SUSTAINABILITY SUMMARY

ROYAL DUTCH SHELL PLC SUSTAINABILITY SUMMARY 2011

INTRODUCTION FROM THE CEO

"WELCOME TO THE SHELL SUSTAINABILITY SUMMARY, AN OVERVIEW OF OUR SUSTAINABILITY REPORT FOR 2011."

It was a year of continued economic turbulence that once again showed how placing sustainable development at the core of our business decisions is the right approach. This means putting consideration for safety, the environment and communities at the centre of the steps we take to design, build and operate major energy projects. The energy we provide must be produced and delivered in the right way.

With tough economic conditions prevailing, and momentous social change taking place in some countries, the world must not lose sight of longer-term challenges.

There are now 7 billion people in the world, and we are on our way to 9 billion by 2050. In the decades to come, major economies will continue to consume energy to grow. In developing countries many people will become wealthier, buying their first television, refrigerator or car. In short, the world will need more energy.

Fossil fuels will still provide the bulk of this energy with, we believe, a greater role to play for cleaner-burning natural gas. Renewable energy, including low-carbon biofuels for transport, will also increase steadily.

To build a sustainable energy system, we need a new level of collaboration and leadership to develop workable policies and solutions. We need vision and action. Major companies like ours can help encourage the global co-operation needed across public and private sectors, and across industries.

At Shell we believe that responsibly delivering cleaner, more reliable and affordable energy is the best contribution we can make today to a more stable world where economies can thrive. To do this we work with others including communities, other companies, governments, consumers and non-governmental organisations.

For Shell, safety remains our top priority. Our standards are rigorous. If things do not go as planned we respond swiftly and decisively, and we investigate all incidents to learn and improve our performance.

Sustainability depends on our ability to build resilience into our plans and operations. We have to make sure Shell remains able to tackle future challenges so that we, in turn, can continue to make a positive contribution to society.

Peter Voser
Chief Executive Officer

OUR APPROACH

SUSTAINABLE DEVELOPMENT & OUR BUSINESS

Our aim is to help meet society's need for energy in economically, environmentally and socially responsible ways.

Through experience we have learned that working with communities where we operate helps us to share greater benefits from our projects. It also makes good business sense. By incorporating the views of our neighbours early into project planning, we can design and deliver projects more effectively and avoid delays. Early engagement with communities helps us to prevent disruptions to livelihoods and commerce, and to reduce impact on local wildlife and biodiversity.

As well as communities, we work with governments, environmental experts and non-governmental organisations to design and deliver better projects. Adjusting pipeline routes or the timing of seismic surveys to minimise disturbance to communities or wildlife are examples of how early engagement with our neighbours has improved our approach.

When we develop a new project, or an expansion to an existing facility, we follow a defined process that helps us to identify and address potential impacts on people and the environment. There are key decision points at which we determine whether to move forward, or not. At each of these points we assess the regulatory, environmental and social impacts, alongside commercial and technical considerations.

We conduct environment, social and health impact assessments to understand and manage risks and opportunities. We thoroughly consider and adopt the recommendations from these assessments throughout the lifetime of the project. As we make investment decisions, we also consider the potential cost of a project's CO_2 emissions.

↓ Our people and their well-being are important to our ability to deliver energy responsibly.

SAFETY

Safety is critical to our ability to deliver energy responsibly.

Safety remains our top priority, and a core value in the way we operate. Our goal is to have zero fatalities and no incidents that harm our employees, contractors or neighbours, or put our facilities at risk. We continue to improve the safety of the people who work for us (page 15) and our facilities. In 2011, however, we experienced several incidents that reinforced the need to stay vigilant and to maintain our focus on the safety of our operations.

We manage safety through rigorous processes and by embedding a safety culture in our daily lives. We have a set of standards in place that all our operations must follow. They cover the areas of health, safety, security, environment and social performance.

