

SHELL DRIVE CARBON NEUTRAL 2019/2020

Terms and Conditions

This introductory offer will be available every time a customer uses Shell Go+ with their fuel transaction, from October 2019 to September 2020. At that point, Shell's intention is to continue to offer the choice to continue carbon neutral driving with Shell Go+. However, the specific offer will be shaped by feedback from customers. For more information see goplus.shell.com/co2. For Shell fuel card customers interested in offsetting the emissions of their fleet, visit <https://www.shell.co.uk/fuelcardco2>.

The terms "carbon neutral" and "carbon offsets compensation" are applied in a non-technical way to indicate that Shell has engaged in a transaction to ensure that an amount of carbon dioxide equivalent to that associated with the production, delivery and usage of the fuel has been removed from the atmosphere through a nature based process or emissions saved through avoided deforestation.

Eligible Fuel: volume of Shell petrol and diesel and LPG fuel purchased during Promotional Period to be used to calculate carbon offsets. Does not include any existing fuel in the vehicle tank.

Promotional Period: October 2019 until September 2020, unless terminated earlier at Shell's sole discretion.

Shell may terminate the offer at any time and reserves the right to vary the offer and cost in any subsequent promotions.

Shell Go+ offer

Offer available for Eligible Fuel sold to private customers by Shell in the United Kingdom. Offset transaction is valid only when the customer's Shell Go+ membership card and/or app is used for the transaction during the Promotional Period.

Shell will pay to offset the Well-to-Wheel CO₂ emissions (this includes the combustion of Eligible Fuel in the engine of your vehicle as well as the extraction of crude oil, refining, and distributing of fuels). Offsetting the Well-to-Wheel CO₂ emissions will be done by Shell automatically and will not require customer acceptance to do so. Fuel sold with a Shell fuel card will not be included in this promotion.

General:

Shell's CO₂ emission calculations for each type of Eligible Fuel are estimates that are weighted averages based on UK government DEFRA 2017 guidelines "Greenhouse gas reporting: conversion factors 2017" (for more details see <https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2017>). Calculations may change if fuel specifications or government requirements are altered. The protocols for voluntary reporting of carbon offsets are still not fully developed and Shell cannot guarantee the accountability under reporting standards, like the GHG Protocol or under ISO 14064, of the offsets offered.

The CO₂ Offset Credits only apply to purchased Eligible Fuel and no CO₂ offsets will be applied in respect of the other fuel already present in your tank. Any other CO₂ emissions resulting from your journey (for example, in respect of electricity generation for your vehicle or in respect of the materials to manufacture your vehicle) are not offset by the CO₂ credits. All offsets will be purchased by the Shell group of companies and may be retired against multiple Shell group entities globally. Customers will not receive title to the individual credits.

During 2019 Shell will invest in CO₂ offsetting credits focused on conservation, or the avoidance of deforestation. These projects include but are not limited to: Katingan and Cordillera Azul. Shell may also choose to invest in limited forestation projects dependant on availability and suitability, at Shell's discretion.

Shell will purchase and retire all CO₂ offset credits within 15 months of customers' purchase. Shell offsets purchased may be used by Shell to calculate annual progress against the Shell Group's Net Carbon Footprint ambition.

Shell's "Net Carbon Footprint" includes Shell's carbon emissions from the production of our energy products, our suppliers' carbon emissions in supplying energy for that production and our customers' carbon emissions associated with their use of the energy products we sell. Shell only controls its own emissions. But, to support society in achieving the Paris Agreement goals, we aim to help such suppliers and consumers to likewise lower their emissions. The use of the term Shell's "Net Carbon Footprint" is for convenience only and not intended to suggest these emissions are those of Shell or its subsidiaries.

This offer relates to fuel purchased in the United Kingdom only and may be withdrawn or amended at any time at Shell's discretion.

Subject to availability and at Participating Shell Service Stations only. Please contact [+44 800 731 8888] if you would like more information. Promoter: [Shell U.K. Oil Products Limited (as agent for Shell U.K. Limited), Shell Centre, York Road, London, SE1 7NA ("Shell") who may work with other companies in the Shell group to satisfy this offer].

The companies in which Royal Dutch Shell plc directly and indirectly owns investments are separate legal entities. In this presentation "Shell", "Shell Group" and "Royal Dutch Shell" are sometimes used for convenience where references are made to Royal Dutch Shell plc and its subsidiaries in general. Likewise, the words "we", "us" and "our" are also used to refer to Royal Dutch Shell plc and its subsidiaries in general or to those who work for them.

