

LR Independent Assurance Statement

Relating to the Royal Dutch Shell plc Lubricants Customer Value Propositions

Terms of Engagement

This Assurance Statement has been prepared for Shell Global Solutions International B.V., Lange Kleiweg 40, Rijswijk, 2288 GK, Netherlands ("Shell").

Lloyd's Register ("LR") 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.

LR 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. LR'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.

LR's approach

Our verification has been conducted in accordance with the LR Verification Approach. To form our conclusions, the assurance engagement was undertaken as a sampling exercise and covered the following activities:

- Remote review of the processes to quantify the products sold and to calculate the associated products life cycle carbon dioxide equivalents;
- Interviewed various Shell staff involved in these processes; and
- Investigated various systems remotely using Shell facilitated screen-share.

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.

LR's Opinion

Based on LR'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

- LR 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.

LR Recommendations

- Shell Lubricants should consider the future application of an externally recognised verification criteria.

LR's competence and independence

LR ensures the selection of appropriately qualified individuals based on their qualifications, training and experience. The outcome of all assurance engagements is internally reviewed by senior management to ensure that the approach applied is rigorous and transparent.

LR was independently commissioned by Shell to perform a Critical Review of its Global Commercial Carbon Footprint Model to a limited level of assurance and the materiality of the professional judgment of the reviewers against ISO 14040 – Life Cycle Assessment – Principles and Framework and ISO 14044 – Life Cycle Assessment – Requirements and Guidelines and using ISO 14071:2016 Environmental Management – Life Cycle Assessment –

Critical Review Processes and Reviewer Competencies: Additional requirements and guidelines to ISO 14044:2006.
This review was performed wholly independent to this assurance engagement and as such does not compromise our independence or impartiality.

Paul Jackson (Lead Verifier)
For and on behalf of Lloyd's Register Quality Assurance Limited
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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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