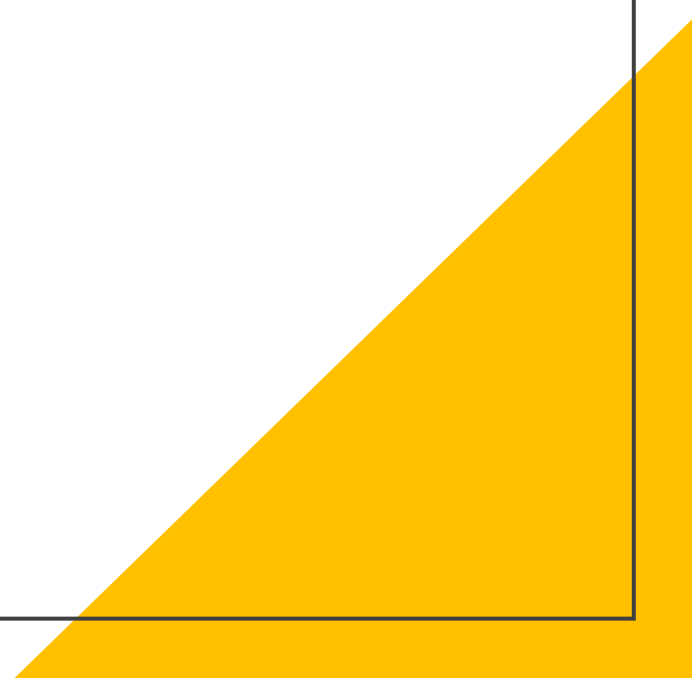


# Frequently Asked Questions

## Performance Share Plan (PSP) payment procedure for Chinese nationals and locally hired foreigners

- Will I receive cash or shares when I take delivery of my vested award from the Performance Share Plan?
  - Will I pay tax and how will the tax be withheld?
  - What happens if my individual income tax is not calculated correctly?
  - Where will my shares be delivered?
  - Will I get dividends on my shares?
  - What information should I provide when I sell the shares?
  - When will I receive the sale proceeds?
  - In which currency will I receive the cash proceeds?
  - Where will the cash proceeds be remitted?
  - What happens to my shares and unvested awards if I leave the Company?
- 
- A large yellow triangle is positioned in the bottom right corner of the slide, pointing towards the top right.

- **Will I receive cash or shares when I take delivery of my vested award from the Performance Share Plan?**

Chinese Nationals and locally hired foreigners can receive shares from the delivery of the Performance Share Plan (PSP). However, there are restrictions for Chinese nationals and locally hired foreigners who are delivered awards after leaving Shell - delivery of any outstanding awards will be in cash. These cash-settled awards will be delivered shortly after the vesting date (normally in March).

- **Will I pay tax and how will the tax be withheld?**

When the awards are vested to you as shares, a number of shares are deducted from the gross award in respect of tax withholding and shares are delivered to you net. The deducted shares will be sold by Computershare on your behalf and Computershare will remit the cash proceeds to Shell China. Shell China will use these funds to pay tax to local tax authorities and declare the tax on your behalf. If or when you decide to sell the shares in future, you may need to pay tax on any gain and it is your responsibility to declare and pay the tax to local tax authorities.

For cash delivery, the tax will be withheld from the cash and Shell China will use it to pay the tax as described above.

- **What happens if my individual income tax is not calculated correctly?**

China tax regulations on PSPs are complicated and importantly the calculation is based on your data entry. In some cases there may be inaccurate tax withheld. With certain assistance provided by the company, it is then your own responsibility to pay the additional tax to local tax authorities in annual return filing process. The Company will also pay back to you any over-withheld individual income tax.

- **Where will my shares be delivered?**

Shares will be delivered into your EquatePlus Share Plan Account (SPA) at Computershare. This account will comply with the requirements of SAFE (State Administration of Foreign Exchange ) such that sales proceeds from shares sold can only be remitted to the SAFE regulated account. You are not permitted to transfer your shares out of your China SPA.

- **Will I get dividends on my shares?**

Yes. When Shell pays a dividend additional shares are purchased with your dividend and allocated to your SPA.

- **What information should I provide when I sell the shares?**

As part of the sale process with EquatePlus you will need to provide your bank account number and bank code/CNAP number. You will also need to provide your contact information including contact number and email address in case Computershare need to contact you during the sale process.

- **When will I receive the sale proceeds?**

You will receive the proceeds 15-20 working days after you sell your shares. This allows sufficient time for the proceeds to be received in the company account monitored by SAFE and to be reconciled and distributed to your bank account.

- **In which currency will I receive the cash proceeds?**

You will receive the proceeds in RMB and cannot choose any other currency. The bank who receives the proceeds from Computershare will exchange the gain from EUR to RMB on your behalf according to the contract with Shell Group.

- **Where will the cash proceeds be remitted?**

According to legislative regulation, the proceeds have to be remitted to the SAFE regulated account first. The SAFE account is held by Standard Chartered Bank (SCB). SCB will transfer your funds to your individual bank account in RMB. Please note your bank account must be held in China.

- **What happens to my shares and unvested awards if I leave the Company?**

You can keep the shares in your SPA with EquatePlus as long as you want. You cannot transfer the shares to another brokerage/custody account. The sales process and fund transfer route will be same as those that are applicable while you are employed by Shell. Therefore, it is very important to keep your account details and contact information updated and accurate in Computershare's system.

For your unvested awards, delivery of those awards will continue to be in cash.