Everyone working for us, and joint ventures we operate, must follow our safety rules, intervene in unsafe situations, and respect our neighbours and the environment. We also encourage companies we contract with and joint ventures we do not control to embed a safety culture in their workforce.

Our safety record has significantly improved since the introduction of our mandatory 12 Life-Saving Rules in 2009. These focus on the highest risk areas in our daily activities, including working safely at heights and not speeding while driving.

PREVENTION AND RESPONSE

Preventing incidents and managing risks are critical to our business, and to the safety of the communities who live near our operations. Shell takes a twofold approach to potential incidents that could harm our employees and contractors, our neighbours or the environment. We identify and assess risks that could lead to an incident, and take the necessary steps to reduce or eliminate them. At the same time, we prepare for and are ready to respond to an incident in the event that one occurs. We have multiple recovery measures in place to minimise impact on people and the environment. Our staff prepare and practise emergency response actions to incidents such as an oil spill or a fire. To continually improve our approach, we work closely with local emergency response crews and government organisations to regularly test our response plans and procedures.

↓ Safety drill on a North Sea platform, UK.

COMMUNITIES

We aim to have a positive effect in the communities where we operate.

Our operations can create jobs in nearby communities and help develop local economies through supply chains. We recognise that our operations can also raise concerns. We work with our neighbours to address these concerns and share the benefits of our activities.

All our major projects and facilities are required to have a social performance plan to help assess and minimise impacts. When we develop new projects, or plan an expansion to an existing facility, we work closely with local communities to identify mutually beneficial approaches and respond to their needs and expectations. This improves the way we make decisions and how we operate.

We continue to build the skills of our staff who work directly with communities. In 2011, we issued a social performance handbook that provides practical tools and guidance to help our specialists. An exchange programme allows these specialists to learn from each others' experiences.

Being part of the communities in which we work means sharing benefits. We hire and buy services and products locally wherever possible. We spent around $12 billion in 2011 on goods and services from companies in countries with lower incomes.

We invest in community programmes in which our expertise can provide a positive, lasting impact. We focus our social investments on projects linked to road safety, local enterprise development, and securing safe and reliable access to energy for the communities around us. For example, programmes such as Shell LiveWIRE encourage the development of local enterprises by offering business advice to young entrepreneurs.

↓ Local business development through Shell LiveWIRE, Port Harcourt, Nigeria.

CLIMATE CHANGE

With the global population growing rapidly, and wealth in developing countries rising, long-term demand for energy is increasing. At the same time, CO_2 emissions must be significantly reduced. Shell is helping to meet this challenge by doing what we can today.

Our approach to helping to tackle global CO_2 emissions focuses on four main areas: producing more natural gas, helping to develop carbon capture and storage, producing low-carbon biofuel and working to improve energy efficiency in our operations. We also have a comprehensive governance structure in place that oversees all our CO_2-related activities, including the research and development of technologies that increase efficiency and help reduce CO_2 emissions.

Natural gas

One-third of CO_2 emissions from the total energy system come from the generation of electricity. Replacing coal with cleaner-burning natural gas in a power plant can cut its CO_2 emissions by around half. For many countries, increasing the use of natural gas for electricity generation is the fastest and most affordable way to meet the challenge of delivering more energy with lower CO_2 emissions.

Carbon capture and storage

We are helping to advance carbon capture and storage (CCS) technologies through support for a number of projects around the world. Adding CCS to major industrial plants would significantly cut global CO_2 emissions.

We are involved in a number of projects including Gorgon (Shell interest 25%), a liquefied natural gas (LNG) venture off Western Australia that will include the largest CCS project in the world. Once Gorgon is in operation, it is expected to capture and store underground 3 to 4 million tonnes a year of CO_2. In Canada, our Quest project, if it goes ahead, has the potential to store over 1 million tonnes of CO_2 a year. In Norway, we are involved with partners in the largest planned demonstration facility to develop and test CO_2 capture technology. The centre in Mongstad is expected to start operating in 2012.

