



SUSTAINABILITY SUMMARY

Royal Dutch Shell plc
Sustainability Summary 2013

INTRODUCTION FROM THE CEO



“Welcome to the Shell Sustainability Summary, an overview of our Sustainability Report for 2013.”

Sustainability is integral to our business. We operate responsibly, investing to satisfy growing global energy demand and to help build a cleaner energy system for the future. We also actively participate in key discussions between business, civil society and government.

We will continue to focus on operational performance while embedding sustainability within Shell. This means taking stringent steps to prevent harm to the people working in our operations, our neighbours and the environment. Running a safe and efficient business is at the core of good operational performance.

Within Shell, we need to challenge ourselves to make sure we always do the right thing and seek solutions that share benefits with the communities where we operate. This can boost local economies by creating jobs, developing skills and encouraging enterprise by working with local suppliers, often helping them to build capacity. It increases trust and builds lasting, positive relationships.

We apply our expertise and knowledge from our long history in the oil and gas sector to develop technologies and innovations. This includes cleaner energy solutions that can be deployed now – such as natural gas and low-carbon biofuel – as well as emerging opportunities, such as advanced biofuels and liquefied natural gas for transport. We produce about as much natural gas as oil. Gas is the cleanest fossil fuel, producing half as much carbon dioxide (CO₂) as coal in power generation and less local pollution. The development of our Quest carbon capture and storage (CCS) project in Canada, is expected to capture 1 million tonnes of

CO₂ a year from our oil sands operations. The project will provide valuable knowledge to support broader application of CCS technologies.

Yet, the scale of the global challenges that the world faces is too great for one company, or one sector, to resolve. Global demand for energy is rising as populations grow, living standards increase and urbanisation intensifies. There will be greater stress on the essentials of energy, water and food, which is likely to be exacerbated by climate change.

Greater levels of collaboration and trust must be fostered among government, industry and civil society to create the urgent shift needed to help address these challenges. Governments must provide the right frameworks to encourage economic investment in cleaner energy, while business can offer technology, know-how, transparency and pragmatic long-term views.

Ben van Beurden
Chief Executive Officer

Read the full introduction from the CEO in the Shell Sustainability Report for 2013.



OUR APPROACH

SUSTAINABILITY AND OUR BUSINESS

Our approach to sustainability seeks to reinforce our position as an industry leader, while helping to meet global energy demand in a responsible way.

In the decades ahead, more energy will be needed to spur economic development and sustain a growing population as living standards rise for many people. As competition increases for access to energy resources and new customer markets, sustainability remains crucial to delivering our business strategy. We seek to build a portfolio that balances the short- and long-term interests of our business, taking into account a range of key risks. Major projects in areas such as liquefied natural gas, deep water and tight gas are included in our portfolio. We integrate economic, social and environmental considerations into our business decisions from the earliest stage.

Our commitment to technology and innovation continues to be at the core of our strategy, and our engineering expertise is key to the growth of our businesses. As we move into increasingly challenging environments, we use advanced technologies and find creative ways to access difficult resources. Working in these environments can require more energy-intensive processes, which is likely to increase our greenhouse gas emissions over time.

We embed sustainability across our project development process, using specialists who work as part of the project teams. This work involves engaging with communities where we operate to reduce our environmental impact and share benefits from our activities. Early work to incorporate the views of our neighbours into our decision making can also help us avoid project delays.

When we plan or develop new facilities, or make changes to existing ones, we apply a staged project development process that is consistent around the world. This process includes assessing potential health, safety and security risks, and the potential impact on communities close to our operations and the environment. At each review stage, we decide if or how we move forward with the project, taking into account regulatory requirements, technical and economic considerations.

The hull of our Prelude floating liquefied natural gas facility under construction in the Geoje shipyard, South Korea.



SAFETY

Operating safely is central to the way we deliver energy and products to our customers.

Our goal is for all of our facilities to operate with no leaks or incidents that may cause serious injury to our employees, contractors or neighbours. All Shell employees and contractors, and those at joint ventures we operate, must follow our safety rules, intervene in unsafe situations, and respect our neighbours and the environment. These expectations and controls are the foundations of the proactive safety culture that we nurture in our workforce.

