
**THE VOLUNTARY PRINCIPLES ON SECURITY AND HUMAN RIGHTS:
SUMMARY REPORT OF IMPLEMENTATION BY SHELL IN 2020.**

Introduction

1. Since their development in 2000, companies in the Shell Group have actively implemented the Voluntary Principles on Security and Human Rights (VPSHR, or VPs), which guide companies in assessing human rights risks when working with public and private security. Security staff and contractors are trained in the VPs and we incorporate them into our core security-related processes and contracts. In 2020, we provided training for security staff and contractors to ensure appropriate implementation of the VPSHR.
2. In 2020, the implementation of the VPs continued across prioritised Shell companies. Due to the Covid-19 pandemic, the practical implementation was conducted virtually. This included conducting and updating VPSHR risk assessments with teams online; delivering VPSHR training to staff and contractors via virtual briefings; and ensuring monitoring for any incidents, allegations or grievances related to our security operations. This report summarises our overall approach and two country-specific implementation examples.

Country Implementation

3. We made progress with regards to the in-country implementation of the VPs throughout the Shell Group. Below are summaries of activities carried out by Shell companies in some of the VPSHR priority countries.

Nigeria

4. The Shell Companies in Nigeria (SCiN) have their main operations located in the Niger Delta where there are various underlying security challenges. Under Nigerian law, Government Security Agencies (GSA) have the responsibility for safeguarding people and assets which include oil and gas installations and its staff. SCiN facilities are within the mandate of government security agencies that are charged with this responsibility. SCiN also engage government licensed but unarmed private security contractors. In order to ensure effective implementation of security plans, staff of the various SCiN devote time and resources to ensuring that the VPs drive a positive interaction between the company, security agencies and the communities within which the company operates.
5. In 2020, the implementation of the VPs in Nigeria continued and some of the key activities undertaken are as follows:
 - The VPSHR risk assessment was reviewed and updated
 - VPSHR training, including refresher training which was conducted with key stakeholders and GSA's in 2020, included experience sharing and assessing the implications of the COVID-19 pandemic on VPSHR and Civil-Military Relations.
 - Multi-level engagements were held with GSA's regarding the impact of the COVID-19 pandemic. Discussions included response to illnesses at site, restrictions of movement, patrol procedures and evacuation in a VPSHR compliant manner.

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- SCiN participated in the development of military COVID-19 readiness planning, with a particular focus on GSA deployments to company facilities. The exercise emphasis was on scenario development to minimise possible human rights violations that could arise from movement restrictions and managing community unrest across the general population - particularly with communities located close to company facilities.
 - SCiN continued to participate in the quarterly Nigeria Working Group (NWG) meeting including assessment of new members and review of yearly work plans for the working group.
 - VPSHR induction and refresher briefs are undertaken for private security guards who are employees of the SCiN private security providers, with sign-off sheets kept on record.
 - VPSHR legal clauses are included in private security contracts, and all public security providers are briefed on VPSHR and Use of force (UOF), including health and safety requirements. Periodic refreshers are provided and a zero tolerance for non-compliance is maintained.

Mexico

6. Shell companies in Mexico ("Shell Mexico") consist of Upstream, Downstream, Integrated Gas and New Energies businesses, including Trading and Supply operations and Joint Venture operations. The growing business footprint in Mexico has resulted in increased focus on the implementation of the VPSHRs.
7. In 2020, implementation of the VPSHRs in Mexico included the following elements:
 - Internal Stakeholders in Shell Mexico were briefed on VPSHR and UOF biannually including staff and contractors.
 - Public security engaged in supporting Shell operations were briefed on the rules on the UOF and the VPSHR through the industry association.
 - Clauses on VPSHR and UOF were included in contracts with Private Security providers.
 - Private security providers providing services to the business are trained and refreshed on the VPSHR and Use of Force on an annual basis.
 - Briefing and awareness on VPSHR and UOF was also provided to public security, including the police, with a focus on respect awareness.
 - Influence and engagement with joint venture partners on minimizing the use private security, particularly armed private security.

Lessons learned

8. The following were some of the broader lessons learned in 2020:
 - Visible leadership commitment in all human rights training sessions helps drive home the messaging.
 - COVID-19 support to GSAs demonstrated 'care' and Shell's commitment to people.
 - Better understanding of human rights/law enforcement and its application in the provision of security services is required to embed the VPSHR principles.
 - Membership and active participation within the in-country working groups on the Voluntary Principles helps to build dialogue and discussions on VPSHR implementation.
 - Continuous training and engagement with Private Security and Public forces on VPHSR and Use of Force is important to maintain and reinforce the principles and mitigate the risk of infractions.

Cautionary Note

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