

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

- Health and safety legal requirements,
- Shell Mobility HSSE requirements,
- BGIS health and safety policies; and
- OSHA requirements
- Personal Protective Equipment (PPE) requirements

Prior to the execution of any Mobility maintenance activity at any BGIS managed Shell Mobility location, all contractor and subcontractor technicians are to complete the Shell **Work Clearance Form (WCF)** and the Shell **Job Hazard Analysis (JHA)** form to identify and mitigate health, safety, and environment hazards relating to the execution of all Mobility maintenance activities within their scopes of work. For High HSSE risk work (i.e. Confined space entry, Excavations > or -4', Hot works in a hazardous zone, Inerting or Gas Freeing of Tanks or Pits/Sumps Containing Flammable Liquids or Gases, Work on Flammable Gas Systems (CNG, LPG, LNG), Live electrical work, Asbestos work, Critical Lifts by Cranes, Activity involving explosive blasting or Any other activity that requires a Permit as determined necessary by a Market Unit and L2s), a Shell PERMIT TO WORK (PTW) is required. The PTW is issued by a certified Permit Issuer (PI, typically the contractor's EHS personnel or a consultant) to a Permit Holder (PH, typically the contractor).

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 code and any additional PPE as required within the scope of work. **Arc flash PPE** is required specific to the task when working on electrical equipment and must be rated for the arc flash study at the location.
- Engage the retailer/SA upon arriving at site to inform and confirm the scope of work.
- For EV maintenance work, the Start Work Check sheet "Live Energized/Live Electrical System" must be completed in addition to the required documentation stated in this section,
- New from 2024 onward: For all High-risk works, the contractor will fill out the appropriate **Start Work Checklist**. There are various checklists required for high-risk task, including Work at Height, Confined space entry, Excavations > or -4', Hot works in a hazardous zone, Inerting or Gas Freeing of Tanks or Pits/Sumps Containing Flammable Liquids or Gases, Work on Flammable Gas Systems (CNG, LPG, LNG), Live electrical work, Asbestos work, Critical Lifts by Cranes. [Refer to Appendix 2 for details.](#)
- One addition to implemented is the **Step 7 Start Work Conversation**, a mandatory discussion between the Permit Issuer and Permit Holder and their crew. For Work at Heights, it will be led by the crew lead / superintendent / foreperson.
- 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 Hazard Analysis" (JHA) for all work.
- 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 Work Clearance Form (WCF).

Retailers/SAs will:

- Sign off on the bottom of the Work Clearance Form (WCF). 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 Work Clearance Form (WCF).. The contractors/subcontractors time to complete the form is counted as work time.

* Access to BGIS' Contractor HUB can be requested from the BGIS HSSE representative.