Our Life-Saving Rules and annual global Safety Day promote a culture where everyone takes responsibility for safety. The mandatory 12 Life-Saving Rules cover expectations on managing the most critical safety risks. Lives can be lost when these are not followed. Since their implementation in 2009, there has been a notable reduction in the number of fatalities in our operations. Our annual global Safety Day is an opportunity for all employees and contractors to spend the day sharing ideas and good practice, and planning ways to improve our performance in safety.

We seek to ensure that all our facilities are well designed, well operated and well maintained to run safely. This means not releasing any hazardous material that could harm people or the environment. The global technical safety standards for all projects and facilities we operate meet local regulatory requirements and, in many cases, exceed them.

A three-year review programme of our engineering design standards to better manage safety risks was completed in 2013. The review sought to ensure that our standards are up to date and effective. It was followed by the implementation of a specific training programme for engineers to integrate the standards into the design of our new facilities. In 2013, we also completed a \$6 billion programme, which started in 2006, to improve the safety of our oil and gas production facilities. Around \$750 million was invested in the safety and reliability of our refineries, chemical plants and distribution facilities during 2013.

Shell employees make plans to operate safely at the Pulau Bukom manufacturing site in Singapore.





COMMUNITIES

We aim to share benefits with communities near our operations by helping to develop local economies, creating local jobs and developing skills as well as supporting communities with investment programmes.

Community engagement is fundamental to our approach to sustainability within Shell. It helps to build people's trust and is the basis for operating responsibly. Our projects and operations also create business opportunities for people locally, which can help people build livelihoods.

Our major projects and facilities are required to have a social performance plan. This informs people about the social context for future operations and identifies any potential negative impacts on the community. The plans include community engagement activities, such as hosting local meetings, that help us to monitor the impacts of our operations. It also identifies where we can support community development programmes. The social performance process can lead to changes in our plans and operations, if needed. We also strengthened our approach to social performance in 2013, so that operations within Shell consistently apply common global social performance standards.

We work together with our neighbours to minimise impacts and address concerns (see box). Our social performance teams include experts in specialist areas, such as indigenous peoples' rights, cultural heritage and land acquisition, resettlement and livelihood restoration. We also train people as community liaison

officers, who are often local residents, to monitor and respond to community feedback.

Our community investment projects are an essential part of our work with our neighbours. We focus on three global strategic investment themes where we have business expertise and form partnerships. The themes are enterprise development, road safety and access to energy. In 2013, we spent almost \$159 million on community investment projects around the world. We have also introduced a new measurement framework across all of our regions, which will help us in the longer term to evaluate the impact of our community investment activities around the world.

We often work in local partnerships with other parties, including non-governmental organisations and development agencies, to implement our programmes. Alongside our global strategic investment themes, we have locally tailored programmes in areas such as community development, education, and biodiversity and conservation. In 2013, we introduced a new measurement framework across all of our regions, which will help us in the longer term to measure and evaluate the impact of our community investment activities around the world.

COMMUNITY FEEDBACK MECHANISMS

We have community feedback mechanisms that enable people neighbouring our operations to share any concerns about the impacts of our activities. Over 18 months, we developed a community feedback pilot programme for people near our tight gas and oil operations in the Appalachia region in the USA.

This followed an unexpected volume of calls and complaints from residents in the area due to problems such as noise from our operations. Neighbourhood call centres were set up for the community to contact Shell and our community liaison officers reviewed and followed up on every query. Shell also put systems in place to contact the community about upcoming site activity. Within two years, calls reduced to around 50 cases a month, after a high of 210 cases a month in early 2012.

ENVIRONMENT

We are working to reduce the environmental impact of our operations as we help to meet the world's growing energy demand.

The potential environmental impact of our activities – and how local communities are affected – is carefully considered both before projects start and during ongoing operations. We focus on key areas including consuming less fresh water; conserving biodiversity; using less energy; minimising waste; preventing spills and leaks; flaring less gas produced with oil, and managing greenhouse gas emissions.

Carbon dioxide (CO₂) emissions are managed with the use of energy-efficiency technologies and processes, and by reducing flaring in our operations. We are also working to manage CO₂ emissions by advancing carbon capture and storage (CCS) technologies. For example, we are implementing the Quest CCS facility in Canada to reduce CO₂ emissions from our oil sands operations.

WATER

The availability of fresh water is a growing challenge for some communities and industries. Operating in water-scarce areas may bring operational and commercial challenges as regulations on water become more stringent and the cost of using water increases. We are taking steps to better manage

our use of water. To support this, we have established a global centre of expertise for water at the Shell Technology Centre in Bangalore, India, which combines our water technology skills and knowledge.