Biofuels

As global population grows, the number of cars on the road will continue to rise. All lower-carbon fuel options will be needed to meet demand, while limiting CO_2 emissions. Blending petrol and diesel with sustainable biofuels helps reduce CO_2 emissions from transport fuel.

In 2011, we launched the Raízen joint venture to produce the lowest-carbon biofuel commercially available, ethanol from sugar cane in Brazil. We are also working to make biofuels more sustainable and develop advanced biofuels from non-food sources.

Energy efficiency

We work continuously to improve the efficiency of our own operations, both to help reduce CO_2 emissions and to be more cost competitive. Since 2005, we have followed a multi-billion dollar programme to increase the energy efficiency of our existing operations. We design new projects from the start to use energy efficiently.

We also offer products and services to help our customers use less energy, including advanced fuels and lubricants.

ENVIRONMENT

We are working to minimise the environmental impact of our operations.

Our early project plans and decisions include measures to protect the environment. We work to manage CO_2 emissions, use less energy and water, prevent spills, flare less gas produced with oil, and conserve biodiversity.

We are striving to improve our energy efficiency, develop a capability in capturing CO_2 emissions and storing them deep underground, reduce continuous flaring in our operations and reduce spills through rigorous controls and standards.

As water resources become more constrained due to growing populations, the way major industries manage their use of fresh water is becoming more important. We use new technologies and recycling processes to reduce our dependence on fresh water. In water-scarce areas, our operations have water management plans that set out how we monitor and reduce water use.

Protecting the diversity of the natural world is crucial when we consider new projects or expansions to our existing facilities. We carry out biodiversity assessments when we plan projects to measure the potential impact of our operations.

We work closely with leading environmental organisations including the International Union for Conservation of Nature, Wetlands International, The Nature Conservancy and Earthwatch. These partnerships help us identify and manage environmental challenges, as well as opportunities to make improvements, early in the design of projects by giving us access to expertise and practical advice. In 2011, we worked on more than 35 projects with these organisations.

↑ Learning about biodiversity at the Earthwatch Business Skills for World Heritage Programme in Kenya.

REVENUE TRANSPARENCY

Our operations generate revenue through taxes and royalties for governments around the world. These funds can help support a country's economy and contribute to local development. We believe that greater transparency in such payments, and how they are used, is important for building trust between businesses such as ours and the communities we work alongside.

In 2011, Shell paid globally $22.6 billion in corporate taxes, and $4.4 billion in royalties. We collected $88.1 billion in excise duties and sales taxes on our fuel and other products on behalf of governments.

OUR ACTIVITIES

NATURAL GAS

Shell believes more use of cleaner-burning natural gas, especially in power generation, will be vital to building a sustainable energy system.

Cleaner-burning natural gas is abundant, with available resources equal to 250 years at current production levels, according to the International Energy Agency. Natural gas emits around 50% less CO_2 than coal when used to generate electricity, and significantly fewer air pollutants.

In 2012, for the first time, Shell expects to produce more gas than oil. As our gas production grows, we are using advanced technologies and fresh approaches to develop resources and find ways to reduce our environmental impact.

Tight gas

The ability to produce large quantities of natural gas trapped tightly in rock pores has revolutionised the energy picture in North America in recent years. Producing tight gas requires a technique called hydraulic fracturing, or fracking, to release the gas from the rock. This approach has been used over many decades, but new drilling techniques have recently enabled greater volumes of gas to be produced from a single drilling site, reducing our operational footprint. In 2011, we published a set of global onshore operating principles to address concerns around the development of onshore tight gas, specifically relating to hydraulic fracturing (see box).

ONSHORE TIGHT OIL AND GAS OPERATING PRINCIPLES

We believe that as Shell and other major companies continue to develop these resources, setting consistent and responsible industry standards will be vital. Having an open dialogue with those affected by natural gas development will also be essential. In consultation with environmental regulators and non-governmental organisations, we developed and published our industry-leading five global onshore tight oil and gas operating principles. These set out how we aspire to operate as we develop natural gas resources.

