

OFFSET YOUR CO₂ EMISSIONS

FREQUENTLY ASKED QUESTIONS

1. What is meant by the CO₂ offset programme?

For Shell Go+ customers who have opted-in to the CO₂ offset programme, Shell will buy carbon credits to offset, or compensate, for emissions from any fuel purchased at a UK Shell station. One credit represents the avoidance or removal of 1 ton of carbon from the atmosphere and these credits are sold to Shell by carefully chosen nature-based projects – such as forest developments or grassland preservation projects – that capture and store carbon from the atmosphere.

2. What is the offer?

Shell is offering Shell Go+ customers who have opted-in to the CO₂ offset programme the opportunity to lower their carbon footprint and offset their CO₂ emissions.

From November 2022 we'll be asking for a small contribution of only *1 pence per litre extra during each fill up. Customers simply need to join the Shell Go+ rewards programme, opt-in via the Shell app and scan their Shell Go+ app or card every time they fill-up. The carbon emissions from the fuel purchases will then be offset for them by Shell. We will calculate the well to wheel emission rates from your fuel purchases and buy and retire appropriate amount of carbon credits. This means the full lifecycle of carbon emissions - emissions from the production and distribution of the fuel as well as those that come from the combustion of the fuel in the engine - are all offset.

Offer excludes fuel card transactions. Shell fuel card customers interested in offsetting the emissions of their fleet can visit: <https://www.shell.co.uk/fuelcardco2>

3. How do I leave the CO₂ offset programme if I do not wish to pay 1 pence per litre?

Prior to the 1p per litre charge being introduced on 7th November, all customers will have received an email from Shell asking them to let us know if they'd like to remain in the program and consent to paying the new charge. Any customers who did not respond to inform us that they'd like to remain in the program will have been automatically opted out. If a customer did consent to remaining in the program but would like to opt out at a later date, they can simply opt-out via the Shell app or by contacting our customer service centre.

4. Can I be refunded my carbon offset charge at the till?

It is not possible to process refunds for carbon offsetting at the till.

If you decide you want to leave the programme and be refund for your most recent carbon offsetting transaction, please contact the customer service center who will provide a refund.

5. Why have I not been charged to offset my carbon at my last fill up?

Check that you have opted into the carbon offset programme via the app or web.

If you have opted in and still have not been charged, a small percentage of our Service Stations are still working to update their IT systems. Please be assured that your carbon is still being offset.

6. How can customers at Shell stations in the UK offset the carbon emissions from their fuel?

Fuel purchased by a Shell Go+ member opted into the CO₂ offset programme at a UK Shell station will automatically offset their CO₂ emissions. From November 2022 we'll be asking for a small contribution of only *1 pence per litre extra. Shell will calculate the amount of CO₂ emissions generated by the fuel purchased and will purchase carbon credits to compensate for these emissions.

7. How do I sign up for Shell Go+?

It is free to become a Shell Go+ member and you can sign up quickly and easily via the Shell app or online at <https://www.goplus.shell.com>.

8. How do I sign up to the CO₂ offset programme?

Customers simply need to join the Shell Go+ rewards programme and opt-in via the Shell app.

9. I'm already signed up for Shell Go+, is there anything I need to do?

Just opt-in to the CO₂ offset programme via the Shell app make sure you scan your Shell Go+ app or card when you purchase fuel at a Shell station and Shell will do the rest. Remember that even if you spend less than £10 on fuel, it will still be offset if you scan your app or card.

10. If I don't sign up for Shell Go+ is there another way to offset my carbon emissions with Shell?

No, the only way to offset your carbon emissions with Shell in the UK is via Shell Go+, but Shell Go+ provides many benefits to customers beyond carbon offsetting. For those customers who visit us just for fuel, Shell Go+ provides a fuel reward for every ten visits. And if refilling with Shell V-Power, members receive an extra £3 off per 300 litres. But Shell Go+ also rewards customers who don't visit Shell stations for fuel. For example, members will receive 10% off products including hot drinks such as Costa Coffee, and food such as Jamie Oliver deli by Shell. So we would recommend signing up!

11. What happens if I forget to use my app?

Unfortunately, Shell can only offset the carbon emissions of your fuel purchase if you scan your Shell Go+ app or card. If you prefer not to use the Shell Go+ app you can always order a physical membership card or fob online at <https://www.goplus.shell.com>.

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12. Where can I view the amount of carbon I have offset?

You can view the amount of carbon (kg) you have offset year to date in your Shell Go+ account via the Shell app. You can view the amount of carbon (kg) you offset on your last refuelling transaction by signing into your Shell Go+ account on the web.