MINIMISING WASTE

Across Shell, we follow a standardised waste management process. This includes finding ways to reduce the volume of waste that is produced and identifying substitute materials that create less waste where possible. We make efforts to reuse or recycle waste. For example, materials from decommissioned oil platforms at our Indefatigable Field in the UK North Sea were recycled or reused.

SENSITIVE ENVIRONMENTS

Our work with leading scientific and conservation organisations around the world helps us to find new ways to manage environmental challenges and improve the way we develop our projects and operate our facilities. We collaborate with Earthwatch, the International Union for Conservation of Nature, The Nature Conservancy and Wetlands International to help us address environmental aspects of our activities.

A family transports dry reeds across the flooded Hawizeh marshland, near our Majnoon project in Iraq, to be used as feed for their buffaloes.





Our Quest CCS facility
being built at the Scotford
Upgrader in Alberta,
Canada.

FOCUS ON CARBON CAPTURE AND STORAGE

Carbon capture and storage involves capturing carbon dioxide from large industrial sources and storing it deep underground.

The International Energy Agency says that carbon capture and storage is one of the most promising technologies available today to significantly reduce global carbon dioxide emissions. We are developing the Quest carbon capture and storage (CCS) project to capture carbon dioxide (CO₂) from our oil sands operations in Alberta, Canada.

Quest is being constructed on behalf of the Athabasca Oil Sands Project (Shell interest 60%). It will potentially capture more than 1 million tonnes of CO₂ a year and store it 2 km below the surface, safely and permanently, when it starts operations from around 2015. This is an amount equivalent to removing around 175,000 cars from the road. The provincial government of Alberta and the federal government of Canada are supporting its development with funding of C\$865 million as part of their CO₂ reduction plans.

There is a rigorous monitoring programme in place to confirm that the CO₂ remains safely and securely underground. This will involve drilling and monitoring additional wells near the injection wells and testing existing ground-water wells to establish a baseline allowing us to verify that there are no impacts from the project.

We have engaged extensively with communities, including holding meetings with local residents to offer information about the project and to address any concerns. Consultation with landowners has led to a number of changes to the originally intended route of the pipeline. We are also avoiding farmland during harvest season while constructing the pipeline.

We have established a community advisory panel, with 10 members from the community, as a way of sharing information about the monitoring programme. The panel will review the results of the monitoring programme and serve as advisers to Quest's monitoring team. The panel members include local land owners, a county councillor, an emergency services worker, a university professor, a school principal and a government medical representative.

Shell is also involved in other CCS projects. In Australia we are a partner in the Gorgon offshore natural gas project (Shell interest 25%). We are also a partner in the CO₂ Technology Centre in Mongstad, Norway, which is developing and testing CCS technology. And in early 2014, Shell signed an agreement with the UK government to progress detailed design of the Peterhead CCS project.

CLIMATE CHANGE

The world continues to face the critical challenge of how to meet the increasing demand for energy while reducing carbon dioxide (CO₂) emissions – the greenhouse gas (GHG) that is the main cause of climate change.

Shell is taking action across four areas: producing more natural gas; helping to advance carbon capture and storage technologies; producing low-carbon biofuel, and working to improve the energy efficiency of our operations.

NATURAL GAS

More than one-third of the world's CO₂ emissions come from electricity generation. Natural gas produces around half of the GHG emissions compared to coal across its life cycle, from production through to use in generating electricity. This makes switching from coal to gas for generating power the quickest and most affordable route for many countries to achieve their CO₂ reduction targets.

CARBON CAPTURE AND STORAGE

Carbon capture and storage (CCS) safely stores CO₂ underground, instead of releasing it into the atmosphere. The International Energy Agency estimates that CCS could reduce global CO₂ emissions by around 15% by 2050 provided it is rapidly deployed in the coming years. Government support is needed to bring CCS, and other

low-carbon technologies, to an industrial scale which would reduce emissions across the energy sector.

BIOFUELS

Almost one-fifth of global CO₂ emissions are from road transport. We are among the world's largest producers of sugar-cane ethanol through our Raízen joint venture in Brazil. This biofuel can reduce CO₂ emissions by around 70%, compared to petrol, from cultivation of the sugar cane to using the ethanol as fuel, making it one of the lowest CO₂ emission biofuels available today. We are one of the first major energy companies to make significant investments in advanced biofuels. These biofuels use biomass from parts of crops not used for food.