Shell:

- designs, constructs and operates wells and facilities in a safe and responsible way;
- conducts its operations in a manner that protects groundwater and reduces potable water use, as reasonably practicable;
- conducts its operations in a manner that protects air quality and controls fugitive emissions;
- works to reduce its operational footprint; and
- engages with local communities regarding socio-economic impacts that may arise from its operations.

Our goal is to have these principles in place at all our operations around the world. As new challenges, technologies and regulatory requirements emerge, we will periodically review and update these principles.

↑ *Liquefying natural gas allows us to ship it from Sakhalin 2 in Russia to customers.*

Our approach puts safety and the protection of the environment at the forefront of our operations. The tight gas reservoirs we access are typically more than 1,000 metres below fresh-water aquifers. Our wells are lined with multiple layers of steel casing and are cemented from the surface to far below the water table. We also reduce our need for fresh water by recycling used water.

Activities at drill sites and the impact of truck traffic can raise concerns among local people. At Pinedale and at our Haynesville operations in Louisiana, USA, we are disturbing the land as little as possible by drilling multiple wells from single sites. At our Marcellus operations in Pennsylvania, USA, we have plans to transport water by rail, reducing the need for trucks.

Liquefied natural gas

Shell was a pioneer of liquefied natural gas (LNG) more than 40 years ago. Since then, LNG has become an important means of supplying gas to people and industries located too far away from natural gas resources to make it practical to transport it by pipeline. By cooling the gas to -162°C we turn it into liquid and shrink its volume by 600 times, allowing us to ship it around the world. At its destination, the LNG is turned back into gas for our customers. Today, we are one of the largest LNG suppliers with facilities across the world. Around 30% of all LNG comes from joint ventures involving Shell.

Work is under way to build a floating LNG facility that will combine production, processing and storage capacity without the need to build onshore plants or lay extensive pipelines on the seabed, significantly reducing environmental impact.

LNG has been used as a fuel in LNG ships for many years. From 2012, Shell is making LNG available as a transport fuel for specially adapted trucks using a busy route that runs from northern Alberta, Canada, to Vancouver. This will replace the diesel the trucks previously used.

Wind power

Wind power is expected to continue to grow as part of the global energy mix. Shell has been developing wind power for more than a decade and is involved in wind projects in Europe and North America. Currently, Shell's share of the energy capacity from wind power amounts to 507 megawatts. Most of this comes from around 720 turbines at eight wind projects in the USA. We are assessing other potential projects, all in North America.

THE ARCTIC

As long-term global demand rises, the world will need the vast energy resources the Arctic holds. But they must be produced responsibly, with the welfare of the environment and communities central to development plans.

The US Geological Survey estimates the global Arctic holds as much as 30% of the world's undiscovered natural gas and about 13% of its yet-to-find oil. More than 80% of these resources are believed to lie offshore.

Operating responsibly in the Arctic and subarctic is not new to us. We have been active in Alaska in the USA, onshore and offshore, and Canada for nearly 50 years. More recently we have been involved in developing major projects with partners in Norway and at Sakhalin and Salym in Russia.

Shell recognises that some public opposition exists to further development of Arctic energy resources. To operate safely and effectively across this region, we have plans based on rigorous assessment of the technical and environmental challenges. We work closely with local communities, including indigenous peoples, to listen to their views, to determine the best ways to share the benefits of our operations and to preserve their traditions. We also work with governments, scientists, academic institutions and non-governmental organisations to understand and consider their views on our projects.

Since 2005, we have pursued an extensive programme of environmental studies in Arctic waters and onshore in Alaska. The traditional knowledge of indigenous peoples is invaluable to how we approach our work in the region. As we plan our activities, village elders and local expert hunters help us identify important species, sensitive habitats, archaeological sites and special areas such as caribou calving grounds and gathering points for migratory birds.

