

Robin

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发送时间: 2017年10月30日星期一 9:24
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主题: Letter of Accusation (About Shell China) - Violation of SGBP - Please Pay Attention

重要性: 高
敏感度: 机密

Dear Shell Global Leaders,

Unfortunately, I just got my notice of dismissal. No reason, no compensation.

Shell's SGBP is a joke at all. Thank you for letting me knew the truth.

I'll let the world know the truth as soon as possible through the media (Media including China, Britain and Holland). How does Shell treat its employees? How to protect the mistakes committed by management? How to cover up the truth? How to retaliate for employees who feedback truth to SGBP?

At the same time, I will defend my dignity with law.

Robin

B2B Industry Lubricants

Shell China

发件人: Yu, Robin SCHINA-DIH/338
发送时间: 2017年10月25日 18:26
收件人: Van Beurden, Ben SI-Global; Abbott, John C RDS-ECJA; Vigeveno, Huibert H SIPC-DI; Geale, Leanne D RDS-LSX; Ching, Donny KT RDS-ECDC; Cassidy, Ronan T RDS-ECRC; Brekelmans, Harry RDS-ECHB; Brown, Andrew RD RDS-ECAB; Crocker, John M RDS-GR; Culpepper, Bruce B SHLOIL-HR/CCUS; Henry, Simon P SI-FNSH; Lynch, Sinead C SI-D/CCUK; Outen, Guy EA RDS-SX; Uhl, Jessica R RDS-ECJU; van Liessum, Annette M SI-CEBB van Loon, Marjan MWE SN-F/CCNL; Wetselaar, Maarten RDS-ECMW
抄送: Zhang, Xinsheng SCHINA-IG/CCCN; Tang, Ming Ran SCHINA-PTC/PS; Wang, Jing SCHINA-HRD/I
主题: Letter of Accusation (About Shell China) - Violation of SGBP - Please Pay Attention
重要性: 高
敏感度: 机密

Dear Shell Global Leaders,

This is a note from an employee of Shell (China) Limited. I am writing to you because I am in a severe status of mental and physical hurting which is the result of abuse I am suffering from Shell China. The company has verified through investigation that the information I reported to SGBP is correct. But now, only I was punished by "written warning", PPIP, forced transfer and forced dismissal. What does Shell's Chinese management try to cover up? Why don't you give me a fair result? Why do you want me to get out of the company?

Why?

Why?

Why?

Major Events Review:

Seven months ago, I disclosed a case of violation of SGBP to Shell management here in China. Following is a brief for your reference.

My former supervisor Haijun Zhang pushed me to buy some ginseng as 'gifts' for the colleagues attending customer visit in my territory. I had to follow his order given that he was my boss and afraid of his rights. (People who are not obedient will be excluded and looking for an excuse to fire.) He told me to use my staff self-driving mileage expenses to cover the thousands of RMB that he later approved. He dislikes me for a longtime and one time I was even asked to submit a daily to-do-list to him in which I have to clearly mark the moments of getting up / going out... that was a obvious bullying and harassment that belittle me and grab my dignity. And his verbal violence during the work also made me suffer from severe depression, which was a deep injury to my physical health and mental health. Then I applied leave for medical treatment and spiritual adjustment. After a long hesitation and introspection I made my mind to disclose the misconduct of my former supervisor.

I thought that the company would not tolerate such a serious violation touching the company's bottom line, but would carry out serious investigation and take a responsible act to give me a fair result. However, unexpectedly, the company's senior management not only harbored and tolerated such violation touching the company's bottom line, but also let me alone bear the written punishment, PPIP, forced transfer and dismissal and other suppression measures, and even forced me to leave the company. My former supervisor is still there and nobody seems affected except me. What I won is a warning letter issued by James Shen, accusing me of violating Shell expense policy. I am shocked and my years knowledge about Shell is overturned. "Integrity, Honesty, Respect for others and SGBP", what a shame for Shell China! This series of acts resulted in more serious secondary physical and mental injury, and even made me lose the courage to live alive.

