

SHELL TEAM HSSE NEWSLETTER

APRIL 2010

Providing you with a consistent understanding of Delta's HSSE goals and requirements, keeping you updated on recent HSSE activities, and emphasizing the overall importance of health and safety in our everyday work.

SHELL SAFETY DAY 2010: A MESSAGE FROM KEVIN AUTIN, GENERAL MANAGER, SHELL RETAIL

SAFETY DAY 2010



Right Thing" and take action to protect yourself and your coworkers.

Safety Day 2010 is just around the corner, and I wanted to take this opportunity to share with you Retail's goals for this important annual event.

Safety Day 2010 will take place on Tuesday June 8th and the theme is once again "Do the Right Thing". This theme has been retained from last year as it remains important that we continue to instill this fundamental way of thinking about safety in all Shell employees and contractors. What does this mean for Delta employees and contractors? It means continuing with your "Talk Not Tick" approach and engaging in a discussion about the risks faced on site. It means empowering you to "Do the

This year, we are taking "Do the Right Thing" another step toward understanding what we all need to do to avoid accidents and taking personal responsibility for Goal Zero. So Safety Day 2010 will focus on having each part of the Retail business share personal examples of "near misses" and positive interventions" and engage in discussions about the different types of risks we face, and to find ways to proactively combat these risks.

I am asking each of you to come prepared on Safety Day to discuss an actual "near miss" or "positive intervention" experience you've had. It

should be a real example YOU were involved in and responsible for.

We can all learn from these shared experiences. Like me, I am sure you have made mistakes that have come close to becoming an incident or injury, or have intervened and prevented yourself or someone else from having an accident. Please take the time to think about these in advance and come prepared to share with your coworkers and make this an extraordinary Safety Day.

My plans for Safety Day will include site visits with Environmental Services contractors and Retailers. I am really looking forward to this day - especially to understand the potential safety issues we face in our work environment and the actions we can take to prevent injuries.

Thanks and Be Safe,
Kevin Autin, General Manager, Shell Retail

INSIDE THIS ISSUE:

SHELL INJURY	2
SHELL INTERNATIONAL	2
DELTA RECOGNITIONS	3
FIELD SAFETY AUDITS	3
SAFETY REPORTING SUMMARY	4
SAFETY METRICS	6
DELTA SPOTLIGHT	8

SHELL ENVIRONMENTAL SERVICES FIM DATA

Shell recently presented safety data compiled from the Fountain Incident Management (FIM) system since its adoption in August 2008.

injuries to the hands or fingers, two were to the back, two were to "the body," one was to the head, and one was to the leg/knee.

From August 2008 through March 2010, there have been ten injuries on Shell Environmental Services projects in the US. Five of those injuries were severe enough to be classified as OSHA recordable injuries. Of the ten injuries: four were

During that same time period, there were 28 incidents (injuries or other significant safety events) that required a Shell root cause investigation. In analyzing these events Shell learned::

- A communication failure was a

contributing cause in over 25% of the incidents;

- **Not following procedures or inappropriate procedures** were a cause in almost 20% of the incidents; and
- **Failure to observe or recognize hazards** was a cause in 12% of the incidents.

SUSTAINABLE STRATEGIES FOR GLOBAL LEADERS



An Oranjewoud N.V. Company



SHELL RECORDABLE INJURY

The Shell Environmental Services (ES) team (Shell employees, Primary Environmental Consultants (PECs), and subcontractors) reported one OSHA recordable injury in the first quarter 2010.

On January 12, 2010, a drilling subcontractor was installing air sparge wells for a future remediation system at a Shell branded retail site. After the completion of one air sparge well, the driller and a helper moved six (6) five-foot sections of augers approximately 40 feet, to a location where another well was to be installed. The augers were carried two at a time with one employee on each end holding them (see photo).

The augers were then moved to another location. After this second move, the driller was observed walking off-site with the helper assisting him to their company vehi-

cle. The driller said he hurt his back and felt like he could not move. A short time later, the driller requested an ambulance. He was transported to a local hospital where he was administered a prescription pain medication.

The driller later told the helper that he experienced a pain in his back while moving the augers, but did not bring this to the attention of the on-site supervisor and continued to lift and carry the augers.

The drilling company did not have their own Job Safety Analysis (JSA) for the work and instead relied on the consultant's JSAs which did not address the specific hazards associated with the handling of the drilling augers.

After investigating this incident, the consultant's recommendations for preventing similar events from happening in the future include:

- 1.) Tailgate meetings should stress the importance of stopping work and communicating any change in a worker's physical condition to the site supervisor. All injuries should be reported to the on-site supervisor no matter how minor.
- 2.) Ensure management system controls are in place to verify subcontractor health and safety policies and procedures are adequate for the work being performed.