We have developed innovative technologies and conducted many scientific studies to enable us to work responsibly in this challenging offshore environment. This approach includes the use of unmanned aerial drones and marine acoustic recorders, and ecosystem studies combining traditional with scientific knowledge.

ALASKA

Our preparations to explore for oil in the Beaufort and Chukchi seas in 2012 follow a number of years of work to lay the foundations for the responsible development of the area's potential resources. Along the way we have faced challenges to our plans, and opposition remains. As we approach the start of exploratory drilling, we have been working closely with regulators, local communities and other organisations to develop robust safeguards. This has helped us refine our drilling plans.

The waters off Alaska's north coast are shallow and the oil fields beneath them are relatively low in pressure, a very different environment to the deep waters of the Gulf of Mexico. To prepare for drilling off Alaska, we have developed a thorough oil-spill response capability. It includes capping and containment equipment, and oil-spill response vessels.

↑ *Producing oil and gas in deep waters off Brazil.*

↑ *Oil sands development in Alberta, Canada.*

DEEP WATER

In delivering new resources to help meet rising energy demand, we are operating in ever more challenging environments – such as deeper waters offshore. Advanced technologies and rigorous standards help us to do this safely. Our major projects in deep-water exploration and production help develop local economies through supply chains, and build job skills.

Shell has been at the forefront of deep-water exploration and production for more than 40 years, safely delivering more than 20 major deep-water projects around the world. We have developed many of the advanced technologies, processes and safety procedures that allow us to bring oil and gas up from water depths of almost 3 kilometres. Today we operate projects in deep waters off countries including Malaysia, Brazil and in the USA, with more being developed.

The *BP Deepwater Horizon* tragedy in 2010 reinforced the need to maintain the safety and reliability of our deep-water operations worldwide. We have multiple safeguards in place to prevent a similar incident from occurring in our operations.

OIL SANDS

Canada's oil sands are one of the most significant energy resources remaining. They can play an important role in the energy mix, but they must be developed responsibly. We are working to improve our ability to manage greenhouse gas emissions, and to use land and water more effectively.

We continue to work to improve energy efficiency and are developing plans for large-scale carbon capture and storage at our oil sands operations. We also continue to explore opportunities to increase the amount of water recycled at our operations and use more groundwater from the site to reduce our use of river water. In 2012, Shell helped launch a consortium of energy companies to share knowledge and develop innovative technologies to improve environmental performance across the oil sands industry.

We continue to work to improve the technology used to manage tailings – a mix of water, sand, clay and residual hydrocarbons that remains after the bitumen is separated. We are also working with aboriginal neighbours to incorporate traditional knowledge into our land management and reclamation efforts.

NIGERIA

An open letter from Mutiu Sunmonu, Chairman of Shell Companies in Nigeria, abridged version.

In 2011, Shell Petroleum Development Company (SPDC) continued our efforts to rebuild operations and provide more transparency around our activities.

SPDC production rose for the second year running, providing more revenue to the government – the majority owner – and our other joint-venture partners. Stable funding and better security paved the way for progress on important projects. In 2011, we installed new equipment to capture gas produced with oil that would otherwise be burned off, and we repaired or improved existing facilities to capture gas. This helped reduce the amount of flaring at SPDC facilities in 2011, even though we produced more oil than in 2010.

Our increased focus on the maintenance of pipelines and other equipment, thanks to better access to sites, led to the volume of onshore operational spills from SPDC facilities also falling in 2011. Regrettably, the Shell Nigeria Exploration & Production Company (SNEPCo) experienced an oil leak during loading operations at the Bonga field 120 km offshore. I'm sorry that this leak occurred, but pleased that the swift response efforts of SNEPCo staff in co-operation with the Nigerian government meant that most of the resulting spill evaporated or was rapidly dispersed at sea.

