

SHELL AND MOBIL88 LAUNCH FREE AFTERSALES SERVICE

Dec 18, 2017

Shell Lubricants Indonesia and mobil88 launched free vehicle maintenance and oil change for Mobil88's used car buyers.

Jakarta, December 18, 2017. Shell Lubricants Indonesia in collaboration with mobil88 – one of the leading used car dealers in Indonesia launched free Aftersales Service program for customers of mobil88. The program was launched by **Dian Andyasuri**, *Director of Shell Lubricants Indonesia* and **Halomoan Fischer Lumbantoruan**, *President Director of mobil88* at mobil88 Office, Cilandak-Jakarta on Monday (12/18).

With Shell-mobil88 Aftersales Service partnership program, mobil88's used car buyers will be eligible to get 1-year Aftersales Service voucher, covering two oil change services with Shell products and two general check services for oil filter, spark plug, air filter, brake fluid and balancing. The program will be in effect on January 1, 2018 and it applies to customers who buy the used cars at 10 branches of mobil88 in Jakarta, Depok, Tangerang and Bekasi.

Dian Andyasuri said, *“We are glad to be in partnership with mobil88, the largest and most trusted used car dealer in Indonesia. With this program, the customers of mobil88 will not only get the guaranteed quality cars, but also free Aftersales Service at our workshop partners.”*

As the world's lubricants company, Shell is committed to help vehicle owners maintain their vehicle engines by presenting Shell lubricants which are exclusively developed to provide better engine protection and maintenance.

“We believe the good maintenance will keep vehicle in top performance and prolong engine life.” Dian added.

In the initial phase, this service is available in over 20 Shell Lubricants Indonesia's workshop partners nearby mobil88 dealers in Jakarta, Depok, Tangerang and Bekasi. Shell Lubricants will provide a range of Shell Helix products, including Shell Helix HX7 10W-40, Shell Helix HX8 5W-30 and Shell Helix Ultra 5W-40.

Currently many car manufacturers recommend longer service intervals. This means, the car requires quality lubricants that can keep the engine in top performance until the next service schedule comes. The Active Cleansing Technology in Shell products will help car owners to keep the car engine performance optimal.

Halomoan Fischer Lumbantoruan also positively responds the partnership. He said, *“Partnership between Shell and mobil88 is surely valuable for us and customers of mobil88. The program will be part of Mobicare, our aftersales mobile88 benefit. This program will begin with 10 branches of mobil88 in Jadetabek, but we hope to expand its coverage in the future. The program extension will be important as it supports mobil88's commitment to improve services and added value to our customers.”*

To meet customer satisfaction, mobil88 as the subsidiary of PT Serasi Autoraya (SERA) – an entity under PT Astra International – is committed to provide vehicle security, comfort and quality.

According to Halomoan, all cars sold at mobil88 have passed selection, recondition and quality control process in line with mobil88's standards. *“We have taken comprehensive inspections in 288*

parts, covering exterior, interior, chassis and engine. Moreover, we also provide buyback guarantee. Hence, customers should not worry when they buy car at mobil88 ,” he added.

Established in 1988, mobil88 serves sales, purchase and trade in, covering various types and brands of car. Mobil88 sells over 13,000 vehicles per year in average.

Mobil88 is supported by wide network, covering 21 branches in cities throughout Indonesia, namely Jakarta, Depok, Bekasi, Tangerang, Bandung, Palembang, Pekanbaru, Medan, Semarang, Surabaya, Denpasar and Balikpapan.

Now, the used car owners can benefit from Aftersales Service, thanks to Shell-mobil88 partnership program. The rule is: Buy car at mobil88!

