

[REDACTED]

From: [REDACTED]
Sent: 31 May 2005 15:29
To: [REDACTED]
Cc: [REDACTED]
Subject: WSJ enquiry about the Donovans

[REDACTED]

You should be aware of an enquiry I received today from [REDACTED] at the WSJ concerning the registration of the website domain name www.royaldutchshellpic.com by Alfred Donovan, an old-time anti-Shell campaigner.

[REDACTED] is not particularly interested in the background to the hostilities or the claims made against Shell on the site but is interested to know why we have registered a complaint against the use of the name given that it is not our intention to replace shell.com with a url for royaldutchshellpic.com following the merger. [REDACTED] has obtained a copy of the arbitration document so has seen the argument from our side. [REDACTED]

[REDACTED]

On background, and not for attribution, I explained to [REDACTED] that we have taken this action on the basis that Mr Donovan has showed 'bad faith' by registering a number of domain names, similar to legitimate Shell urls with a view to blocking the rightful user from using those addresses.

[REDACTED] is not sure that his story will make it past the editors but if it does we can expect it will run tomorrow. I expect he will also approach the Donovans for comment.

Attached for your information the response materials on the Donovans.



RE: Donovan -
dated response.

Kind regards,
[REDACTED]

Shell International Limited
Shell Centre, London SE1 7NA, United Kingdom

Tel: [REDACTED] Fax: [REDACTED]
Email: [REDACTED]
Internet: <http://www.shell.com>

[REDACTED]

From: [REDACTED]
Sent: 02 June 2005 11:32
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: WSJ enquiry about the Donovans

[REDACTED]'s article on the Donovans has appeared on the WSJ online today, though not in the main newspaper. Bloomberg have also reported the story direct from the WSJ without contacting us for comment. We have not received any further enquiries. Both pieces are copied below. The tone of the articles tends to be more embarrassing than damaging.

Regards,
[REDACTED]

Shell Wages Legal Fight Over Web Domain Name

[REDACTED]
Staff Reporter of THE WALL STREET JOURNAL
June 2, 2005; Page B6

Later this summer, oil giant Royal Dutch / Shell Group is expected to merge its two parent companies, creating a new corporate entity: Royal Dutch Shell PLC.

But go to www.royaldutchshellplc.com and you will find a crude Web site in garish colors where Alfred Donovan, an 88-year-old British army veteran, posts dozens of media reports and commentary, most of it negative, about Shell and the accounting scandal that plagued it last year. Just after Shell unveiled the name of the new entity last October, Mr. Donovan -- who has had frequent legal battles with Shell -- snapped up the rights to the Web site.

Cyber-squatting, in which people register domain names associated with a company's brands or identity, has become a bane of the corporate world in the age of the Internet. Squatters search out permutations of well-known names, often angling for a quick payout in exchange for selling the site to the company or using the site to draw hits to unrelated Web destinations. Often, critics try to grab similar domain names to draw attention to issues associated with a particular company or product.

But landing the exact domain name for a corporation as big and as well known as Shell is a rare coup these days.

Shell paid \$115 million in fees to bankers, attorneys and accountants to hammer out the details of the plan, announced last October, to streamline its ownership structure by merging its two parent companies, Royal Dutch Petroleum Co. of The Hague, Netherlands, and Shell Transport & Trading Co., based in London. After the merger, the new company will be headquartered in The Hague and have just one stock listing, in London, with an estimated market capitalization of more than \$200 billion. For years the company has been listed in London and Amsterdam.

Shell executives realized shortly after the merger announcement last fall that the new corporate name had been snapped up. Last month, Shell attorneys filed a complaint with the World Intellectual Property Organization, a Geneva-based arbiter of domain disputes, requesting Mr. Donovan be stripped of rights to the site, along with two others.

Shell's main corporate Web site will continue to be www.shell.com.

John Donovan, Mr. Donovan's son, said his father isn't seeking money from Shell but wants to draw as many people as possible to his Web site's postings about the company. "It's the good, the bad and the ugly," the

younger Mr. Donovan said in a phone interview with his father, who is hard of hearing. "And it's not his fault the news has been so bad for Shell lately."

The two Donovans are well-known to Shell. They have waged a long-running anti-Shell campaign dating to the 1990s revolving around disputes over the rights to Shell gasoline-station promotions.

Over the years, the two sides have settled four lawsuits. But Mr. Donovan has continued his crusade. He has periodically picketed the company's headquarters and annual meetings.