Despite an end to militant attacks, urgent action is still needed to tackle the oil theft and illegal refining by criminal gangs which continue to cause the majority of spills.

The UNEP report on oil contamination in the Niger Delta's Ogoniland region, released in August 2011, showed the complexity of some of the challenges we face. SPDC welcomed the report, accepting its recommendations for the company. I earnestly hope that this report proves to be a catalyst for co-operation among government, the industry and civil society.

Recent years have been challenging in Nigeria, but I am hopeful for the future.

Mutiu Sunmonu

Read the full letter in the Shell Sustainability Report for 2011.

HEALTH IN MOTION

Access to health care in the Niger Delta is limited. SPDC helps improve access in a number of ways. It supports and staffs a network of 27 health clinics across the Delta. It finances a small but growing number of community health insurance schemes as part of its community-led social investment model, the global memorandum of understanding. It also sponsors campaigns to target illnesses such as malaria and HIV/AIDS. One of its longest-running efforts is the annual community outreach programme called Health in Motion. Teams of doctors, nurses, pharmacists and counsellors from SPDC's company health department visit remote areas to bring health care to communities. In 2011, the team reached more than 87,000 people, providing advice, treating ailments, performing minor operations and distributing mosquito nets and spectacles.

DELIVERING MORE SUSTAINABLE PRODUCTS

BIOFUELS

For the first time, through our joint venture Raízen, we are producing low-carbon biofuel.

Biofuels are expected to play an increasing role in helping to meet demand for transport fuel. Shell predicts that their share of the global transport fuel mix will increase from 3% today to 9% by 2030.

In 2011, we moved into the production of low-carbon biofuels for the first time. With Cosan, we set up Raízen (Shell interest 50%), a joint venture that produces and sells over 2 billion litres a year of the lowest-carbon biofuel commercially available, ethanol from sugar cane in Brazil. This biofuel reduces CO_2 emissions by around 70% compared to petrol, from cultivation of the sugar cane to using the ethanol as fuel.

Sugar cane needs little artificial irrigation to grow in Brazil thanks to the high annual rainfall. Raízen recycles around 90% of the water supply it uses to convert sugar cane into ethanol in 23 of its 24 mills. It plans to be recycling water in the remaining mill by the end of 2012.

Our Raízen joint-venture agreement includes a set of principles to help improve sustainable production. These require Raízen to assess the potential direct and indirect impacts of cultivating new land for biofuel crops, and to avoid land rich in biodiversity. Raízen also works with its suppliers, contractors and landowners to make sure that they follow sound water management, labour and land practices.

Land used to grow sugar cane for Raízen lies hundreds of kilometres from the Amazon rainforest. Raízen supports the work of the Brazilian government to implement effective land use policies and address concerns over sugar-cane production displacing other crops to areas with rich biodiversity. Raízen also supports government efforts to protect the land rights of indigenous peoples.

↑ *Harvesting sugar cane to make ethanol in Brazil.*

Raízen is a member of Bonsucro, which has developed industry standards for the certification of biofuels from sugar cane. Bonsucro separately certifies the mills where the sugar cane is converted, and the ethanol produced. Bonsucro certified four Raízen mills in 2011, including the first mill to be certified under the initiative. Raízen aims to have all its mills certified in the coming years. It also aims to achieve certification for all ethanol produced from its own sugar cane, and ethanol produced from its suppliers' sugar cane.

FUELS AND PRODUCTS

We develop advanced fuels and lubricants that can help drivers save fuel. We also work with consumers to help them to save energy.

As the number of cars grows in coming decades, the challenge will be how to manage the environmental impact. Around 17% of global CO_2 emissions from fossil fuels come from road transport. Shell FuelSave petrol and diesel, our most efficient fuels to date, are designed to help motorists save fuel by reducing energy loss in the engine. We also work side by side with a number of manufacturers to develop more efficient fuels and lubricants, including Audi, Chrysler, Daimler, Ducati, Ferrari and Volkswagen.