Haviez Gautama

GM External Relations Shell Indonesia

Email: Haviez.Gautama@shell.com

Phone: +62 21 7592 4700

Fax: +62 21 7592 4679

www.shell.co.id

Fransisca

Corp. Marketing & Channel Development Division Head SERA

Email: fransisca@sera.astra.co.id

Phone: +62 21 2660 5333 ext 1907

www.sera.astra.co.id

About Shell Lubricants

The term “Shell Lubricants” collectively refers to Shell Group companies engaged in the lubricants business. Shell sells a wide variety of lubricants to meet customer needs across a range of applications. These include consumer motoring, heavy-duty transport, mining, power generation and general engineering. Shell’s portfolio of lubricants includes Pennzoil, Quaker State, Shell Helix, Shell Rotella, Shell Tellus and Shell Rimula. We are active across the full lubricant supply chain. We manufacture base oils in seven plants, blend them with additives to make lubricants in over 40 plants, and distribute market and sell lubricants in over 100 countries.

We also provide technical and business support to customers. We offer lubricant-related services in addition to our product range. These include: Shell LubeMatch –the market leading product on-line recommendation tool, Shell LubeAdvisor - helps customers to select the right lubricant through highly trained Shell technical staff as well as online tools, and Shell LubeAnalyst - an early warning system that enables customers to monitor the condition of their equipment and lubricant, helping to save money on maintenance and avoid potential lost business through equipment failure. Shell’s world-class technology works to deliver value to our customers. Innovation, product application and technical collaboration are at the heart of Shell lubricants. We have lubricants research centers in China, Germany, Japan (in a joint venture with Showa Shell), and the USA.

We invest significantly in technology and work closely with our customers to develop innovative lubricants. We have a patent portfolio with 150+ patent series for lubricants, base oils and greases; more than 200 scientists and lubricants engineers dedicated to lubricants research and development. Customer benefits include lower maintenance costs, longer equipment life and reduced energy consumption. One of the ways we push the boundaries of lubricant technology is by working closely with top motor racing teams such as Scuderia Ferrari and BMW Motorsport. These technical

partnerships enable us to expand our knowledge of lubrication science and transfer cutting-edge technology from the racetrack to our commercial products.

Shell has been recognized as the world's leading lubricants producer based on annual report, published by Kline & Company for global lubricant sector (Global Lubricants Industry: Market Analysis and Assessment: 2016-2026 report). The report confirmed Shell's global market leading title with 11% market share in 2016. It was Shell Lubricants' 11th year of world's number one lubricants supplier title.

SHELL CONDUCTS POLYMER-MODIFIED BITUMEN TECHNOLOGY EXPOSE AND INTRODUCES NEW PREMIUM BITUMEN SOLUTION IN INDONESIA

Dec 14, 2017

Jakarta - Shell in collaboration with Indonesian Road Development Association (HPJI) conduct Polymer-Modified Bitumen Technology Expose attended by representatives from Ministry of Public Works, Ministry of Transportation, Shell Distributors as well as Road Contractors. The event is conducted with aim to further learn and unveil the competitive advantage of the product technology to support the infrastructure development in the country. In the occasion, Shell also introduces its Polymer-Modified Bitumen (PMB) product range, Shell Cariphalte, in Indonesia.

Darwin Silalahi, President Director of PT Shell Indonesia, said, “Shell remains committed to power progress together with Indonesia by offering tailored solutions to support future development in the country. We are happy to be the partner in Indonesia’s infrastructure development and proud to expand our local business presence with a new high-quality ‘Made in Indonesia’ Shell Bitumen product.”

Compared to traditional bitumen, Shell Cariphalte PMB has better elasticity and deformation resistance which can be used to pave more durable pavements better suited for Indonesia’s high traffic loads and tropical climate.

Supply of Shell Cariphalte PMB will mainly be from a newly commissioned production facility in Balaraja, operated by PT Buntara Megah Inti, Shell Bitumen’s distributor in Indonesia. The facility is capable of producing the entire Shell Cariphalte range of PMB grades, including but not limited to PG70, PG 76, PG82 specifications. The PMBs will also be available in both Fuelsafe and Low Temperature formulations.

