

## Response from Shell

In response to your email on the findings of the BHRRC report “Digging in the Shadows”, I would like to inform you that Shell Kazakhstan B.V. (hereinafter referred as Shell) is committed to respecting human rights as set out in the UN Universal Declaration of Human Rights, the International Labour Organization Declaration on Fundamental Principles and Rights at Work. Our approach is informed by the UN Guiding Principles on Business and Human Rights. [This commitment](#) is embedded in our policies and processes which are applicable to all employees and contractors.

Human rights are fundamental to Shell’s core values of honesty, integrity and respect for people. We want to make a positive impact on society, contributing to a more diverse and inclusive world as set out in our Powering Progress strategy.

In Kazakhstan the joint ventures, which are operated by KPO B.V. (Shell share is 29.25%) and NCOC N.V. (Shell share is 16.81%) continue to have frequent engagements with the local communities to ensure open and transparent dialogue. This approach aims to avoid and mitigate negative impacts on the communities surrounding the operations and the environment and promote understanding of the ventures’ activities. This is done through mutually agreed and open consultations, including community feedback mechanisms, public meetings and impact assessment and management processes. These methods have been adapted during the Covid 19 pandemic to ensure continuity of the dialogue.

Also, we consistently encourage our partners at KPO B.V. and NCOC N.V. and suppliers in joint ventures to apply equivalent human rights principles. We are confident that KPO B.V and NCOC N.V. will continue to develop the assets in a sustainable and environmentally sound manner, respecting the rights and needs of local communities, employees, and contractors.

Please refer to the KPO [Sustainability Report](#) and NCOC [Sustainability Reports](#) for more information on their community engagement activities, grievance handling procedures and approach to human rights, as well as the response by KPO B.V. provided to BHRRC in June 2021 and NCOC N.V. response to be provided in January 2022.

We always remain open to discussing the Shell General Business Principles, policies and standards and encourage further dialogue.