

Assurance Statement related to the Royal Dutch Shell plc Lubricants Customer Value Propositions.

Terms of Engagement

This Assurance Statement has been prepared for Shell Global Solution International B.V., Carel van Bylandtlaan 30, 2596 HR the Hague, The Netherlands (hereafter referred to as "Shell").

Lloyd's Register Quality Assurance Ltd ("LRQA") was commissioned by Shell to assure its Lubricants Customer Value Propositions processes, with the following scope:

The verification of the processes to quantify the products sold by Shell Lubricants Customer Value Propositions, and to calculate the associated products life cycle carbon dioxide equivalents.

LRQA has not been involved in the preparation of any material related to this scope of verification nor in devising the internal management and reporting systems that yielded associated data.

Management Responsibility

Shell's management was responsible for maintaining effective internal controls over the Lubricants Customer Value Propositions processes. LRQA's responsibility was to carry out an assurance engagement on these processes in accordance with our contract with Shell. Ultimately, the Lubricants Customer Value Propositions processes have been approved by, and remain the responsibility of Shell.

LRQA's approach

Our verification has been conducted in accordance with the LRQA Verification Approach. To form our conclusions, the assurance engagement was undertaken as a sampling exercise and covered the following activities:

- Visited Shell Centre, London, UK, and reviewed the Lubricant Customer Value Propositions internal processes.
- Interviewed relevant staff responsible for managing these processes.

Level of Assurance & Materiality

The opinion expressed in this Assurance Statement has been formed on the basis of a limited level of assurance and at the materiality of the professional judgement of the Verifier.

LRQA's Opinion

Based on LRQA's approach, nothing has come to our attention that would cause us to believe that:

- The Lubricant Customer Value Propositions internal processes are not in conformance with the fundamental principles of: relevance; completeness; consistency; accuracy; transparency; and conservativeness.

Points of Information

- LRQA has not verified any data, only the processes that manage the data.
- The products life cycle carbon dioxide equivalent calculations are based on emission factors that are typically obtained from the following sources: Shell internal studies; external consultants; public literature and national and international databases.

LRQA Recommendations

- Shell Lubricants should consider the future application of an externally recognised verification criteria.
- Shell Lubricants should implement the planned external review of the product life cycle carbon dioxide equivalents model and appropriate recommendations.

Paul Jackson (Lead Verifier)

For and on behalf of Lloyd's Register Quality Assurance Limited

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