Reenactment of Workers Carrying Augers

SHELL INTERNATIONAL- ORANJEWOOD



Oranjewoud
Project Leader
Arjen Wardenier

Currently Oranjewoud is working on the Shell Pernis site (Netherlands) in a former pesticide production area that is now impacted with pesticides. It is only recently that Shell has discovered the extent of the impacted area. With this new information, Shell has enhanced the safety measures needed to work in this area.

Currently, Oranjewoud can only work in the pesticide area using a TRA (Dutch equivalent of a Job Safety Analysis) procedure, which includes the following additional safety measures:

- Fencing off the work area,
- Using a decontamination unit,
- Using full face masks, Tychem overalls, butyl safety

gloves, nitrile boots, and

- Not working in temperatures below 5° C.

These additional measures require extra time for workers to prepare each morning and clean up each day, and have made the completion of the field work tasks more challenging. In addition, to prevent cross contamination of soil samples, the drilling equipment has to remain on site during the field work. After the fieldwork is completed, all equipment must be cleaned with acetone and water, and a swipe test is taken to verify that everything is clean.

Field workers recently raised concerns about the location of the decontamination unit. on site. Because of the size of the area that Oranjewoud is working in, field workers have to walk between locations and the decontamination unit, which means that they have the potential to spread site impacts between the areas. Oranjewoud and Shell are discussing options to reposition the unit to minimize the potential spread of contamination.

DELTA RECOGNITIONS



Shelley Zhang

Delta was informed in March 2010, that Project Manager Shelley Zhang won Shell's 4th quarter 2009 HSSE award for a stop work decision she made at a field site.

Shelley was overseeing the removal of three temporary power poles from a site. Prior to scheduling the removal of the poles, Shelley contacted the local power company, and asked that they remove their meters and turn off power to the temporary power poles. She called the power company to confirm that the power was off and was told that it was. Upon arrival to the site, Shelley and Delta's subcontractors inspected the electrical panel and found a power company key on the bottom of the panel. The presence of the key raised suspicions, therefore Shelley ordered an immediate "stop work." Workers checked the voltage on an exposed metal plate— their volt meter read "200 volts." If someone had touched the metal plate or exposed bolts, they would have been electrocuted and possibly killed. Shelley immediately notified the Delta management, and an emergency field request was put in to the power company. (It was confirmed that the power company had not cut off the wires between the transformer to the main electrical panel.) Within an hour, a power company technician arrived and cut the wires between the transformer and the main panel. After confirming the main panel was not connected to any live power, Shelley allowed work to resume and the power pole was safely removed.



Rosario Panepinto

Rosario "Detise" Panepinto was recently recognized by Shell PM Ed Henke for identifying and reporting a sharp-ended piece of re-bar which created a slip, trip and fall hazard at a field site.

Delta was on site to observe a third party UST installation on a Shell Environmental Services project. Detise observed the rebar and identified it as a hazard to workers and onsite vehicles. Detise filed the rebar down, put a soda can on it, stamped the grass down and tied a flag on the rebar itself to identify it until it could be cut down.

Detise will receive a Shell Safety Recognition Award of a \$25 Shell gas card.

SHELL TEAM FIELD SAFETY AUDITING

The Shell team performed seventy-two safety audits in the first quarter 2010. Audit count by state is as follows:

- AL- 2
- CA- 47
- CO- 2
- LA- 5
- MO- 3
- OR- 1
- TX- 8
- WA- 4

Audit findings fall into three main categories (notable findings have been listed under each):

1. Worker Actions

- PPE (5 reports)— two reports of worker not wearing safety glasses; two reports of worker not wearing hearing protection; improper gloves
- Cutting tools (2 reports)- Subcontractor stopped from using FOBK; Geoprobe cutting tool found blade side up.
- Poor housekeeping (2 reports)
- Lifting (2 reports) Well lids exceeding 50 lbs lifted by individual worker; improper lifting techniques observed

- Vehicle wheels not chocked
- Proposed borehole locations were placed in critical zone.

2. Equipment

- Portable fire extinguishers (7 reports total)— monthly inspections out of date— 4 reports; No inspection tag on fire extinguisher— 2 reports; Fire extinguishers not near work area— 1 report.
- Inadequate exclusion zone set up— 3 reports.