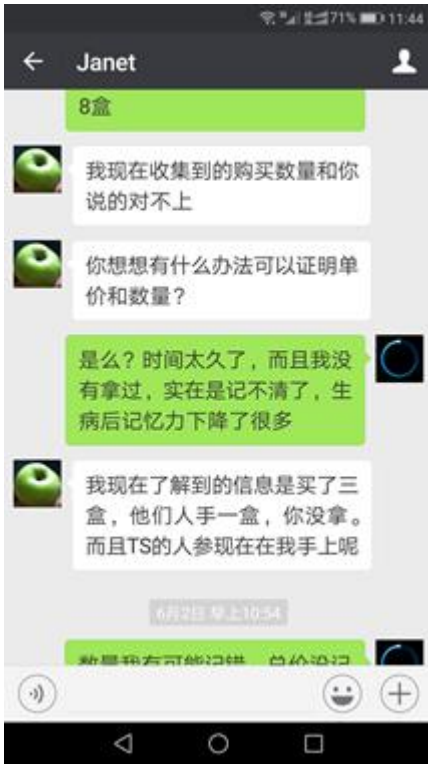
The company's response to me is as follows: 1. There are no clear results and answers relating to my reporting on the Chinese management's violation of SGBP, but the results of the previous handling are still kept; 2. The company's senior management let me leave the company by paying me an additional four months of salary as the compensation. It is totally unacceptable for me to accept this result. Can the money be enough to buy up my reputation and career that were ruined? Can the money be enough to make up for the repeated mental impairment caused to me concerning this matter? Can the money be enough to buy back the physical injury caused to me? Also, should my family endure with me such injury and strains that are more than they can bear? Can't even the minimum personality and dignity be protected for a guy who is working at Shell? Could it be said that the mental impairment caused to me and my life are worth four months of salary in the eyes of Shell Chinese management?

The Chinese management's handling results concerning this matter and me made me feel extremely shocking and angry. I think the integrity, honesty and respect for others as advocated by the company's SGBP does not exist in Shell China. Therefore, I have been greatly humiliated and fooled. Moreover, my further complaints at the SGBP website, relating to the HR team's unfair handling and dismissal to me haven't yet been accepted, so I was very disappointed.

I was advised by HR team to accept months payoff and fuck off. What a merciful almsgiving of Shell China!

As a four-years Shell employee in China, I will fight for my dignity and my "Integrity, Honesty and respect for others"

The following is a dialogue between SGBP CASE investigators and me. That's enough to prove that what I'm reporting is true. Who's trying to hide the truth?



Janet: The number of purchases I know now doesn't match what you said.

Janet: Can you think of a way to prove the unit price and quantity?

Robin: Is it? A long time has passed, and I didn't take it. I can't remember it. After I've been ill, my memory has gone down a lot.

Janet: The information I've got now is you've bought three altogether, each of them took one, and you didn't take it. The ginseng that TS took is in my hand now.

I earnestly request the company to give a transparent and impartial investigation and give me due respect and treatment.

I hope that this will not be the final communication between the company's senior management and me.

Sincerely yours,

Robin

B2B Industry Lubricants

Shell China

发件人: Yu, Robin SCHINA-DIH/338

发送时间: 2017年8月30日 15:44

收件人: Zhang, Xinsheng SCHINA-IG/CCCN; Vigeveno, Huibert H SIPC-DI; Geale, Leanne D RDS-LSX

抄送: Van Beurden, Ben SI-Global; Ching, Donny KT RDS-ECDC; Wang, Jing SCHINA-HRD/I; Abbott, John C RDS-ECJA

主题: Letter of Accusation - Violation of SGBP - Please Pay Attention

重要性: 高

Dear Leaders,

I hope to give me a solution, not everyone is silent.

Looking forward to your reply.