In their complaint with the World Intellectual Property Organization, Shell attorneys argued that although there is no litigation outstanding between the two sides, the company believes the elder Mr. Donovan acquired the Web site "as a means of increasing his capability to disparage Shell at some time in the future."

A Shell spokeswoman declined to comment on the dispute, citing the pending arbitration.

Shell in Legal Battle Over Name of Web Site, Journal Reports
2005-06-02 05:57 (New York)

By [REDACTED]

June 2 (Bloomberg) -- Royal Dutch/Shell Group, Europe's second-largest oil company, is waging a legal battle to gain control over the Web site name <http://www.royaldutchshellplc.com> owned by an 88-year-old British army veteran who uses it to post mostly negative information about the company, the Wall Street Journal reported.

The company wants to gain control over the name before RoyalDutch/Shell merges its two holding companies into a single entity, Royal Dutch Shell Plc, the Journal said.

Shell discovered soon after the merger announcement that the name was already registered and last month filed a complaint with the World Intellectual Property Organization, requesting the owner, Alfred Donovan, be stripped of his rights.

Donovan and his son John have waged a longstanding anti-Shell campaign that started in the 1990s in a dispute over rights to Shell gasoline-station promotions, the Journal said. Shell attorneys argue Alfred Donovan originally acquired the name to "disparage" the company, the newspaper said.

[REDACTED]

From: [REDACTED]
Sent: 31 December 2006 15:53
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: DONOVAN/SAKHALIN ACCUSATIONS

Importance: High

Gents - you should be aware of the planned article below; and the entry on their website chat-board as follows:

Posted by John Donovan: In my capacity as a Shell shareholder I will today be consulting with NY lawyers regarding bringing a class action against Royal Dutch Shell Plc in respect of the Sakhalin II debacle. The gross incompetence and misdeeds of Shell management including a cover-up has once again resulted in financial and reputational damage to the company.

It is to be expected that they will be attempting to try and capitalise on recent Sakhalin developments. Note the reference to Kashagan also. [REDACTED] is aware of this planned story (at least according to the report below) - our standard response is not to rise to the Donovan bait (as they will always try and use this to our disadvantage), and in the past the media has not followed up on their stories. Nevertheless, it would be as well to be prepared for whatever might be published - also I would anticipate that they may well try and get support for a shareholder resolution at the AGM.

CC'ed to [REDACTED] because of the NY legal aspect; but I think we should avoid setting hares running by copying this to too many people.

We have an existing brief on Donovan, covering his previous activities and accusations; the basic response line is:

We are disappointed that Mr. Donovan's long running campaign against Shell has again resurfaced.

In this instance, I would suggest we would need to run on to the high-level message about the Sakhalin agreement, but not go into specific details. Maybe we might have some sort of generic response to whatever they might run, eg 'We disagree fundamentally with the content and interpretation of much of the material on Mr Donovan's website, and feel that no useful purpose would be achieved by engaging in a detailed rebuttal.'

Regards

[REDACTED]

Tel: [REDACTED] Fax: [REDACTED]
Email: [REDACTED]
Internet: <http://www.shell.com>

-----Original Message-----

From: [REDACTED]
Sent: 31 December 2006 15:18
To: [REDACTED]
Subject: URGENT: [REDACTED] please read

[Redacted]

From: [Redacted]
Sent: 02 February 2007 16:27
To: [Redacted]
Cc: [Redacted]
Subject: Donovan - Sunday Times

[Redacted]

This is a heads up. I understand from the Group media office that the Sunday Times has picked up the Sakhalin/drilling leaked e-mail story from Donovan's website.

They are responding with agree Qs and As that have been used previously with the Guardian, but are first trying to kill the story by pointing out that is old news - slim chance that this will work. They will not comment on Donovan or the website of course.

If I get more detail from them I will forward it

Regards

[Redacted]

[Redacted]

Tel: [Redacted] Fax: [Redacted] Other Tel: [Redacted]
Email: [Redacted]
Internet: <http://www.shell.com>

[REDACTED]

From: [REDACTED]
Sent: 03 February 2007 10:22
To: [REDACTED]
Cc: [REDACTED]
Subject: Fw: Sunday Times on Sakhalin

[REDACTED]

See below. Following [REDACTED] email, so you are aware that Sunday Times now looks likely to be running a story tomorrow on Donovan and Sakhalin.