ENERGY EFFICIENCY

We continue to work on improving energy efficiency at our oil and gas production projects, oil refineries and chemical plants. We have a CO₂ and energy management programme that includes monitoring the energy efficiency of equipment at any given time. These systems give us instant information that can be used to make energy-saving changes.

Shell employees working at the Ormen Lange gas processing plant, Norway.





OUR ACTIVITIES

NATURAL GAS

As technology advances, so does our ability to unlock the world's natural gas resources. Shell produces around as much natural gas as oil. By 2030, we expect global demand for natural gas to increase by 60% from its 2010 level.

Countries with large domestic natural gas resources have the potential to continue to boost economic growth, while minimising the environmental impact, by using gas rather than coal in power generation. A natural gas-fired power plant produces around half the carbon dioxide (CO₂) emissions of a coal-fired plant. It significantly reduces smog-causing pollutants and costs less than half as much to build. Displacing coal with natural gas in power plants is the fastest and most affordable route for many countries to achieve their CO₂ reduction targets. Natural gas is also an ideal flexible back-up partner for renewable energy to maintain a steady flow of electricity.

TIGHT GAS

Hydrocarbons trapped in very dense rock are called tight gas and oil. They are found in either shale or sandstone, in pores 100 times thinner than a human hair. Production requires a process called hydraulic fracturing. Large amounts of water – mixed with sand and small quantities of chemicals – are injected under high pressure to fracture rock deep underground and release the gas and oil into the well. Hydraulic fracturing has been used safely

for more than 60 years. However, its increased use in recent years, along with the increase in shale drilling, has caused concern in some communities about possible impacts on emissions and local water resources.

Shell has a number of projects producing tight gas and oil, with exploration taking place in countries that include Argentina, Turkey, and Ukraine. In 2013, we produced around 300,000 barrels of oil equivalent a day in North American tight gas and oil and almost 30,000 barrels of oil equivalent a day in China.

We are a leader in promoting safe and responsible tight gas and oil operations and have developed and adopted a set of five operating principles for all our onshore tight gas and oil activities. These principles focus on safety, air quality, water protection and usage, land use and engagement with nearby communities. Each project is considered separately, from the geology to the surrounding communities, and our activities are designed to best suit the local conditions.

Our Prelude FLNG facility is being built at the Geoje shipyard, South Korea.



LIQUEFIED NATURAL GAS

Liquefied natural gas enables natural gas to be easily transported from remote areas to distant markets.

The LNG process cools natural gas to -162 °C to turn it into liquid and shrink it in volume by 600 times, allowing us to transport it around the world. At its destination, the LNG is turned back into gas for our customers. We have a share in 10 operating LNG plants worldwide, and are currently working on a number of LNG projects to grow this portfolio.

For example, Shell, Korea Gas Corporation, Mitsubishi Corporation and PetroChina Company Limited have agreed to examine the development of a LNG export facility (Shell interest 40%) on the west coast of British Columbia, Canada. The project includes the design, construction and operation of a gas liquefaction plant, and facilities for the storage and export of LNG. If it proceeds, it will connect the abundant supply of Canadian natural gas to growing markets around the world.

FLOATING LNG

Shell is developing a facility that enables us to produce, liquefy, store and transport LNG at sea. Floating LNG (FLNG) offers access to offshore gas

fields that would otherwise be too costly or difficult to develop. FLNG eliminates the need for pipelines, onshore plants and infrastructure. Our first project, Prelude FLNG, is currently under construction in South Korea. It will be used to develop the remote Prelude gas field off the coast of Western Australia.

GAS TO LIQUIDS

Our gas-to-liquids (GTL) technology makes it possible to use natural gas, rather than crude oil, to make a range of liquid products. These include cleaner transport fuels and materials that are used to make chemicals and lubricants. They can be blended with existing fuels or used in pure form. GTL fuels produce fewer polluting emissions when burned compared with traditional fuels.

Pearl GTL, in Qatar, is the world's largest gas-to-liquids plant. The plant uses heat generated by its processes to convert water into steam, which drives its compressors and generates electricity. Its water-recycling system is the largest of its kind and recovers, treats and reuses all of its industrial process water.