- Water level indicator in poor condition.
- Eye wash not near work area
- PID not properly calibrated.
- Extension cord trip hazard
- Sample bottle broken during field work

3. Documentation

- HASPs (4 reports)- HASP phone numbers need updating; auditors not asked to sign HASP; subcontractor did

First Quarter
2010, Delta
performed
72
field safety
audits.

not sign HASP; no vehicle checklist in HASP.

- JSAs (2 reports)- workers did not sign JSA, not enough detail in JSA.
- Recordkeeping (2 reports) PID calibration log not updated, air monitoring data not recorded
- Drum missing label.

DELTA SHELL TEAM REPORTING SUMMARY

CONGRATULATIONS!

Delta Consultants, and the Delta/Shell Team, completed the first quarter 2010 without an OSHA Recordable Injury.

1st Quarter

OSHA Recordable Injuries– 0

First Aid Cases - 1

Property Damage Reports– 1

Near Misses - 40



BOLLARD HIT BY SUBCONTRACTOR VEHICLE

Incident Reports:

January 13– First aid case. A drilling subcontractor was screwing an attachment on to the end of the rig center rod/hammer before lowering the mast. As he was screwing on the foot attachment, he cut the tip of his right hand middle finger on a small sharp edge on the foot plate. The worker was only wearing nitrile gloves at the time. He had been wearing Kevlar gloves earlier but removed them to don thick rubber gloves while cleaning the augers. After he finished cleaning the augers, he removed the rubber gloves but forgot to don his Kevlar gloves before screwing the attachment onto the rod.

March 2— Auto accident. A subcontractor backed his vehicle and trailer without informing the onsite Delta employee, or using a spotter. The driver backed into a bollard, dislodging it from the concrete it was bolted to. The bollard was not damaged, but had to be reattached to the concrete.

March 3- Third Party Fire. Delta and its drilling subcontractor BC2 were on site performing well abandonment activities, when station personnel put out a trash can fire (unrelated to Delta's work). Delta and BC2 later observed that the fire had restarted. Work was immediately stopped. BC2 personnel used their fire extinguisher to put out the fire, then notified the station manager about what happened. After determining that the fire was out and that conditions were safe, well abandonment activities resumed. *Thank you to BC2 for your quick action and for protecting the safety of the general public.*

TOP NEAR MISS/POTENTIAL INCIDENT REPORTING TRENDS

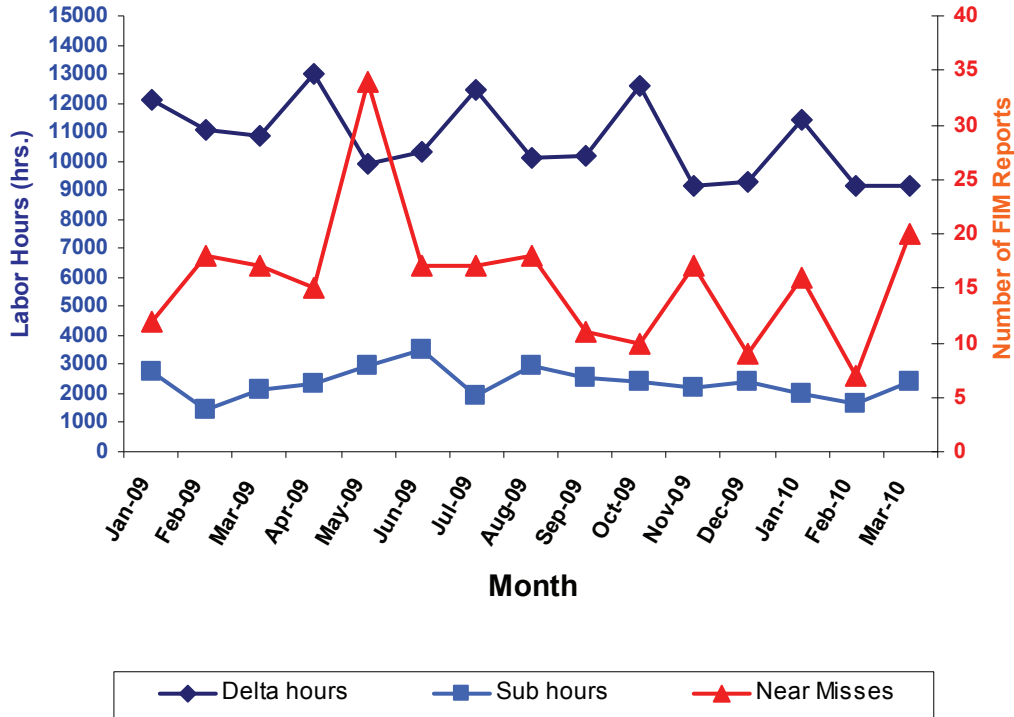
- 1. Worker actions (10 reports)**– e.g. unsafe pipe loading, unsafe tool use, workers not wearing PPE, grout splash, unsafe lifting.
- 2. Vehicle-related (7 reports)**- e.g. onsite or roadway vehicles almost coming in contact with Delta vehicles, equipment or workers.
- 3. Underground utility encounters (7 reports)**- e.g. underground utilities or infrastructure safely uncovered during air knifing.
- 4. Not following procedures (5 reports)** - e.g. mislabeled drums, incorrect hospital map, groundwater sampling subcontractor not included in tailgate, worker on site not fully trained in Shell requirements.
- 5. Exclusion zone violations (4 reports)** – e.g. members of the public (property owners, customers) ignoring exclusion zone barricades
- 6. Slips, trips, falls (2 reports)** – e.g. icy areas, poor housekeeping of tools and equipment
- 7. Weather issues (2 reports)** – e.g. work stopped due to poor weather conditions (snow/ice/rain)