The new product introduction and local production is in line with the growing need for more durable road solutions to support Indonesia’s economic growth and expand infrastructure connectivity throughout the archipelago.

“To enable sustainable industrial and economic progress of Indonesia, there is a need for greater infrastructure development. For the road and airport sectors, we are looking to adopt advanced solutions like using polymer modified bitumen, which can provide better performance and durability over an extended period of time,” said **Ir. Hedyanto W Husaini**, Chairman of Indonesian Road Development Association (Himpunan Pengembangan Jalan Indonesia).

The Shell Cariphalte product range has been used in iconic roads, highways, airports and racetracks projects around the world. Most recently, the taxiway at Soekarno-Hatta International Airport will be paved with Shell Cariphalte PG76 Fuelsafe, having met stringent project requirements. Shell technical advisors worked closely with all project stakeholders to ensure a fit-for-purpose pavement solution. The Fuelsafe formulation offers better damage resistance to fuel spillage, reducing the risk of pothole formation and therefore prolonging the lifespan of the taxiway.

“We at Shell are global leaders in bitumen technology and we look forward to collaborating with all stakeholders to improve Indonesia’s infrastructure and provide fit-for-purpose bitumen solutions that are in line with the country’s growth aspirations. This local production capability also enables us to react faster to market demand, be closer to our customers and better serve their needs,” said **Thanes Rajatapiti**, Regional General Manager, Shell Bitumen Asia.

Successful Shell Cariphalte PMB trials have also been conducted at select sections of the Jakarta Outer Ring Toll Road, the national highway in Magelang and the Sultan Hasanuddin Airport in Makassar. Positive feedback has been received from project stakeholders on pavement performance and workability.

Note to Editors

- Shell is a leader in bitumen technology, and recently published the “Shell Bitumen Handbook, Sixth Edition”, which covers the latest topics in bitumen technology and application.
- Shell Bitumen operates a network of Regional Technical Centres located in key regions (Shanghai, China, Strasbourg, France, and Bangkok, Thailand.) Shell has also established its global bitumen R&D Centre in Bangalore, India.
- Shell supplies a wide range of high quality bitumen products, from standard-grade bitumen to special polymer-modified bitumen (PMB), which are marketed under the brand name Shell Cariphalte. Shell Cariphalte has been used in a number of iconic projects for applications such as highways, urban roads and porous asphalts for urban drainage systems. It is ideal for use in heavily trafficked locations such as airfields, racetracks and bus lanes. It can be particularly beneficial in heavy duty applications such as rail, ports, bridge decks, crack relief systems or overlaying concrete pavements and expansion joints.
- Shell is the world’s largest international bitumen marketer, and delivers enough bitumen to pave a one-lane kilometre road every four minutes.
- Shell Bitumen’s solutions have also been used on a number of Formula One racetracks: Sakhir (Bahrain), Marina Bay Street Circuit (Singapore), Hockenheim (Germany) and Yas Marina (Abu Dhabi) and Sepang (Malaysia). Shell has also recently paved the Bugatti Circuit in LeMans, France.

About Shell Indonesia

The history of Royal Dutch Shell in Indonesia started over 120 years ago, following its first oil discovery in Pangkalan Brandan, North Sumatra.

Shell today has a strong downstream presence in Indonesia. It was the first international petroleum retail brand in the country and is now a leading international oil company (IOC) with 83 operating sites in Greater Jakarta, Bandung, and North Sumatra. In 2006, Shell started its commercial fuels, marines and bitumen businesses in Indonesia, providing oil products and related technical support to the industrial, transport and mining sectors. Shell is also recognised as a leading international company with the largest lubricant market share in Indonesia, after Pertamina, serving motorists and industrial customers. In Upstream sector, Shell Indonesia is the PSC operator of deep-water block Pulau Moa Selatan and a strategic partner of Inpex, Masela PSC operator which includes the Abadi gas field.

