



SHELL EASTERN PETROLEUM (PTE) LTD

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

7 June 2013

Dear Resident,

UPDATE ON LEAK AT SHELL SEMBAWANG RETAIL STATION

We would like to advise that we will be starting further remedial works soon at the Shell Sembawang Retail Station to facilitate our repairs and investigation on the recent leak incident.

As part of the investigations, we will need to do some drilling and excavation works at the station site. All works will be conducted in accordance with industry safety practices. The works are scheduled to commence from 10 June 2013 onwards, between 9am – 6pm, Mondays to Fridays.

Based on our regular monitoring undertaken, there are no safety and health risks. We have also worked with the authorities to remove some of the cordons around the affected areas. The public can now access these footpaths.

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

We will be liaising closely with the local grassroots to keep them informed of our actions. If you have any query, 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
UEN: 196000089G



Sample photo of a key drilling equipment* that will be used during the works.

*(for illustration purpose only, scale, size and equipment shown may not be identical)



Some of the public areas with the cordons removed



Some of the footpaths are now accessible to public (fully or partially)