

[REDACTED]
From: [REDACTED]
Sent: 23 March 1999 10:04
To: [REDACTED]
[REDACTED]
[REDACTED]

(E-mail)
Subject: FW: Donovan

[REDACTED]
One of the principles underlying all of our work on the Web has been that we should be true to the spirit of New Shell. This means that we are seen to be open, listening, interested in the views of others and providing information which helps people to make their own minds up, not just thrust our opinions at them.

This is why, for several years, we have included links to the websites of organisations critical of Shell and have only removed contributions to the Website discussion fora if they were either:

- a) abusive of individuals, or:
- b) contained libellous material, where we didn't wish to become involved in the legal implications of being a publisher.

Beyond that, we have deliberately not censored contributions, because this would simply have handed ammunition to our critics.

Before we launched the new campaign, we agreed that we should apply the same guidelines to the new campaign-related discussion fora. It was recognised that they might become targets for our critics, but if we claim to be interested in dialogue, then we need to be seen to be engaged in it and our arguments need to be seen to stand up for themselves.

In respect of Don Marketing, the monitoring of the fora quickly picked up that he had posted ten contributions and we decided to reduce it to one. If we were challenged, our argument would be that we had not censored, but had simply stopped him dominating discussions to the irritation of other users.

His one remaining contribution will be located in the Human Rights section at <http://www.shell.com/campaign/issue/stage/1.1850.2.00.html>

At the moment, this particular contribution of his is simply a link to his Shell Shareholders site. However, I have asked [REDACTED] to include Donovan's text from one of his other postings so that people can see the essence of his case without having to go and enter his website and get the full list of his allegations. This will be done later this morning.

Regards,

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