See pages 6 and 7 for full report list.

March 25- Subcontractor Stand Down. The Delta/Shell team ordered a stand down of a drilling subcontractor after Delta documented unsafe activities at two California work sites they were working on. Specifically, Delta noted:

- **A Life Saving Rules violation**, where an employee of the drilling subcontractor was working at heights without the proper fall protection, and had not completed a working at heights permit, following Shell's permit to work program.
- A safety snapshot performed by Shell and Delta which identified sub-subcontractor personnel, managed by Delta's drilling subcontractor, did not have proper PPE (safety glasses or steel toed boots), and did not have a plan to operate a 90 lb jack hammer safely.

**Shell Projects: Monthly Labor Hours and Near Miss Reporting
2009-2010 YTD**



1ST QUARTER DATA

Month	Delta Labor Hours	Subcontractor Labor Hours	Near Misses
Jan	11, 393	1, 996	16
Feb	9, 165	1, 618	7
Mar	9, 132	2, 420	20

Delta Company-Wide Total Recordable Injury Rate (TRIR) through the 1st Q 2010- **0.00**

Delta Company-Wide Three Year Rolling TRIR through the 1st Q 2010- **0.35**

Delta Shell Team Total Recordable Injury Rate (TRIR) through the 1st Q 2010- **0.00**

1Q10 REPORTING DETAILS

Date	Event Type	Event Description
JAN		
1/6/2010	Near Miss	Upon exiting vehicle at site staff encountered ice on ground that posed a slip/trip hazard.
1/7/2010	Near Miss	Field crew determined that a Journey Management Plan was needed for a return trip with trailer.
1/7/2010	Near Miss	Delta staff did not include subcontractor performing separate groundwater sampling work in tailgate meeting.
1/8/2010	Near Miss	Direct push rig lifted off ground during drilling through dense soils.
1/8/2010	Near Miss	Subsurface sewer line encountered approximately 5 ft b.g.s. during air knifing.
1/12/2010	Near Miss	Subsurface PVC line detected approximately 3 ft b.g.s. during air knifing.
1/12/2010	Near Miss	A subcontractor used an unsecured climbing structure, and lifted sand bags that weighed more than 50 lbs.
1/13/2010	First Aid	A subcontractor received a minor finger laceration on a sharp piece of metal.
1/14/2010	Near Miss	Wrong hazardous waste label on drum containing free product.
1/14/2010	Near Miss	Employee exposed to hydrocarbon vapors felt minor irritation to face.
1/21/2010	Near Miss	Pea gravel encountered during air knifing.
1/26/2010	Near Miss	During an onsite safety audit several trip hazards were identified including tools, cords and open wells.
1/26/2010	Near Miss	Power company did not completely disconnect power source, exposing employees to live electrical wiring.
1/26/2010	Near Miss	Pea gravel encountered during air knifing.
1/27/2010	Near Miss	Out of town work postponed due to impending winter storm.
1/29/2010	Near Miss	Unauthorized person attempted to enter the site and speak to site workers.
1/29/2010	Near Miss	A subcontractor backed his vehicle and trailer into a small tree at the edge of a residential property.
FEB		
2/3/2010	Near Miss	A subcontractor exited his work truck and it started to roll.
2/4/2010	Near Miss	Leak from hydraulic line detected on drill rig. Fluid did not leak off of rig.
2/10/2010	Near Miss	A single employee was lifting well vault lids onsite that exceed Delta's 50 lb. lifting limit.
2/11/2010	Near Miss	Subsurface utility encountered during air knifing.
2/12/2010	Near Miss	Coated wire encountered approximately 1.5 feet b.g.s. during air knifing.
2/15/2010	Near Miss	Steel pipe encountered at a depth of 2.5 feet b.g.s. during air knifing.
2/25/2010	Near Miss	Built-up gas pressure caused a drum lid to pop approximately one foot in the air during lid removal.
MAR		
3/1/2010	Near Miss	Subcontractor drum pick up performed without a Delta staff person onsite to oversee the work .
3/2/2010	Near Miss	Unsafe driving conditions (rain & snow) resulted in approximately 4.5 hours of safety stand down.
3/2/2010	Incident	Subcontractor backed into bollard and dislodged bollard from concrete base.
3/3/2010	Near Miss	Subcontractor extinguished trash can fire unrelated to Delta's work onsite at gas station.
3/8/2010	Near Miss	Service station customer entered the site at excessive rate of speed.
3/9/2010	Near Miss	Driller had an unsecured tool storage box on rig. Tools shifted and fell off when rig was moved.
3/9/2010	Near Miss	Driller's helper was hit in face with grout backfill during well abandonment.
3/10/2010	Near Miss	Drill rig with swamp-capable tires became stuck in mud during mobilization to swampy area.
3/11/2010	Near Miss	Delta employee overseeing well abandonment was replaced after concerns that she was not Shell trained.
3/16/2010	Near Miss	A subsurface obstruction was encountered during air knifing.
3/16/2010	Near Miss	Underground piping encountered during air knifing.
3/16/2010	Near Miss	Two people working close together with hand tools almost bumped into each other while working.