SEIC/Shell are also running a breakfast session for key Russian media on Monday designed to talk about the work programme for 2007. Chance that the Donovan news story will give the media a news hook and a chance to rebut if it has legs.

[REDACTED]

Address: [REDACTED]
Tel: [REDACTED]
Email: [REDACTED]
Internet: www.shell.com

-----Original Message-----

From: [REDACTED]
To: [REDACTED]
CC: [REDACTED]
Sent: Sat Feb 03 10:53:40 2007
Subject: Sunday Times on Sakhalin

[REDACTED] as discussed the Sunday Times is likely to have a story tomorrow linking the Donovans to Sakhalin. As you know the Guardian wrote about this last November. The issue was an email exchange between some SEIC staff on seismic risks which Donovan put onto his website.

[REDACTED] did my best to try and persuade the journalist that this was old news but my sense (given that he came to us on Friday afternoon - a classic tactic!) is the story was written and just wanted some comments from us for 'balance'.

We used the same response as developed for the Guardian.

The piece also carries an interview with [REDACTED]. I am told he makes the usual allegations around environment. Using the existing materials I gave a point by point rebuttal on SEIC's performance.

[REDACTED]

From: [REDACTED]
Sent: 27 February 2007 10:54
To: [REDACTED]
Subject: RE: Scotsman.com Business - Shell Oil - Russia targets Shell over environmental dam

[REDACTED]

Anyone can add comments onto this website - the Donovans are maybe monitoring sites and if they see any news mention of Shell, if appropriate, can add their comment. I suppose we could challenge but that only raises the profile.

Kind regards,
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 27 February 2007 10:51
To: [REDACTED]
Subject: RE: Scotsman.com Business - Shell Oil - Russia targets Shell over environmental dam

[REDACTED]

This appears to be very old news (and pure puff on the part of Russia). I am not clear from the website how this is being used. Is it just that the Donovans have sent the Scotsman their letters to [REDACTED] from last September? I am surprised the Scotsman would simply carry them without investigating more.

Regards
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Internet: <http://www.shell.com>

-----Original Message-----

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Scotsman.com Business - Shell Oil - Russia targets Shell over environmental dam

Dear All,
Were you aware of this? I have not had any calls from The Scotsman. However, we can probably assume that the Donovans may also consider sending the Scotsman other information.

Kind regards,
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 09 March 2007 15:28
To: [REDACTED]

Subject: Legally Privileged and Confidential [REDACTED] and Donovan follow up

Following the recent activity around [REDACTED] and the Donovans, N/Sea integrity etc., it was agreed that a follow-up on the broader strategy relating particularly to handling the Donovans would be valuable. This is intended to start the process.

As it stands we are on the back foot and our aim should be to develop a strategy (or options) that puts us in a more positive and secure position.

Areas to consider (my brain dump - in no particular order):

- Review handling the media - e.g. creation/ratification of one blanket statement as way forward - proactive approach with selected journos.
- [REDACTED]
- Qs and As for the AGM - See attached - need to update, but possibly change stance. Would one strong blanket response be more effective than several rebuttals? Should we be more forthright about the site and our views on it? What might happen (leafleting in the past)?
- Strategy to detach [REDACTED] from the Donovans (in his best interests - and ours). Positive engagement with [REDACTED] (who and how?) alongside demonstration that we won't tolerate the Donovans' approach unchallenged any longer? Way forward.
- Scenarios - see attached first draft from [REDACTED]. Are there others? Are we prepared? How do we prepare/respond?
- Blockers and enablers, strengths and weaknesses. Do we fully understand our own position. Are there on-going issues that we need to know about/fix. Ensure we are on solid ground. Are we making the most of what we've got.

While this note is going to everyone on the address list I don't expect everyone to participate. However, participation will depend on the areas we finally decide to concentrate on - thus, please let me know if you have areas not covered above that need consideration (or consider that some of the above do not need attention now) and then let me know if you would like to take part in the follow up.

Date - asap - format and location to be confirmed. Clear agenda and deliverables, working event (no presentations except to establish baselines), round table working group. Will need to keep to workable size!

Please respond soonest and I will work to get this off the ground asap.

By copy to [REDACTED] [REDACTED] has suggested that you be included in this note given your experience.

Thanks and regards



2006 - Q1 - Alfred North Sea Safety
Donovan.doc... Scenarios.do...

[REDACTED]