



GLOBAL EMPLOYEE SHARE PURCHASE PLAN

Quick Action Guide

November 2013



Enrolling in GESPP

1. LOGIN :

Go to : <http://www.computershare.com/employee/shellshareawards>
enter your Global ID and PIN. Click on Login.

If you already have a Computershare account, proceed to step 7, if you do not, proceed to step 2:

2. Agree to the Terms and Conditions & Privacy statement:

To enrol in GESPP you must agree to Computershare's T&Cs and Privacy Statement. Select **Yes** to agree to these and then click on **Next** to continue.

3. Change your PIN:

Enter your new PIN within the **New PIN section**, re-enter your newly requested PIN within the **Confirm New PIN** section and finally enter your current PIN in the **Current Pin** section to confirm the change. Click on **Next** to continue.

4. Set your Security Questions:

Select three questions from the **Security Question** drop down box and provide a personal corresponding answer within the **Security Answer** section. Click on **Next** to continue.

5. Enter your Email Address:

Enter a valid **Email address** (this email address will be used for all GESPP related communications) and then click on **Next** to continue.

6. Confirmation of your details:

Check that the details that you have entered are correct and then select **Submit** to continue.

7. Review the GESPP Plan Materials:

Select **View Details** within the Portfolio page to read the GESPP Plan materials.

8. Apply to GESPP:

Select **Apply** within the Portfolio page to join GESPP

9. Agree to the GESPP Terms & Conditions:

To enrol in GESPP you must agree to the GESPP T&Cs. Select **Yes** to agree to these and then click on **Next** to continue.

Note that if you have US base country, you will be given the option of sending your shares after they are purchased after the end of the Plan year to a US Vested Share Account (VSA) at Computershare or to your Fidelity Account. Please select as appropriate.

10. Choose your Monthly Contribution Amount:

Enter the amount which you wish to contribute within the corresponding section and then click on **Next** to continue.

11. Confirm your Contribution amount:

Check that you have correctly entered your contribution amount, enter your **PIN** and then select **Submit** to complete your enrolment in GESPP.

The last enrolment for each plan year occurs no later than the 15th November. Any enrolments after that date will be for the following year's Plan.



Changing your Monthly contribution

1. LOGIN:

Go to <http://www.computershare.com/employee/shellshareawards> and enter your **Global ID** and **PIN**. Click on **Login**.

2. Select Contributions:

Select the **Contributions** section within the **My Holding** tab.

3. Select GESPP:

Select **GESPP** from the **Holding** drop down menu.

4. Change your Monthly contribution:

Select the **Change** button next to your **Monthly** contribution entry within the **Payment information** section.

5. Agree to the Disclaimer:

To change your contribution amount you must agree to the Disclaimer. Select **Yes** to agree to this and then click on **Next** to continue.

6. Choose your new Monthly contribution:

Enter your new contribution within the **amount** section and then click on **Next** to continue.

7. Confirm your new Monthly contribution:

Check that you have correctly entered your new monthly contribution amount, enter your **PIN** and then select **Submit** to complete the change.

If you wish to contribute for one month only, as a one off payment, then you must next proceed to step 8:

Making a one off contribution

8. Log back in to your account:

Once you have entered your monthly contribution, by following steps 1 to 7, you must remember to log back into your account and suspend your contributions in order for the contribution to be made for one month only.

9. Timing of your changes:

Please remember to suspend your contributions only once your monthly contribution request has been processed (i.e. after the 15th of the month).

As an example, if you make a change on 01 March, it will be processed on the 15th of March and your contribution will be taken in April. If you do not wish to make a contribution for May, you should log back into your account between 16 March and 15 April to suspend your contributions.

For instructions on how to suspend your contributions, please see the section below.



Stopping your contributions

1. LOGIN:

Go to <http://www.computershare.com/employee/shellshareawards> and enter your **Global ID** and **PIN**. Click on **Login**.

2. Select Contributions:

Select the **Contributions** section within the **My Holding** tab.

3. Select GESPP:

Select **GESPP** from the **Holding** drop down menu.

If you wish to change your **Monthly** contribution proceed to step 4:

4. Stop your Monthly contributions:

Select the **Change** button next to your **Monthly** contribution entry within the **Payment information** section.

5. Agree to the Disclaimer:

To change your contribution amount you must agree to the Disclaimer. Select **Yes** to agree to this and then click on **Next** to continue.

6. Choose zero to stop your Monthly contributions:

Enter a zero (0) within the **amount** section and then click on **Next** to continue. Do not leave the section blank.

7. Confirm your change request:

Check that you have correctly entered a zero (0) within the contribution amount, enter your **PIN** and then select **Submit** to complete the request.

Withdrawing from the Plan

If you wish to withdraw from the Plan and wish to have your contributions refunded to you before the shares are purchased at the end of the Plan year:

1. LOGIN:

Go to <http://www.computershare.com/employee/shellshareawards> and enter your **Global ID** and **PIN**. Click on **Login**.

2. Select Downloadable Forms:

Select **Downloadable Forms** within the **Company Info** tab.

3. Download the GESPP–Contribution Refund Form:

Download the **GESPP – Contribution Refund Form** within the **Global Employee Share Purchase Plan** section.

4. Submit the form to Computershare:

Follow the **instructions** within the form and submit it to Computershare either via **e-mail** or by **post**.