Robin

发件人: Yu, Robin SCHINA-DIH/338

发送时间: 2017年8月2日 15:59

收件人: Zhang, Xinsheng SCHINA-IG/CCCN; Vigeveno, Huibert H SIPC-DI; Geale, Leanne D RDS-LSX

抄送: Van Beurden, Ben SI-Global; Ching, Donny KT RDS-ECDC; Wang, Jing SCHINA-HRD/I

主题: 答复: Letter of Accusation - Violation of SGBP - Please Pay Attention

重要性: 高

Dear Leaders,

This is a very important message. Please take the time to read and understand it.

I am a North China B2B member (ICAM) of Downstream.

I applied to the Company for a legal medical period from December 14, 2016. And I submitted a report to the Company through the "Tell Shell" on the fact that Supervisor Zhang caused Haijun mental injury and human rights violations to me, ingratiated himself with the senior-level staff by giving them presents, instigated employees to violate the reimbursement rules and worked in violation of the Company's provisions. So far, I have not received a report on the survey process and the results. And, on June 5, 2017 before the end of the medical period, I received a notice on the termination of the labor contract by the Company. After I rejected the Company's request for termination of the labor contract, the HR team rejected my request for the Company's fulfillment of the labor contract for a variety of reasons, and unilaterally transferred my position by giving me a written warning. Moreover, the HR team started PPIP procedure for settlement on the grounds of poor performance in 2016, created a special position in the steel power team, which was different from other colleagues, and repeatedly forced me to perform the duties. The Company did not give me care, love and psychological assistance during my illness arising from mental injury and human rights violations, but instead slammed me from one extreme to the other.

I have three questions that need to get clear answers:

1. Firstly, what is the result of investigation and settlement on the matter reported by me? No. SHELL-17-03-0054
2. Secondly, I received a notice on the termination of the labor contract, a "written warning", forced position transfer and PPIP before receipt of any result of investigation and settlement. Is this reasonable and lawful? What is the bottom line of the Company? What is the company's red line? Can SGBP really behave in a fair, just and open manner?
3. Thirdly, does the Company really treat every employee equally? Such settlement makes me feel that this retaliates against me. Is some people's shield really so strong? Do they really wantonly trample on corporation rules and national laws? Does the management in China really abide by the Company's SGBP red line?

I reserve the right to further appeal to Global, the action to properly safeguard legal rights and the right to seek help from the media.

这是一封非常重要的邮件，请您抽出宝贵时间进行阅读和了解。

我于 2016 年 12 月 14 日开始，向公司申请了医疗期，并在 2017 年 3 月 13 日通过“Tell Shell”向公司举报了我的直线经理张海军在工作期间对我个人精神伤害和人权侵犯、向高层人员送礼并指使员工违规报销以及工作中违反公司规定的不合规行为，至今未能收到调查过程及处理结果的报告，并且在医疗期还未结束的 2017 年 6 月 5 日，我却收到了公司解除劳动合同的通知，在我拒绝公司解除劳动合同的要求后，HR 又以各种理由拒绝我要求公司履行劳动合同的请求，同时给我《书面警告》，单方面强行将我转岗并启动 PPIP 程序，在钢铁电力团队特殊创造一个专门的不同于其他同事的特定岗位，多次胁迫我进行履职。公司没有对因受精神伤害和人权侵犯产生的病情进行关心、关怀和心理援助，反而将我推向另一个极端。

我有三个问题，需要得到明确的答复：

1. 首先，我举报的事情调查结果和处理结果是什么样的？报告号：SHELL-17-03-0054
2. 其次，在我没有收到任何调查结果和处理结果的时候却先收到解除劳动合同通知，《书面警告》，强行转岗和 PPIP，这合理合法吗？什么是公司的底线？什么是公司的红线？SGBP 真的能够做到公平、公正和公开吗
3. 再次，公司真的公平对待每一位员工吗？对我进行这样的处理，让我觉得是在对我个人进行打击报复，某些人的保护伞真的就如此强大吗？可以肆意的践踏公司制度和国家法律？中国区管理层真的恪守公司 SGBP 红线吗？

