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Alert #: SA 12-16

Date: 09/21/2016

Industry Alert

Regarding Galaxy Note 7 Fire Hazard

GIS recently received this alert from Shell therefore we wanted to make it common knowledge throughout our Organization. It is imperative that all employees heed warning concerning electronic devices on GIS and GIS Customer Locations.

Target audience for this alert

- All passengers flying on Shell contracted helicopters or fixed wing aircraft
- Offshore Installation Managers, heliport terminal Base Managers
- Helicopter Landing Officer (HLO), Logistics Coordinator (LC)
- Anyone using a Galaxy Note 7 phone in Shell UPD-GOM business
- All GIS employees

What happened?

Cellular phone manufacturer Samsung Electronics has initiated an involuntary recall of the Samsung Galaxy Note 7 cellular phones. This recall comes after the U.S. Consumer Product Safety Commission received several reports of incidents in which the cellular phones have ignited causing fires. Samsung Electronics has confirmed that the cause of these fires stem from the lithium-ion batteries.

In light of these recent events, the Federal Aviation Administration has issued guidance around possession of these devices during Aviation travel. Shell Aviation GoM will align with this guidance. Please see the Shell Gulf of Mexico actions below that will ensure the safety of all personnel at our locations and traveling by air for Shell in Gulf of Mexico.

Why it happened

- A problem with the lithium batteries are believed to be the cause and source of the ignition. As stated earlier, devices already owned by consumers have been recalled. Refer to Samsung's website for more information: <http://www.samsung.com/us/note7recall/>

Lessons Learned

More information will be shared when available.

Actions

The following actions shall be taken to ensure the safety of all personnel at Shell locations and passengers travelling offshore. Compliance with these actions is mandatory, without exception:

- Follow manufacturer's recommendation regarding this recall and use of the device. Information can be found on Samsung's website: <http://www.samsung.com/us/note7recall/>
- Outbound passengers from heliport bases flying to offshore locations will be asked during check in if they have a Samsung Galaxy Note 7 cellular phone. If they do, they will be told: **DO NOT TRANSPORT THE PHONE OFFSHORE AND TO: RETURN IT TO THEIR VEHICLE.**
- Inbound passengers from offshore locations flying to the heliport bases will be instructed to: **TURN THE DEVICE TO THE OFF POSITION AND PLACE IN POCKET FOR THE DURATION OF THE RETURN FLIGHT TO THE HELIPORT BASE.**

We would like all of our Employees to strongly consider the Manufacturer recommendations on the recall if this phone is owned. Also, please follow all Customer requirements regarding electronic devices while on their property. If you should have any further questions, please contact the Corporate HSE department at 985.475.5238

SAFETY ALERT

