



# LRQA Independent Assurance Statement

Relating to the Royal Dutch Shell plc Lubricants Customer Value Proposition

## Terms of Engagement

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

LRQA Group Limited ("LRQA") was commissioned by Shell to assure its Lubricants Customer Value Proposition processes, with the following scope:

*The verification of the processes to quantify the products sold by Shell Lubricants Customer Value Proposition, 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 Proposition 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 Proposition 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 included the remote review of the Lubricants internal processes related to the scope of this verification via an evidence pack provided by the organisation.

## Level of Assurance & Materiality

The opinion expressed in this Assurance Statement has been formed based on a reasonable level of assurance and at the materiality of the professional judgement of the Verifier.

## LRQA's Opinion

Based on LRQA's approach, the Lubricant Customer Value Proposition internal processes are 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; supplier provided data; public literature and national and international databases.
- The following processes are verified separately by LRQA, and the current associated Assurance Statement is located at [www.shell.com/energy-and-innovation/new-energies/nature-based-solutions](http://www.shell.com/energy-and-innovation/new-energies/nature-based-solutions) with the scope of "Verification of the integrity of the processes for carbon credit screening, project performance monitoring, procurement, reconciliation, retirement and certificate issuance, in support of Shell's carbon offsetting Customer Value Propositions (CVPs) and Net Carbon Footprint target".

## LRQA Recommendations

- Shell Lubricants are encouraged to implement the planned additional internal assurance processes during 2022.

## LRQA's competence and independence

LRQA 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.



LRQA was independently commissioned by Shell to perform a critical review and assurance of the Lubricants product carbon footprint calculations (model) to a limited level of assurance and the materiality of the professional judgment of the verifiers against:

- ISO 14040 – *Life Cycle Assessment – Principles and Framework*; and ISO 14044 – *Life Cycle Assessment – Requirements and Guidelines*; using ISO 14071:2016 *Environmental Management – Life Cycle Assessment – Critical Review Processes and Reviewer Competencies: Additional requirements and guidelines to ISO 14044:2006*.
- ISO 14067:2018 *Greenhouse gases - Carbon footprint of products - Requirements and guidelines for quantification*; and PAS 2050:2011 *Specification for the assessment of the life cycle greenhouse gas emissions of goods and services*; using ISO 14064-3: *Specification with guidance for the verification and validation of greenhouse gas statements*.

These were performed wholly independent to this assurance engagement and as such do not compromise our independence or impartiality.

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For and on behalf of LRQA Group 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.

The English version of this Assurance Statement is the only valid version. LRQA assumes no responsibility for versions translated into other languages.