SHELL INVITES INDONESIAN WOMEN OPTIMIZES WORK PERFORMANCE THROUGH “CROSS-COMPANY MENTORING CIRCLE” WORKSHOP

Nov 15, 2017

Jakarta, 15 November 2017 - As a global company that values diversity and inclusion, Shell Indonesia through Shell Indonesia Women's Network in collaboration with CATERPILLAR, General Electric (GE) Oil & Gas, and Schlumberger conducted a workshop, “Cross-company Mentoring Circle”, with “Be the Voice in the Room” as the topic, which was located at Hotel Dharmawangsa, Jakarta. The event aims to inspire professionals, especially working women, to continue reaching their full potential and make a contribution in the working environment.

Based on the data from Central Bureau of Statistics (BPS) in February 2017, Labor Force Participation Rate (TPAK) of working women increased by 2.33% to 55.04% from 52.71% in February 2016. This means that women today have contributed in supporting national economy. Moreover, women currently have equal opportunities in the work field. According to research from Grant Thornton in 2017, Indonesia is one of the countries that have the best increase in the number of women with senior management role, with a total increase from 24% in 2016 to 28% in 2017. The results also showed that emerging countries continues to lead in accepting diversity in the workplace compared to developing countries.

"In line with the professional development in Indonesia, at Shell we value diversity and inclusion to create conducive working environment for employees to reach their full potential. One of them is by closing the gender gap. This is our principal in forming Shell Indonesia Women's Network. I am happy that today Shell Indonesia Women's Network can share experiences with great women from GE Oil & Gas, Caterpillar, and Schlumberger. Moreover, we all gather here for one purpose, namely to support each other and enhance career opportunities," said Ginong Pratidina Hermawati, VP Indirect Channel Excellence (ICE) Lubricants Indonesia from Shell Indonesia. "In the last few years I have seen that there has been an improvement in gender equality where women nowadays have greater opportunities in building their careers, including reaching for senior positions in a company," Ginong adds.

The establishment of Shell Indonesia Women's Network and Cross-company Mentoring Circle activities is a manifestation of Shell Indonesia's commitment to create an organizational environment in which women are involved, empowered, respected, and seen as important contributors. On this occasion, in addition to Ginong Pratidina Hermawati (Dina), Shell Indonesia's Indirect Channel Excellence (ICE) VP, there were also three inspiring women from different industries as panelists in the discussion, they are, Donna Priadi, Director of Government Affairs & Policy from GE Indonesia, Regine Pang, HR Director Asia Pacific CIS Africa Middle East (ACAM) Distribution Service from Caterpillar Indonesia, and Wahyu Wardani, HR Manager of Far East and Australia Production Group from Schlumberger Indonesia.

Artizka Edwina, the President of Shell Indonesia Woman's Network and as a host of the event added, “With the diversity of talents and individual abilities, having an inclusive working environment is the key to recruit, develop and maintain the best talents. We hope that through this workshop, many of our inspired colleagues continue to develop their potential. We also hope the company can continue to focus on improving women's representation in key positions within the organization,” said Artizka.

SHELL INTRODUCES “JAM JAR” TECHNOLOGY TO ENSURE LUBRICANT PRODUCT’S ORIGINALITY

Oct 18, 2017

Jakarta - As part of our efforts to address counterfeited lubricants products in the market, Shell Helix, introduces “Jam Jar” technology, the new innovative seal technology exclusive from Shell. The seal features QR codes on the second layer that can be scanned and are connected to Shell Anti-Counterfeit System server.

