



2016 Shell USA Storm Updates

Shell USA, INC

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1. HURRICANE MATTHEW - UPDATE #1

Oct 07, 2016

Shell and Motiva Retail Operations

With each hurricane season, Shell and Motiva further refine their preparation and response plans to safely provide fuel and power to retail locations as quickly and safely as possible. We are monitoring and preparing for Hurricane Matthew to ensure Shell-branded stations and Motiva terminals are prepared for landfall.

Similar to many major brands, the Shell retail fuels business in the U.S. primarily supplies quality motor fuels to wholesalers who operate under the Shell brand and who sell Shell-branded fuels to independent retailers or directly to the motoring public.

Our goal is to ensure a safe, reliable supply of Shell-branded gasoline in every market we serve. In the aftermath of storms or other incidents that may disrupt supply we work in close coordination with Shell-branded wholesalers to tackle supply and logistical challenges.

In order to have as much gasoline supply at retail sites as possible, our branded wholesalers have been reminded of the importance of pre-filling fuel tanks and to prioritize locations on evacuation routes and major arteries along with strategic locations identified by emergency response activities, local authorities and densely populated areas.

Finally, Shell and Motiva stay in active communication with our wholesalers to ensure Shell-branded stations are prepared for landfall. Shell-branded retail sites in mandatory evacuation areas comply with mandatory orders issued for their area. As always, safety is the number one priority and as a storm continues to make landfall, additional stations may close to ensure the safety of the site employees and customers. Once a storm has passed, reopening stations begin as soon as it is safe to do so.

We do not provide station locations to the public for safety reasons and to avoid customer frustration if the information changes prior to their arrival.

2. HURRICANE MATTHEW - UPDATE #2

Oct 07, 2016

Shell and Motiva Retail Operations

Similar to many major brands, the Shell retail fuels business in the U.S. primarily supplies quality motor fuels to wholesalers who operate under the Shell brand and who sell Shell-branded fuels to independent retailers or directly to the motoring public.

Our goal is to ensure a safe, reliable supply of Shell-branded gasoline in every market we serve. In the aftermath of incidents that may disrupt supply, we work in close coordination with Shell-branded wholesalers to tackle supply and logistical challenges.

Shell has a history of being sensitive to price changes caused by significant events such as major supply disruptions or severe weather. Shell-branded operators are independent business people who make their own operating decisions and set gasoline prices as they believe appropriate. While we do not have control of prices at independently owned Shell-branded stations, we do encourage them to act responsibly when setting prices at the pump.

As such, we take allegations of inappropriate pricing seriously, and we recommend customers contact their local state's attorney general or the Shell Customer Service center if any station is charging a price that seems out of line with the market. We do not condone price gouging, we are actively working to prevent it and we will investigate sites with prices that are out of line with the market.

For any further questions or concerns, please contact Shell Customer Service at 888-467-4355 (GO-SHELL).

3. HURRICANE MATTHEW - UPDATE #3

Oct 08, 2016

Shell and Motiva Retail Operations

Shell and Motiva continue to monitor and assess the impacts of Hurricane Matthew on the Shell-branded network. We are in close contact with our independent wholesalers as power is restored in Florida and they work to assess damages and bring stations back online. In the affected areas in the Carolinas we are contacting wholesalers to ensure their safety and that of their staff.

We are working as quickly as possible to supply wholesalers of Shell-branded stations and appreciate consumers' efforts to conserve fuel by avoiding unnecessary driving while stations are being restocked. This helps expedite fuel supply restoration and helps to avoid long lines and temporary outages. We want to reassure our customers that the fuel supply in the area is adequate at the terminals.

As always the safety of employees, wholesalers and consumers is the first priority.

4. CAUTIONARY NOTE

The companies in which Royal Dutch Shell plc directly and indirectly owns investments are separate legal entities. In this announcement “Shell”, “Shell Group” and “Group” 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 Royal Dutch Shell plc and its subsidiaries in general or to those who work for them. These terms are also used where no useful purpose is served by identifying the particular entity or entities. “Subsidiaries”, “Shell subsidiaries” and “Shell companies” as used in this announcement refer to entities over which Royal Dutch Shell plc either directly or indirectly has control. Entities and unincorporated arrangements over which Shell has joint control are generally referred to as “joint ventures” and “joint operations”, respectively. Entities over which Shell has significant influence but neither control nor joint control are referred to as “associates”. The term “Shell interest” is used for convenience to indicate the direct and/or indirect ownership interest held by Shell in an entity or unincorporated joint arrangement, after exclusion of all third-party interest.

This announcement contains forward-looking statements (within the meaning of the U.S. Private Securities Litigation Reform Act of 1995) 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 “aim”, “ambition”, “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 announcement, 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; (m) risks associated with the impact of pandemics, such as the COVID-19 (coronavirus) outbreak; and (n) changes in trading conditions. No assurance is provided that future dividend payments will match or exceed previous dividend payments. All forward-looking statements contained in this announcement 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 Form 20-F for the year ended December 31, 2020 (available at www.shell.com/investors and www.sec.gov). These risk factors also expressly qualify all forward-looking statements contained in this announcement and should be considered by the reader. Each forward-looking statement speaks only as of the date of this announcement, January 20, 2022. 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 announcement.