Date	Event Type	Event Description
MAR		
3/18/2010	Near Miss	Subcontractor was observed walking on drum rack 8 feet above ground without fall protection.
3/18/2010	Near Miss	Subcontractor was observed carrying sections of pipe on his shoulder while using one hand to climb a ladder.
3/18/2010	Near Miss	Local resident started backing up his car toward Delta vehicle without checking for clear path.
3/19/2010	Near Miss	Subcontractor truck tires were not chocked while parked on an inclined road surface.
3/22/2010	Near Miss	Employee observed the well cover had dislodged and was lying in the street, leaving the well vault open.
3/24/2010	Near Miss	A store patron backed away from dispenser island and bumped a drum dolly holding a drum.
3/25/2010	Near Miss	Subcontractors did not have a JSA or minimum required PPE for the job.
3/31/2010	Near Miss	A third party compliance specialist reported water "bubbling" from a well.

Delta Shell Team Subcontractors In Action



**Subcontractor Maco Industries, working at heights
Atascadero, CA**



Subcontractor Best Practice !

Subcontractor Fruits and Associates, Multi-Phase Mobile Extraction Event, Birmingham, AL

Delta subcontractor Fruits and Associates, Inc. (Acworth, GA) recently performed a Multi Phase Mobile Extraction (MEME) event for Delta with safety and minimum business impact in mind. The service station property (a former Shell retail station) is small, busy, and has an extraction well located near the end of a dispenser island. Fruits used a custom ramp with safety cones and tape to access the well, while providing customer access to the dispenser and minimizing the impact to business fuel sales (see photo above).

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Page 8

SPOTLIGHT ON DELTA



Meet Natalie Reibert, Staff Geologist in Delta's new Orleans, LA office.

What does "I'm responsible for safety" mean to you? *Regardless of the scope of work or how long or short the day is going to be, it is my obligation and the obligation of my team to make sure everyone returns home at the end of the day. When I conduct field-work, safety is the top priority, even if that means we have to work slower and field work takes longer. It is my team's and my personal responsibility to look out for one another and to do everything in our power to stay safe.*

What is one way that you ensure that your field events are safe? *During the Tailgate Safety Meeting, I stress how important it is that my team and I*

work together to be safe. Although I am acting as a supervisor during field work, when it comes to safety, we're all on the same level. No one should be afraid to speak up when they become aware of an unsafe action or hazard. Even if they are unsure, they are obligated to stop work and we can discuss the issue.

Do you have any advice for new Delta Employees? *Delta is a vast pool of resources and knowledge. If you run into an issue and need assistance, reach out to other offices. We're all here to work together and make Delta an even better company.*

Delta is a full-service, global consulting firm providing innovative and sustainable environmental, health and safety solutions for multi-national clients.

A division of Oranjewoud NV, a Netherlands-based European environmental, safety and engineering consulting firm, Delta offers multi-national EHS consulting capabilities with more than 2,900 employees.

In addition, our partnership in Inogen Environmental Alliance provides us the diversity, strength, and global capacity of over 4,400 consultants in 140 offices on 6 continents.

For more information, visit www.deltaenv.com and

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