我保留进一步向 Global 申诉的权利，正当合法的维权行为，以及向媒体求助的权利。

Robin

发件人：Zhang, Xinsheng SCHINA-F/CCCN

发送时间：2017 年 3 月 15 日 10:48

收件人：Yu, Robin SCHINA-DIH/338

主题：Re: Letter of Accusation - Violation of SGBP (Shell China Management Layer)

Robin,

We will conduct proper investigation and deal with the issues based on the findings.

Thank you,
Sheng

Sent from my iPhone

On Mar 13, 2017, at 15:06, Yu, Robin SCHINA-DIH/338 <Robin.Yu@shell.com> wrote:

Dear leaders,

I am a sales staff from China lubricants B2B business. After much consideration, I decided to write an e-mail accusing my line manager Zhang Haijun (Zhang, Hai Jun SCHINA-DIH/338 HaiJun.Zhang@Shell.com). Accusing him of a serious breach of SGBP. His inappropriate behavior, which is a violation of my privacy and human rights, also makes me suffer from severe depression. In order to avoid ambiguity, but also in order to make the content more objective and accurate, the specific content I will use the mother tongue to write. Please ask the Chinese and English translation experts to translate this email.

Please attach great importance to the contents of this email.

怀着无比复杂激愤的心情，斟酌再三后，我决定实名举报我的直线经理“张海军（Zhang, Hai Jun SCHINA-DIH/338 <HaiJun.Zhang@Shell.com>）”，我在壳牌（中国）有限公司（下游）润滑油 B2B North Team 工作期间，张海军存在严重违反公司相关规定的行为，对我个人身心及家庭生活造成非常恶劣和难以弥补的不良影响，具体内容如下：

