
From:
Sent: woensdag 29 augustus 2007 10:10
To:
Subject: FVV: ACTION: FYI: Donovan allegations - updated statement

re your call - email below gives an idea of status, plus will also send you update. Sorry, thought you would have been involved from the US side of things, as that is the root of the issue - Donovan is merely the conduit - he seizes on anything that he thinks is a bad story for Shell and gives it publicity. Most people recognise that he has such a one-sided perspective that his criticism is not a story in itself - what matters is what the facts are on the ground.

Best regards

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

From:
Sent: 24 August 2007 11:54
To:
Cc:
Subject: ACTION: FYI: Donovan allegations - updated statement

Further to yesterday's email, the statement has been modified - please see below.

- We are familiar with the activities of Messrs Alfred and John Donovan, who are longstanding critics of Shell.
- Although Shell disagrees fundamentally with the factual basis and interpretation of much of the information on which the Donovans base their various allegations, the company has always refrained from commenting on specific issues raised by the Donovans and will continue to do so.
- **Currently, Shell is not selling products to the Grease Spot and the locations no longer (prominently) display (external) Pennzoil signage.**

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

From:
Sent: 23 August 2007 19:16
To:
Cc:
Subject: ACTION: FYI: Donovan allegations

Further to the posting of allegations relating to Pennzoil and The Grease Spot Inc on the website:
<http://royaldutchshellplc.com/2007/08/22/shellnewsnet-usa-consumer-fraud-involving-pennzoil-and-shell-oil-products/>,
the following communications strategy has been agreed:

1. In accordance with Group communications strategy, we will **not respond directly to Messrs Donovan**
2. Communication to questions on this subject from **franchisees, media and other interested stakeholders** will be on a **reactive basis only** using the following statement:

- We are familiar with the activities of Messrs Alfred and John Donovan, who are longstanding critics of Shell.
- Although Shell disagrees fundamentally with the factual basis and interpretation of much of the information on which the Donovans base their various allegations, the company has always refrained from commenting on specific issues raised by the Donovans and will continue to do so.
- Shell's relationship with The Grease Spot ended in May 2007.

3. _____ will arrange monitoring of media (especially The Chicago Times and The Chicago Sun-Times - in online chat on his website Donovan claims to have provided the story to them)