



Shell Namibia Upstream B.V. Community Feedback Mechanism

Shell Namibia Upstream B.V. aims to be a good neighbour and seeks to listen and respond to concerns of our neighbouring communities.

We follow a procedure for handling community feedback which is voluntary, free and does not affect your right to pursue other courses of action if you wish. Our process is as follows:

1. Receipt of feedback

You can reach us via the following channels:

- Website: <https://www.shell.com.na>
- Email address: General-Public-Enquiries-Namibia@shell.com
- Telephone line: +264 (0)83 330 0054
- Correspondence via address: 3rd floor, iKON Building, 144 Jan Jonker Road, Windhoek
- Other means: P O Box 5066, Ausspannplatz

We take all concerns seriously and you can expect to be listened to and treated with respect and protected from retaliation and intimidation. We intend to keep our dialogue confidential, in line with applicable laws and Shell's Privacy Policy. If you prefer, you can contact us anonymously.

2. Acknowledgement

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 24 hours if contact details are complete.

3. Investigation and Resolution

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.

4. Indicative Timelines for Case Resolution



To ensure that your feedback is managed in a timely and respectful manner, we follow the indicative timelines below:

1. Acknowledge (within 24 hours)

- Aims to acknowledge receiving your feedback within 24 hours, where possible, and may contact you for any additional information needed to understand the matter better.

2. Assess

- We will review your feedback and involve the relevant teams where necessary. We will keep you informed throughout the process.

3. Resolution Timelines

- Depending on the nature of the feedback, we aim to:
 - Resolve straightforward feedback within 24 hours
 - Resolve feedback requiring technical input within 2 weeks
 - Resolve more complex feedback that need senior-level decisions within 1 month

Disclaimer: Timelines are indicative and may vary depending on circumstances.