13. Why has my Carbon Offset counter been reset to zero (0)?

You can view the amount of carbon (kg) you have offset year to date in your Shell Go+ account via the Shell app. The counter will be reset to zero (0) on the 7th November 2022 and on the 1st January every year thereafter.

14. Where can I see the individual financial contributions, I have made to offset my carbon?

You can view your financial (£0.00) contribution to offset your carbon via your Shell Go+ account in your Shell app and Shell Go+ account on the web. In the Shell app select 'More', then select 'Transactions', where you can view your individual receipts and visits. On the Shell Go+ website, in the home screen scroll down to bottom and your individual transactions will be visible.

15. Where can I see my year to date financial contribution to offset my carbon?

You can view your financial (£0.00) contribution to offset your carbon via your Shell Go+ account in your Shell app only.

16. How will I be able to tell that Shell really is offsetting my carbon emissions?

Log on to your Shell Go+ account via the app or web to view the quantity of carbon off set year to date.

17. If I use Shell Go+ with Pay at Pump, will my carbon emissions be offset?

Yes, if you've opted in all Shell Go+ pay at pump transactions will be offset.

18. Is this offer available on all fuel?

This offer is available on all Shell Go+ purchases of petrol, diesel and LPG.

19. Why can't I offset my electric vehicle charging?

This offer is only available on Shell Go+ purchases of petrol, diesel and LPG. However, all the electricity provided to EV drivers via our Shell Recharge EV charging service is from 100% certified renewable sources.

20. Is this offer available at all Shell sites?

The offer is available at 100% of Shell Service stations in the UK that are part of Shell Go+ when paying at the till. The offer is available at 96% of Shell service stations in the UK when paying at pump.

21. Can B2B (fuel card) customers benefit from Shell Go+ and also offset via the Shell fuel card, i.e. is there a risk of double counting?

No, B2B customers cannot benefit from the carbon offsetting service tied to Shell Go+. Both Shell and other fuel cards accepted at Shell Service Stations (third-party cards), have been excluded from this offer. This is so that Shell fuel card customers can make use of a specialist fuel card offer and to ensure there is no double counting of third-party cards which are accepted at Shell Service Stations and potentially included in another provider's offsetting service. For Shell Card customers, they can be confident that their fleet is driving carbon neutral across both Shell and third-party networks. Fleet Managers will also have clear visibility of the carbon offsetting service charges on their invoices offering convenience. Additionally, customers will receive an annual 'Verified Carbon Reduction Certificate' detailing the carbon offsetting completed for the fleet. For Shell fuel card customers interested in offsetting the emissions of their fleet, visit <https://www.shell.co.uk/fuelcardco2>.

22. What are Nature-Based Solutions?

'Nature-based solutions' – also referred to as natural climate solutions – comprise all activities related to the protection or re-development of natural ecosystems such as forests, grasslands, and wetland systems to lower concentrations of greenhouse gases in the atmosphere. This can include avoiding or minimising greenhouse gas emissions and helping to sequester carbon into so-called 'carbon sinks'. Each of these activities results in the biological capture and storage of carbon – typically through the process of photosynthesis. Such activities can lead to the marketing, trading and sale of carbon offset credits. They also help, for instance, to reduce soil erosion, protect animal habitats, and create products such as timber and biofuels.

23. How do carbon offset projects guarantee the emission reductions?

There is a robust programme of third-party independent standards, verification processes and registries to help ensure the quality and integrity of carbon offsets. The Verified Carbon Standard, the Gold Standard and the Climate Action Reserve are examples of well-known standards in the market. In order to be validated to these standards, projects are checked by independent Designated Operational Entities – which are qualified to ensure the projects meet crucial quality criteria and deliver genuine reductions. In addition, the DOEs check the projects on a regular basis to ensure they are continuing to deliver what is claimed.

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24. How can you assure customers the money Shell donates to offset their fuel purchase is actually making it to the forest? Is there any guarantee?

Transparency is key to the success of any carbon offsetting programme. Each CO₂ credit has its own number and can only be used once. The projects we work with are certified by standards, including the Verified Carbon Standard, currently the largest source of nature-based projects globally, and the Climate, Community and Biodiversity Standard, which verifies that projects not only address climate change, but also support local communities and conserve biodiversity. In projects where Shell is purchasing carbon credits from others (such as a project developer or through a third-party retailer or broker) the project developer or broker will be responsible for documenting their income from sale of credits and the distribution of the income between communities and investors involved in the project as well as the project costs.

24. What are carbon credits?

A carbon credit represents the avoidance or removal of 1 ton of carbon dioxide. These credits are traded among governments and businesses. In order to ensure the quality and integrity of carbon credits, there is a robust programme of third-party standards, verification processes and registries.