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 greater transparency in payments to governments, and how they are used, is important for building trust between businesses such as ours and the communities we work alongside.

In 2013, Shell paid globally \$20.3 billion in corporate taxes, and \$4.1 billion in royalties. We collected \$80.9 billion in excise duties and sales taxes on our fuel and other products on behalf of governments.

**INTERVIEW****ALASKA: Q&A WITH ANN PICKARD**

Alaska is an expensive and high-risk place to operate. Why does Shell continue to prepare to explore for oil and gas in Alaska?

The nations of the Arctic have taken the decision to open up the region for offshore development and trust companies such as Shell to do it responsibly. The US Federal Government estimates that Alaska has potential offshore oil and gas resources of 60 billion barrels of oil equivalent in roughly equal proportions. We believe that Alaska's Chukchi and Beaufort seas are the most promising undeveloped hydrocarbon basins in the United States.

Alaska oil and gas represents a potentially enormous and vital energy resource for the world. As traditional oil and gas resources decline, we have to develop resources in new, more challenging locations to help meet rising global demand.

Shell claims to have a strong safety culture. How do you prepare for a worst-case scenario in an area like Alaska, such as an oil spill?

We are committed to lowering the risk of incidents by investing in prevention and operating safely, but we must also prepare for a worst-case scenario. Our oil-spill response plans are very robust and have been approved by US Federal Government Agencies, with input from Alaska state agencies, and are publicly available on our website. Shell is better prepared for any spill than any other company in the world – no other company has ever deployed immediate, onsite response resources

similar to ours. We have also prepared subsea capping and containment systems to capture and recover hydrocarbons at the wellhead.

We believe the industry can work together on prevention and response. In 2012, we joined several international oil and gas companies, co-ordinated by the American Petroleum Institute, in a cross-industry project. It aims to create international research programmes to enhance industry knowledge and capabilities for oil-spill response in the Arctic.

What are Shell's plans for future exploration off Alaska?

A US Ninth Circuit Court decision against the US Department of the Interior in January 2014 raised obstacles to our plans for drilling offshore Alaska. As a result, we have decided to suspend our exploration programme for Alaska in 2014. We look to relevant agencies and the court to resolve their open legal issues as quickly as possible and will continue to review the situation as we develop our plans.

Read the full Q&A in the Shell Sustainability Report for 2013.

INTERVIEW**NIGERIA: Q&A WITH MUTIU SUNMONU**

Mutiu Sunmonu
Chairman of Shell
companies in Nigeria

Shell has described Nigeria as a “challenging operating environment”. In 2013, you announced that the company will sell some of its oil and gas production projects and leases in the Niger Delta. Does Shell remain committed to Nigeria?

Shell experienced another very challenging year in 2013. However, Shell is committed to a long-term future in Nigeria, as we have said on many occasions. As announced in June 2013, we have decided to reduce our presence in the Niger Delta while reiterating our commitment to other areas of Nigeria, such as deep water and onshore gas operations. This is part of a consolidation that is intended to strengthen our position in the country. It will enable local companies to increase their presence in the upstream oil and gas sector, and it supports the Nigerian government’s policy of encouraging investment by indigenous companies in its oil and gas industry.

You have been calling for government action to work in collaboration with civil society to tackle oil theft and sabotage of SPDC’s pipelines and other facilities. What steps have been taken?

SPDC has a number of initiatives to tackle the problem of crude oil theft, which remains the main cause of oil pollution in the Niger Delta today. These include operational measures such as increased pipeline surveillance, doubling the number of repair crews to tackle pipeline sabotage and more collaboration with local communities. We have improved levels of transparency so that people can follow our progress.

I believe that a broader, co-ordinated approach is needed to end this criminality. Governments need to take a leading role and we, at SPDC, are committed to playing our part. Better security, collection of evidence and law enforcement are required on the ground, while international action is needed to trace, track and apprehend the international networks trading in stolen crude.

What clean up operations take place after oil spills?

SPDC responds to all oil spills, regardless of the cause, originating in the area immediately surrounding its pipelines and other facilities. We start by shutting down production and containing the spill. For every spill, a joint investigation is carried out with regulators, oil company representatives, community members, and local and state officials. Secure access to the area is important to keep everyone safe.

In 2013, we started to invite non-governmental organisations to accompany us as observers on joint investigation visits to oil-spill sites. Our oil spills website also has weekly progress reports on clean-up activities, investigation reports and photographs of spill sites. SPDC is the only international oil company to maintain this type of website.