Our efforts to make transport more sustainable extend beyond the road. We have developed a new marine lubricant called Alexia S4 which can help improve fuel efficiency.

We also produce petrochemicals that manufacturers use to make everyday products that help consumers use less energy. These products include highly efficient building insulation, warm-water washing detergents and lightweight plastics for cars.

We continue to work with consumers to help them to save energy. Through face-to-face training, driving simulators and online tutorials, we have helped more than 200,000 drivers learn how to use less fuel since 2009.

In the Shell Eco-marathon, student teams from around the world compete to design and build vehicles using a range of lightweight and often recyclable materials. They can run on biofuels, solar energy or hydrogen, as well as petrol or diesel. The winners are the teams in each fuel category that go the furthest distance using the least amount of energy. In 2011, a total of 342 teams took part in the competition in three events in Germany, Singapore and the USA.

↓ Students compete to go further using less energy at the Shell Eco-marathon in Malaysia.

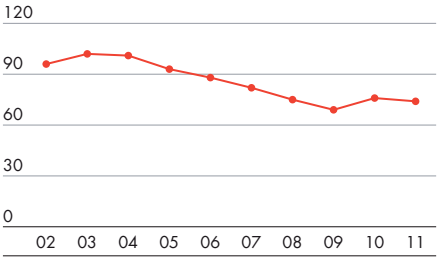
OUR PERFORMANCE

In 2011, Shell delivered major projects which will secure more energy supplies for our customers for years to come. We continued to work to improve our environmental performance in areas such as emissions, energy and water use, flaring and spills. Our safety performance remained strong, and we continued to develop and implement measures to improve our social performance. Read more details in the Shell Sustainability Report for 2011.

www.shell.com/sustainabilityreport

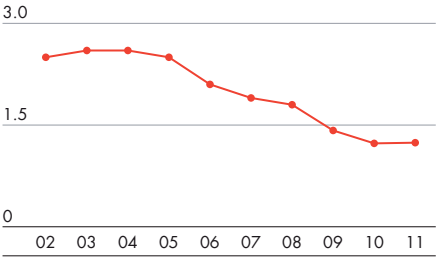
DIRECT GREENHOUSE GAS EMISSIONS

Million tonnes CO_2 equivalent



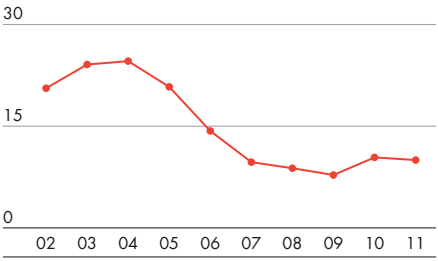
TOTAL RECORDABLE CASE FREQUENCY (TRCF)

Injuries per million working hours

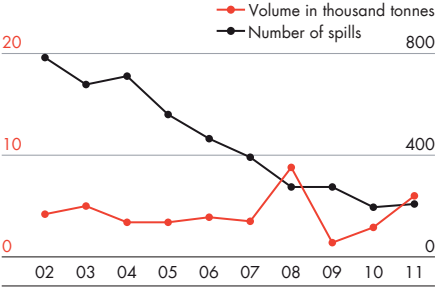


FLARING – UPSTREAM

Million tonnes CO_2 equivalent



SPILLS – OPERATIONAL [A]



[A] Over 100 kilograms.