1. 严重违反壳牌“公平公正公开”原则，严重侵犯人权、严重侵犯个人隐私；

- a. 对待下属极为不尊重，滥用语言暴力在各种公开场合对下属员工进行训斥及语言攻击；
在各种公开场合，如 MILO/WILO/经销商季度回顾会议/餐厅/咖啡馆甚至出租汽车上，在第三方人员存在的条件下，完全不顾员工个人感受的进行激烈的训斥和强烈的不满情绪表达，以至于就餐时或在咖啡馆常常引来邻座客人（甚至是出租车司机）异样的惊奇目光，让我无地自容、颜面扫地，使我内心深受打击，压力超出内心承受能力，在同事和经销商面前也是如此，而且是经常性的，非偶然发生，例如：在 MILO 中同样进行工作汇报，对 A 同事提出问题“天上有几个太阳”，对 B 同事提出问题“天上有多个月亮”，轮到我的问题就是“天上有多少颗星星”，让人无法回复的问题后面紧随着狂风暴雨般的言语训斥和针对个人的人身攻击，就算问我天上有几个太阳这样的简单问题，和别人回答同样的答案，也会招致无端的训斥。其中曾经有一次在哈尔滨出差，从火车站共同去酒店的路上，就因为高峰期堵车问题（时段性的正常拥堵，每天如此，处处堵车），当着出租车司机的面对我进行训斥，而且问我“以前领导是谁呀？前一家公司的领导不教你如何接待领导吗？吃什么饭、住什么酒店、路线不规划吗？需要经过什么景点、有意思的地方，说什么话，给领导讲什么？”等等，知道他个人对这方面非常讲究，每次接待张海军都小心翼翼，生怕做错了被他骂，结果高峰期堵路上都要被骂到进酒店房间，我是来壳牌工作的，对领导给予商务礼节性的接待是出于对于领导个人能力、人格和为人的肯定，我并不是来壳牌专门伺候张海军这个总以封疆大吏般土皇帝领导自居，居高临下，蔑视我的人。以下不再详细举例和阐述，可以向同事、经销商相关人员证实我讲述的是否为基本事实。
- b. 对员工的管理严重越界，涉及个人隐私和个人私生活，并美其名曰个人行为管理；
张海军经常询问类似你家很有钱吗？你家有多少钱？你是富二代吗？等歧视性的问题。而且经常就因为不吃早饭等个人习惯问题，当着所有团队成员和其他同事的面进行语言侮辱，具体不再赘述，请查看附件中邮件，该邮件是 2016 年 5 月 3 日张海军在早晨 WILO 对我进行公开羞辱过后，约至原大连办公室楼下咖啡馆进行谈话，期间谈话内容按其要求整理总结成邮件后发送给张海军，张海军本人也对邮件内容进行了回复。当时我认为我们的谈话内容超出了直线经理对于下属员工管理的范畴和界限，而且在公开场合谈论私人问题和个人隐私，引起周围无数邻座客人侧目，让我内心饱受打击和增加无穷的心理压力，无地自容都不能形容我当时的心情，自此我开始出现焦虑和抑郁的情绪，以至于在后续张海军对我个人的不公正行为和语言攻击下，我患上了重度的抑郁症和焦虑症。
- c. 张海军这种烂用语言暴力和对个人针对性不公平的行为不止发生在我身上，还包括以往被其强行劝离公司的员工：胡泰山、呼义红以及现有团队某些成员，张海军总以“让你离开公司”，“公司没有你的职位”，“让 HR 找你谈话”等语言或方式来威胁恐吓员工，如果说一个团队内的员工都好不现实，那么一个团队中多人都有问题，需要以解聘的方式来解决，在我职业生涯中也是第一次遇到，公司可以调查一下近两年来北区团队的人员流失率和对此问题已离职员工的看法。张海军从来没有通过辅导来提升员工绩效，有的只是简单暴力的解聘威胁。除了多次以解聘相威胁，还发动 HR 对我启动 PPIP 程序，我对张海军当时对我提出的指控进行了反驳，并要求其以书面形式告知我工作中存在的具体问题或过

失，优劣认定标准，其他人如何做的等等，张海军一直未给予答复，也再未启动 PPIP 流程。2016 年 12 月 12 日 WILO 结束后，张海军在会议室内单独找我谈话，内容主要为 HR 要求东北区域内减少一个员工，过程大致半小时左右，我询问张海军为什么事事针对我，我到底什么地方得罪你了？未给予明确答复，据张海军描述，东北区域减人的事情也同样通知了团队内同事李兵和刘扬，我没有听到或者看见张海军由此行为，至少从当天与李兵和刘扬单独谈话的时间上判断，二人都不足 5 分钟，刘扬不在大连本地，只是通了个电话，只有我个人谈了半小时。既然是减人的事情，为什么不是 HR 来通知我们？而且在我因病向公司提出医疗期休假后，目前壳牌公司通过各大招聘网站和猎头火热招聘东北区域职位，这件事情符合壳牌公司的流程和规定吗？是壳牌公司管理层和 HR 授权进行的吗？那么我的医疗期结束后，返回公司上班，我的职位何去何从？