Read the full Q&A in the Shell Sustainability Report for 2013.



DEEP WATER

For more than 35 years, Shell has led deep-water exploration and production. We developed many of the advanced technologies, processes and safety procedures that enable the safe production of oil and gas from water depths of up to 2.5 km.

We produce oil and gas from the deep waters of Brazil, Malaysia, Nigeria, Norway and the USA Gulf of Mexico (GoM). We work to develop these resources responsibly and to be a good neighbour to the coastal communities closest to our operations.

Shell's rigorous safety standards for our deep-water operations worldwide are designed to meet or exceed local regulatory requirements. We have joined with other oil and gas companies that operate in the GoM to form the Marine Well Containment Company (MWCC). In 2013, the MWCC, in collaboration with Shell, tested and deployed a compact cap for deep-water response in confined spaces, such as spaces directly under drilling or production platforms.

The Subsea Well Response Project (SVWRP) was founded by nine leading companies and operated by Shell. It has designed and built a series of well-capping systems that can be adapted to various deep-water well emergencies around the world.

Construction of the Olympus platform for the Mars B development in the USA.



OIL SANDS

Oil sands are one of the world's most significant energy resources and provide an important source of energy for North America. They are energy- and water-intensive and must be developed responsibly. Oil sands are found in three deposits in Alberta and parts of Saskatchewan in Canada.

In 2013, we announced our decision to go ahead with the Carmon Creek project in Alberta. This is an in-situ oil project that is expected to produce up to 80,000 barrels of oil a day. The project has been designed to make efficient use of the gas and water that is produced with the bitumen. We also received regulatory approval, with environmental and community conditions attached, for the Jackpine Mine Expansion, and began a review of its operations with our partners.

We continue to operate responsibly to reduce our environmental impact by working on ways to improve the management of carbon dioxide (CO₂) emissions, water and land in our oil sands operations. With the support of the Canadian government we are also building a carbon capture and storage facility, Quest, that is linked to the Scotford Upgrader. We are also collaborating with other companies to help us to develop technologies that reduce our environmental impact.

An operator prepares to start work at the Muskeg River Mine in Alberta, Canada.



FUELS AND PRODUCTS

We develop transport fuels and lubricants that can help motorists to reduce their fuel consumption and improve engine efficiency for vehicles. This can help to reduce the environmental impact of transportation as the number of vehicles is expected to grow significantly in the coming decades.

We have a range of more efficient regular priced fuels called Shell FuelSave Diesel and Shell FuelSave Unleaded petrol. They are designed to help motorists save fuel by improving combustion in the engine and reducing energy loss. These fuels are now available in 20 markets across Asia, Africa and Europe. We are also continuing our development in gas for transport and biofuels.

Our approach to energy efficiency includes helping customers to change driving behaviour. The Shell FuelSave global campaign aims to help 1 million motorists drive more efficiently, save fuel and reduce the cost of motoring. Launched in 2012, the Shell FuelSave Target One Million programme equips motorists with new skills and car-care tips through a series of interactive, online games. Over 400,000 motorists across 18 countries had taken part by the end of 2013.

Target One Million aims to change driving behaviours.



BIOFUELS

The use of low-carbon biofuels is one way to reduce carbon dioxide from transport fuels in the coming years. Our joint venture Raízen, in Brazil, is one of the world's largest producers of sugar-cane ethanol, a low-carbon biofuel. We are also making significant investments in advanced biofuels.

In 2013, we used around 9 billion litres of biofuel in our petrol and diesel blends worldwide. We have clauses in our new and renewed contracts for biofuels that we purchase for blending which detail environmental and social criteria.

Raízen produced more than 2 billion litres of low-carbon biofuel from Brazilian sugar cane in 2013. This biofuel can reduce CO₂ emissions by around 70%, compared with petrol, from cultivation of the sugar cane to using the ethanol as fuel. In 2013, Raízen also worked with the International Union for Conservation of Nature to assess how effective Bonsucro certification is in helping to protect local biodiversity. Raízen also started construction of a facility at one of its mills that can produce advanced low-carbon biofuels from bagasse, leaves, bark and other sugar-cane waste, with technology provided by logen Energy.

Our Raízen joint venture in Brazil uses sugar cane to produce low-carbon biofuel.





