public drains show that the surrounding area continues to remain safe and there are no health risks to the neighbouring community.

AECOM has also performed soil and groundwater assessment at the site. Their findings on soil and groundwater impact show that there is no risk to neighboring properties and that the station is safe for operations.

We have since submitted a copy of AECOM's report to the National Environment Agency (NEA) for their review.

We are continuing our engineering works at the station while working closely with the relevant authorities towards the re-opening of the station. We will be liaising closely with the local grassroots to keep them informed of any key developments.

Even after the station re-opens, we plan to engage an independent third party to conduct quarterly monitoring at the station for a minimum of one year, and will share these results with the NEA.

Safety and the wellbeing of the community and of our staff remain key priorities for Shell. Once again we apologise for the inconvenience caused.

If you have any queries, please contact our Shell Customer Service Centre at 62353261 between 8.30am to 6.30 pm, Mondays to Fridays.

We thank you once again for your patience and understanding.

Kind regards,

A handwritten signature in black ink that reads "Louis Tan".

Louis Tan  
General Manager  
Retail Sales and Operations (Singapore)  
Shell Eastern Petroleum (Pte) Ltd  
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