25. How do these carbon offset projects guarantee their emission reductions?

To ensure the quality and integrity of carbon offsets, there is a robust programme of third-party independent standards, verification processes and registries. The Verified Carbon Standard (VCS), the Gold Standard and the Climate Action Reserve (CAR) are examples of well-known standards in the market ensuring the quality and credibility of offset projects. To be validated to these standards, projects are checked by independent Designated Operational Entities (DOEs) – certified independent auditors – which are qualified to ensure the projects meet quality criteria and deliver genuine reductions. In addition, the DOEs check the projects on a regular basis to ensure they are continuing to deliver what is claimed. Key criteria in evaluating the credibility and quality of an offset project are proof that it is: 1. Additional – the reduction in emissions would not have occurred without the carbon finance from selling carbon offsets. 2. Verifiable – it will be retired from the carbon market so that it cannot be sold again or double-counted. Permanent – it delivers the reductions claimed and they will not be reversed. 3. Addressing leakage – the emission reduction in one area has not caused an increase in emissions elsewhere.

26. Which projects is Shell supporting?

Shell is buying carbon credits in projects that protect, enhance or restore natural ecosystems, including reforestation, to absorb and store carbon dioxide. Shell invests in nature-based projects that do more than simply reduce or avoid the release of CO₂ emissions – they also benefit local communities by funding activities such as new schools or fresh water supplies. Offer limited to September 2020, see goplus.shell.com/co2 for details. Offer excludes fuel card transactions. goplus.shell.com/co2 Shell has built a broad portfolio of projects. For the UK Shell Go+ offsetting programme Shell has sourced some carbon credits from within the UK, including the Overkirkhope Project in the Scottish borders and the Longwood Project in Cumbria, both woodland creation projects verified to the UK Woodland Carbon Code. However, the UK market for carbon credits is small. Therefore, to have enough to offset UK drivers in this scheme, these will be supplemented by carbon credits purchased from nature-based projects globally, including Cordillera Azul National Park Project in Peru, Katingan Peatland Restoration and Conservation Project in Indonesia and Green Trees Reforestation Project in the USA. In the UK Shell will also be supporting Forestry and Land Scotland which ultimately will generate carbon credits.

27. What is the Cordillera Azul project in Peru?

One of the places that Shell is buying carbon credits from for the Shell UK nature-based solutions programme is the Cordillera Azul National Park REDD+ project in Peru. This project strives to protect 1.6 million hectares of forest in a national park between the Andes and the Amazon Basin in Peru, much of which is under threat. It is estimated that the project will avoid the emission of 16.2m tons of CO₂ by 2021. In addition, project revenue from carbon credits will help drive the development of alternative livelihoods for local communities such as agriculture, textiles, and crafts.

28. What is the Katingan Mentaya project in Indonesia?

One of the places that Shell is buying carbon credits from for the Shell UK nature-based solutions programme is the Katingan Mentaya project in Central Kalimantan, Indonesia. The project protects 157,000 hectares of peatland habitats. The threatened land is home to several critically endangered species, including up to 10% of the surviving Bornean orangutans, southern Bornean gibbons and proboscis monkeys. The project also collaborates with 34 villages and provides alternative sources of income as well as generating around 7.5 million carbon credits each year.

29. Why can't I only support projects closer to home?

It's understandable that customers may prefer local projects, but it's important to note that the environmental impact of a ton of CO₂ reduced is the same whether the forest is closer to home, or overseas. In addition, projects that occur in developing countries often provide greater opportunities for positive environmental and social impacts, as well as the carbon benefits. As well as buying carbon offsets from projects around the globe, however, for the UK Shell Go+ offsetting programme Shell has sourced some carbon credits from within the UK, including the Overkirkhope Project in the Scottish borders and the Longwood Project in Cumbria, both woodland creation projects verified to the UK Woodland Carbon Code. Shell will also be providing support to Forestry and Land Scotland. Shell is working with Forestry and Land Scotland to establish trees and this work will ultimately generate carbon credits.

30. How are the analogies referenced by Shell substantiated?

Shell has developed a series of analogies to help customers better understand how carbon is captured and stored using nature. The analogies are used for illustrative purposes only. Whilst Shell takes reasonable care to ensure the data is true and accurate, the figures have been presented in a non-technical way to represent the scale of carbon sequestration. The average tree is defined as one with a 20-cm diameter at breast height, younger trees contain less carbon and others like Redwoods would contain far more carbon at full maturity sequestration of a tree, using three trillion trees (Crowther T. W., 2015) on the planet, which contain 400 giga tons of carbon (Erb, 2017). The average tree contains 0.48 t CO₂

* Subject to change on notice