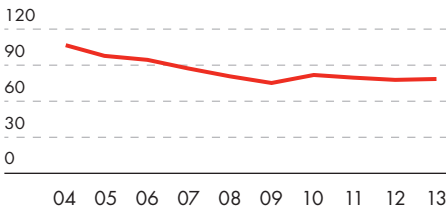
OUR PERFORMANCE

In 2013, we continued to work to reduce our impact on the environment, to work closely with our neighbours in the communities where we operate, and to generate jobs and business opportunities for local economies. Throughout the year, we

maintained our strong investment in projects that will deliver energy resources for decades to come. Read more details about our economic, environmental and social performance in the Shell Sustainability Report 2013.

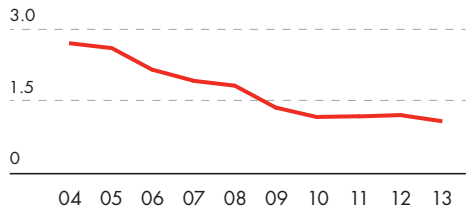
DIRECT GREENHOUSE GAS EMISSIONS

million tonnes CO₂ equivalent



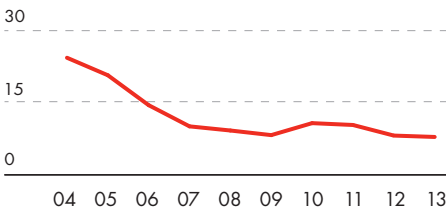
TOTAL RECORDABLE CASE FREQUENCY (TRCF)

injuries per million working hours

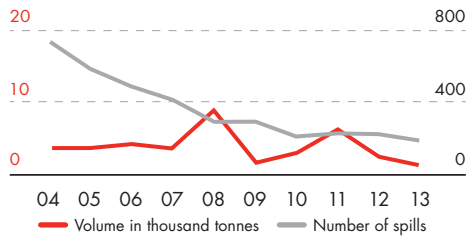


FLARING - UPSTREAM

million tonnes CO₂ 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 over which Royal Dutch Shell plc either directly or indirectly has control. Companies over which Shell has joint control are generally referred to "joint ventures" and companies over which Shell has significant influence but neither control nor joint control are referred to as "associates". In this publication, joint ventures and associates may also be 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", "schedule", "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 risk factors that may affect future results are contained in Royal Dutch Shell's 2013 Form 20-F for the year ended December 31, 2013 (available at www.shell.com/mestor and www.sec.gov). These risk factors also expressly qualify all forward-looking statements contained in this publication and should be considered by the reader. Each forward-looking statement speaks only as of the date of this publication, April 9, 2014. Neither Royal Dutch Shell plc 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. We may have used certain terms, such as resources, in this publication that United States Securities and Exchange Commission (SEC) strictly prohibits us from including in our filings with the SEC. 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.

KEY FACTS

3.2 MILLION

OUR EQUITY PRODUCTION IN BARRELS OF OIL EQUIVALENT A DAY

8%

OUR SHARE OF THE WORLD'S LNG SOLD

52%

SHARE OF OUR PRODUCTION THAT WAS NATURAL GAS

\$12 BILLION

SPENT IN LOWER INCOME COUNTRIES

19.6 MILLION

TONNES EQUITY SHARE OF LNG SOLD

\$1.3 BILLION

SPENT ON R&D

\$16.5 BILLION

INCOME

9 BILLION

LITRES OF BIOFUELS DISTRIBUTED

\$44.3 BILLION

NET CAPITAL INVESTMENT

\$750 MILLION

INVESTED IN SAFETY AND RELIABILITY OF OUR REFINERIES, CHEMICAL PLANTS AND DISTRIBUTION FACILITIES

\$40.4 BILLION

CASH FLOW FROM OPERATING ACTIVITIES

\$159 MILLION

SPENT ON VOLUNTARY SOCIAL INVESTMENT WORLDWIDE

\$20.3 BILLION

CORPORATE TAXES PAID

70+

NUMBER OF COUNTRIES IN WHICH WE OPERATED



ABOUT THIS REPORT

This Shell Sustainability Summary is a short overview of the Shell Sustainability Report 2013. Refer to the Shell Sustainability Report 2013 for more details. In case of any inconsistencies, the Shell Sustainability Report 2013 prevails.

Full report available at:
www.shell.com/sustainabilityreport