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.

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Due to inherent limitations in any internal control, it is possible that fraud, error, or non-compliance with laws and regulations may occur and not be detected. Further, the verification was not designed to detect all weakness or errors in internal controls so far as they relate to the requirements set out above as the verification has not been performed continuously throughout the period and the verification carried out on the relevant internal controls were on a test basis. Any projection of the evaluation of control to future periods is subject to the risk that the processes may become inadequate because of changes in conditions, or that the degree of compliance with them may deteriorate.

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