“Apart from electronic and garment products, we recognize that automotive products including spare parts and lubricants are some of the most counterfeited products in the market. We are aware of the situation hence here we present the Jam Jar, our latest technology on our lubricant products’ sealing. We are committed to provide the best products for our customers and we will continue to bring innovations to ensure our customers get the best of our products.,” said **Dian Andyasuri, Director of Lubricants of Shell Indonesia.**

Masyarakat Indonesia Anti Pemalsuan (MIAP) supports Shell Indonesia’s initiative in anticipating the distribution of counterfeited lubricants. **Justisiari P. Kusumah, Chairman of MIAP** says, “One of the factors contributing to the widely-available counterfeited products is the high vehicle ownership. It is then important for lubricants manufacturer to help its customers in identifying the original lubricants products as this will impact customer’s satisfaction towards the products.”

The government of the Republic of Indonesia also seriously deals with this issue by issuing Law No. 20 of 2016, allowing counterfeit product producers, not consumers, to be sentenced to a five-year prison and be ordered to pay one billion in fines. Meanwhile, Article 480 of the Indonesian Criminal Code (KUHP) concerning on the act of fencing will sentence counterfeit product consumers to a four-year prison. “Besides the government and producers, society must actively contribute in dealing with counterfeit lubricants. In fact, using counterfeit product may reduce engine performance and ruin other components resulting in higher vehicle maintenance costs”, describes Justisiari.

“Besides scanning the QR codes, consumers can visit <http://ac.shell.com> and input the 16 digits displayed on the second layer of “Jam Jar” seal to verify the lubricant originality. Alternatively, customers can just send the 16 digits via text message to 085574670055 for free. At the present time, Shell Helix Ultra, Shell Helix HX8, Shell Helix HX7, and Shell Helix HX5 available in 1L and 4L bottle variants have adopted the “Jam Jar” seal, with this technology hopes only the original and the best lubricants are available in the market to maintain the engine of motor vehicles in Indonesia,” Dian concluded.

SHELL LAUNCHES ITS LATEST GENERATION FUELS IN INDONESIA

Apr 25, 2017

New Shell V-Power now features breakthrough DYNAFLEX Technology to help deliver greater efficiency and even better performance.

Jakarta, April 25, 2017 – PT Shell Indonesia today unveiled its latest generation of gasoline fuels which now feature the breakthrough DYNAFLEX Technology to meet the evolving needs of motorists and cars of modern and older engine technologies to help enhance efficiency of motorists' journeys.

Officially launched by Wahyu Indrawanto, General Manager Retail for Indonesia, Singapore, Hong Kong, motorists in Jabodetabek, Bandung and North Sumatera can now enjoy Shell's most advanced formulations for Shell V-Power and Shell Super, the result of more than five years of research development and extensive test programs by Shell's international team of fuels scientists, the same scientists that develop the Shell V-Power race fuels for Scuderia Ferrari.

“Our customers have always been at the heart of what we do, and we want to continue to give them the best. This launch reflects our commitment to always provide our customers in Indonesia with high-quality products and services and to show how our new generation of fuels can help the efficiency and performance of their journeys. We will continue to progress with our customers and meet their evolving needs and demands to help them get the best out of their cars and the most out of life's journey,” said Wahyu Indrawanto.

The new Shell V-Power contains the highest level of DYNAFLEX Technology formulation and contains three times more new friction reducing molecules and cleaning molecules to help protect your engine².

It remains as the only fuel co-engineered with and recommended by Ferrari as Shell constantly works on new fuel formulations to give Scuderia Ferrari the edge on the track – learnings that are then used to develop high quality fuels for their customers on the road.

Mae Ascan, Shell Fuel Scientist said, “With the new DYNAFLEX Technology, we believe all of our new fuels help engine efficiency and the new Shell V-Power, our best premium fuel is designed for both engine performance and efficiency in new and older engines. It (Shell V-Power) helps not only to improve engine condition, but also helps to maximize energy from fuels and reduce engine friction whether cruising on high way or stuck in traffic, which is important and relevant for motorists here.”

In addition to the launch, customers can also look forward to exciting promotions available only at Shell during the campaign period with further details to be released.

For further questions:

Haviez Gautama
GM External Relations Shell Indonesia
Phone: +62 21 7592 4700

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