

# Raising the profile of health management

The Shell group introduced new, comprehensive health management standards in 2001 as an extension of its health, safety and environment management system. These standards address Health Risk Assessment, Health Performance Reporting, Health Impact Assessment, Human Factors Engineering, Product Stewardship, Fitness to Work, and Local Health Facilities and Medical Emergency Response.

## Health Risk Assessment

Programmes should be in place to assess, control and document health risks arising from chemical, physical, biological, ergonomic and psychological hazards associated with the work environment.

## Health Performance Reporting

Occupational illnesses should be reported. All health incidents with significant impact, including non-accidental death cases, should be investigated.

## Health Impact Assessment

Health Impact Assessment is required for all new projects, major modifications and prior to abandonment of existing projects where there is potential for direct or indirect impact on the health of the local community.

## Human Factors Engineering

Human factors engineering principles should be applied during the early design stage of new facilities where design can have a critical impact on equipment usability and user safety or health.

## Product Stewardship

The hazards relating to manufacturing, storage, transportation, use and disposal of existing, new, reformulated and re-branded products are to be assessed prior to marketing or supply. Employees, contractors and customers should receive the information and advice that are necessary to minimise risks.

## Fitness to Work

Minimum fitness for duty standards should be established and applied for specific work and working conditions where there are critical health or safety requirements. There should also be appropriate health-related policies in place encompassing, as a minimum, the use of alcohol and drugs and other substances that may impair performance.

## Local Health Facilities and Medical Emergency Response

Company employees should be given access to medical services which meet acceptable standards in relation to risks posed by the special nature or location of their employment.





The Shell Group is best known by the general public for its service stations and for producing oil and natural gas. The group operates in over 140 countries and employs more than 112,000 staff. Shell operates in a business environment where the forces driving the need for good health management have not only rapidly changed, but have also exponentially increased over the past years. Societal and individual expectations towards health issues have increased. Supranational standards (International Labour Organization ILO, World Health Organization WHO) have intensified. Human health issues are drivers for new environmental legislation impacting on industry operations.



## Health management

Shell recognises its responsibility to provide its employees with healthy and safe conditions of work, to observe the laws of the countries in which it operates, and to give due regard to health, safety and the environment consistent with its commitment to contribute to sustainable development. Shell companies have a systematic approach to Health, Safety and Environmental management in order to achieve continuous performance improvement. To this end Shell companies manage these matters as any other critical business activity, set targets for improvement and measure, appraise and report performance.

Good health management is good business; it meets the requirements of Shell's policy and the expectations of Shell's staff and of society and helps to make the world a better place.

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