

**Shell MDS (Malaysia) Sdn Bhd**  
**Our Community Feedback Mechanism (CFM)**

*Shell MDS is committed to listen and respond to issues and concerns of our neighbouring communities. Our community feedback mechanism implemented in our operations is set up to provide several avenues for external stakeholders to access us.*

*Our CFM team and other external facing team members in our sites act as the bridge between our business and the communities.*

**Access:**

*Community members can access SMDS CFM through the following:*

- *Website: [www.shell.com.my/smds](http://www.shell.com.my/smds)*
- *Email address: [smds-external-relations@shell.com](mailto:smds-external-relations@shell.com)*
- *24-hours Community Hotline: +6086 292 634*
- *Fax no.: +6086 252 211*
- *Postal address: Shell MDS (Malaysia) Sdn Bhd, Tanjong Kidurong, P.O. Box 1084, 97008 Bintulu, Sarawak, Malaysia*
- *Shell Malaysia Customer Service Feedback - <https://support.shell.my/hc/en-my>*

***Receiving and Acknowledgement of the Feedback***

*Every feedback received is treated with respect. Anyone who submits their feedback through the CFM is protected from retaliation or intimidation.*

*The feedback may be submitted on a named or anonymous basis. Anonymous submissions will be acted upon in the same manner as named submissions to the extent reasonably possible.*

*Our personnel work from Monday to Friday from 0715 to 1600 hours to ensure a follow-up call with the community stakeholder will be made to acknowledge the receipt of their feedback and to discuss the feasible course of action.*

***Investigation and Resolution***

*Further data gathering such as 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 the feedback provider before implementation.*

***Options for Resolution***

*If agreement on the proposed reasonable action between the community member and SMDS is not achieved, the community stakeholder may avail of other legal options to seek remedy outside of this CFM.*

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