2. 违规让员工垫付其个人开销，并指使下属从公司违规报销：
2015 年 6 月，张海军邀请 TS (Chi, Taesurp SCHINA-DIH/37 Taesurp.Chi@shell.com) 到访长春，在同 TS 拜访完客户后，张海军到达长春，并无偿借用当时还是候选经销商身份的“长春信华油品有限公司”老板金源博车辆，带领 TS 和我共同出游集安市（高句丽王朝遗址），当时有部分个人行为消费要求由我个人垫资（可以查阅我的银行卡消费记录），并最终通过公司自驾车补偿进行违规报销，总费用为 5524 元，分两次进行报销，其中包括张海军送给 TS 个人的 3900 元人参和 260 元景点纪念品，附件有与张海军的聊天记录截图为证。
3. 工作中存在严重失职及不符合壳牌规定的行为：
 - a. 无视劳动法和违背个人意愿，经常性在法定节假日期间，要求我进行工作或出差（见附件截图）；
 - b. 2015 年 1 月，B2B 团队在广州开会，期间我太太临盆在即，向张海军请假进行陪护，第一次未批准，理由：不是还没生呢么？第二次在会议中途请假未准，告知我：再坚持坚持。我很好奇，谁能告诉我女人生孩子，男人怎么坚持？？我如果能坚持让我老婆不生，或者晚生，这恐怕是项人类医学领域的奇迹或者新课题；
 - c. 我负责黑龙江、吉林的两年时间，张海军从未到访过任何一家经销商办公室，顶多在豪华酒店的豪华会议室听取报告，也未随我拜访过任何终端客户，更没有实质性的客户拜访辅导；
 - d. 多次借拜访经销商为由，在年节假日、特别是清明节和其父母忌日出差长春，不安排实质性工作内容，借出差办理私事，且向经销商无偿借车私用；
 - e. 在 2015 年 6 月借访客为由游玩吉林省集安市，未安排实质性工作内容，未访客，无偿借用候选经销商车辆（涉嫌违反遴选经销商流程公正），且在我提出做 JMP 行程管理后，答复我不需要（往返超过 700km），并且在无自驾车资格的情况下驾驶车辆；
 - f. 出行极为讲究，吃住行都有要求，需要员工花大量的时间和心思进行安排和准备，稍不满意就会对员工进行公开训斥，曾经当着某经销商的面直接对我进行训斥：“你订这叫什么酒店？周围跟农村似的，你就这么接待你的领导？”张海军这个人怎么能够忘本？自己本身就是从农村环境走出来的，来到大城市定居，在大公司工作了几年就这么看不起农村？何况当初订这家酒店是征得他同意的，喜来登（套房）档次不算低；
 - g. 多次与经销商老板玩通宵麻将或扑克，是否影响工作不论，但这种行为里面有没有利益输送不得而知；
 - h. 涉嫌操纵 2016 年 SPS 调查结果，当时是处于 WILO 结束，多数同事在北京办公室（会议室），张海军本人也在，打着及时完成和正确完成 SPS 调查问卷的旗号，给下属员工讲哪些需要“注意”，并且要求所有人当时、当场完成问卷调查，让下属员工感觉无法真实有效的完成问卷调查；
 - i. 要求我每周单独向张海军发送行程及拜访报告（Sales 1st 中都有的内容），而且每周根据报告进行批评，这种行为让我觉得自己像一个罪人，囚徒，我犯了什么错？怎么就和别人不一样了？
 - j. 同样是出差订机票，和我同样 base 在大连的李兵订的航班批准了，我订同一航班，张海军不但不批准，反而打电话给我，并且言语中夹杂很多“妈的”、“他妈的”、“你他妈的”等等侮辱性语言，极度难听，让人无法接受。

壳牌是个国际性大公司，在来壳牌之初我都充满了理想和抱负，希望能够有所作为，能够在职业之路上获得成功，但我体验到的现实并非如此，而且让人体验到了理想和现实所存在的并不是差距问题，是让人难以启齿。在长期强大的非正常压力和强烈舆论之下，我的内心饱受摧残，从而影响到我的身体健康，于 2015 年患肺炎入院治疗，于 2016 年患带状疱疹及重度抑郁症、焦虑症入院进行治疗，至今仍饱受带状疱疹后遗症和抑郁症的折磨，从之前的 70Kg 体重降至目前

的 60Kg，最让我无法接受的是心理上的折磨以及在壳牌工作时所受的非正常屈辱和不被尊重的经历还有记忆。需要各位领导对以上我所投诉的问题进行深入的了解，并给出明确的答复，如果没有明确的调查结果和答复，我只能向国内外媒体进行求助和通过法律诉讼的途径解决我在壳牌工作期间受到屈辱和 unfair 待遇的问题。

Robin