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**From:**  
**Sent:** 31 August 2007 17:44  
**To:**  
**Cc:**  
**Subject:** FW: FYI, Lubricants D\*\*\*\*\* issue update

- FYI, see below for update on the US Lubes issue that the above raised - essentially all quiet. Supports our belief that doing nothing publicly is the best way of responding; whereas any Shell response would be likely to give D credibility and trigger interest by eg the media. US Downstream are running this, linked to the Lubes COB in Shell Centre.

Copying [redacted] so he is aware of this, but don't propose to circulate more widely.

Regards

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

**From:**  
**Sent:** 31 August 2007 17:32  
**To:**  
**Cc:**  
**Subject:** Donovan issue update

All:

wanted to provide a quick update to what has been going on with the Lubricants Donovan issue this week.

We have assembled an issues team that has had daily telecons so everyone stays updated. At this point, things have been fairly quiet. No media have picked up the story Donovan put on his website. One blog (Bloggers News Network) copied the story verbatim and ran on their site. That has been the only pick up so far. We continue to monitor.

Our holding statement was shared with customer-facing employees as well as other CX members in US to ensure we could response should other media call us about this. So far, all has been quiet.

Donovan has stated on his website that he intends to run 2 more articles in an attempt to further discredit Shell. The one article is with regard to a wiper blade third-party vendor that we had product quality issues with, and have since ended our relationship with them. We don't know what the second article is yet. Anyway, we anticipate that he might post the second article within the next few days. We continue to monitor his website. We have assigned one of our attorneys to monitor, and have given instructions to other employees not to visit the site.

We will continue to hold meetings regularly with regard to the issue and to monitor the market for any possible pick up. Again, and thankfully, all has been quiet so far. We hope it remains that way. I will provide another update late next week.