**FAQs:** **Inclusive Washrooms**

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| **Term** | **Definition** |
| Transgender  | An individual is assigned a gender at birth, however when any individual identifies with the opposite gender to what was assigned at birth.Eg. – ‘A’ was assigned ‘Male’ during birth but chose to be identified as ‘Female’ later on. |
| Transman (Transgender man) | ‘A’ was assigned ‘Female’ during birth but chose to be identified as ‘Male’ later on. |
| Transwoman | ‘A’ was assigned ‘Male’ during birth but chose to be identified as ‘Female’ later on. |
| LGBTQ+ | Means Lesbian, Gay, Bisexual, Transgender, Queer & others. Terms used to describe an individual’s sexual orientation (attraction to another person/gender). |

1. Why are we converting Female washrooms to Gender Neutral washrooms (inclusive washroom)?

**Ans.** Inclusivity at the Sites/workplace is a way of life at Shell. The LGBTQ+ community (specifically Transgenders) has faced challenges in accessing basic/hygiene public needs for long and thus this Pride month (2022), we have taken the initiative to take one more step in the direction to make sure that everyone goes well with Shell. However, Shell’s forecourt as we speak has close to 25%+ women and a proud representation from the LGBTQ+ community participating in the workforce, consistently across the network.

1. How are you ensuring & maintaining Washroom hygiene/cleanliness?

**Ans.** All Shell sites have dedicated manpower assigned to regularly clean & maintain the Washrooms facilities on daily basis. For more information, the site manager can provide the cleanliness schedule for that given day.

1. Why has Shell not constructed a separate Washroom for Transgenders?

**Ans.** Inclusivity at the Sites/workplace is a way of life at Shell. Our aim is to create a strong diverse and inclusive environment that encourages LGBTQ+ community to live their dreams and feel empowered, in line with our core values. We will however explore this option for our future sites.

1. Is there a Govt guideline/regulation/compulsion to have Inclusive Washroom?

**Ans.** There is no compulsion as per the Govt guidelines but is ‘recommended (optional)’ to have designated Washroom facilities for all genders. Inclusivity at the Sites/workplace is a way of life at Shell & through this initiative we wish to drive the same.

1. How do you ensure Safety of Washroom users?

**Ans.** Most of our Site Female washrooms are constructed, designed in a manner wherein only one user at a time would be able to enter, lock & utilize the facility, thereby ensuring privacy & safety. We also look forward to your support in keeping the facilities in usable condition for next occupant.

1. What does the signage on Female Washroom mean?

**Ans.** The signage depicts that the Female Washroom can be utilized by females, Transgenders (transman & transwoman – basis their choice) & few sites would have Universal Access enabling usage of facilities for Specially Abled individuals. We also look forward to your support to drive this initiative successfully.