Cautionary note

The companies in which Royal Dutch Shell plc directly and indirectly owns investments are separate entities. In this publication "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 subsidiaries in general or to those who work for them. These expressions are also used where no useful purpose is served by identifying the particular company or companies. "Subsidiaries", "Shell subsidiaries" and "Shell companies" as used in this publication refer to companies in which Royal Dutch Shell either directly or indirectly has control, by having either a majority of the voting rights or the right to exercise a controlling influence. The companies in which Shell has significant influence but not control are referred to as "associated companies" or "associates" and companies in which Shell has joint control are referred to as "jointly controlled entities". In this publication, associates and jointly controlled entities are also referred to as "equity-accounted investments". The term "Shell interest" is used for convenience to indicate the direct and/or indirect (for example, through our 23% shareholding in Woodside Petroleum Ltd.) ownership interest held by Shell in a venture, partnership or company, after exclusion of all third-party interest. This publication contains forward-looking statements concerning the financial condition, results of operations and businesses of Royal Dutch Shell. All statements other than statements of historical fact are, or may be deemed to be, forward-looking statements. Forward-looking statements are statements of future expectations that are based on management's current expectations and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in these statements. Forward-looking statements include, among other things, statements concerning the potential exposure of Royal Dutch Shell to market risks and statements expressing management's expectations, beliefs, estimates, forecasts, projections and assumptions. These forward-looking statements are identified by their use of terms and phrases such as "anticipate", "believe", "could", "estimate", "expect", "goals", "intend", "may", "objectives", "outlook", "plan", "probably", "project", "risks", "seek", "should", "target", "will" and similar terms and phrases. There are a number of factors that could affect the future operations of Royal Dutch Shell and could cause those results to differ materially from those expressed in the forward-looking statements included in this publication, including (without limitation): (a) price fluctuations in crude oil and natural gas; (b) changes in demand for Shell's products; (c) currency fluctuations; (d) drilling and production results; (e) reserves estimates; (f) loss of market share and industry competition; (g) environmental and physical risks; (h) risks associated with the identification of suitable potential acquisition properties and targets, and successful negotiation and completion of such transactions; (i) the risk of doing business in developing countries and countries subject to international sanctions; (j) legislative, fiscal and regulatory developments including regulatory measures addressing climate change; (k) economic and financial market conditions in various countries and regions; (l) political risks, including the risks of expropriation and renegotiation of the terms of contracts with governmental entities, delays or advancements in the approval of projects and delays in the reimbursement for shared costs; and (m) changes in trading conditions. All forward-looking statements contained in this publication are expressly qualified in their entirety by the cautionary statements contained or referred to in this section. Readers should not place undue reliance on forward-looking statements. Additional factors that may affect future results are contained in Royal Dutch Shell's 20-F for the year ended December 31, 2011 (available at www.shell.com/investor and www.sec.gov). These factors also should be considered by the reader. Each forward-looking statement speaks only as of the date of this publication, April 12, 2012. Neither Royal Dutch Shell nor any of its subsidiaries undertake any obligation to publicly update or revise any forward-looking statement as a result of new information, future events or other information. In light of these risks, results could differ materially from those stated, implied or inferred from the forward-looking statements contained in this publication. U.S. Investors are urged to consider closely the disclosure in our Form 20-F, File No 1-32575, available on the SEC website www.sec.gov. You can also obtain these forms from the SEC by calling 1-800-SEC-0330.

PRODUCED **2%** OF THE WORLD'S OIL

PRODUCED **3%** OF THE WORLD'S GAS

3.2 MILLION BARRELS OF OIL EQUIVALENT PRODUCED A DAY

OVER **48%** OF PRODUCTION WAS NATURAL GAS

DELIVERED LNG IN **49** VESSELS, THE WORLD'S LARGEST LNG FLEET

SOLD **7.7%** OF THE WORLD'S LNG

$30.9 BILLION INCOME

$31 BILLION CAPITAL INVESTMENT

$1.1 BILLION SPENT ON R&D

EMPLOYED **90,000** PEOPLE

OPERATED IN **80+** COUNTRIES

This Shell Sustainability Summary is a short overview of the Shell Sustainability Report 2011. Refer to the Shell Sustainability Report 2011 for more details. In case of any inconsistencies, the Shell Sustainability Report 2011 prevails.

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