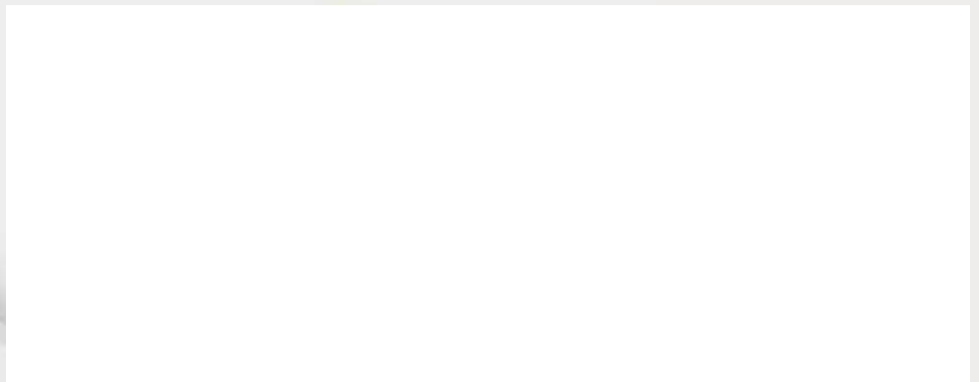




**IMPORTANT
INFORMATION
ENCLOSED**



Return address:
P.O. Box 1155
Lancing BN99 6RB

WE'RE TRANSFORMING HOW WE KEEP YOU INFORMED

Our Online First Community

Join our Online First Community and sign up for online communications only. To register, please visit www.shareview.co.uk/clients/shell

Once registered, you can view your shareholding and dividend information online and keep your information up to date. You may change back to receiving paper communication at any time by contacting our Registrar (Equiniti) on:

0800 169 1679 (UK), or
+44 (0)121 415 7073

Before contacting the Registrar, please have your Shareholder Reference Number available.

2020 Sustainability Report

Read about our approach to sustainability at www.shell.com/sustainabilityreport or download the Shell Sustainability Report app for Apple and Android devices.



NOTICE OF AVAILABILITY OF SHAREHOLDER DOCUMENTS + 2021 AGM INFORMATION



Dear Shareholder,

The 2021 Annual General Meeting (AGM) will be my last AGM with Shell and I vacate my role as Chair of the Board following the meeting. I had very much hoped that we could revert back to a more normal AGM for 2021, with many shareholders physically present at our meeting. However, safety is our priority interest – and that applies to our shareholders, our employees, all AGM support staff and the public.

Accordingly, the technical venue of the Company's AGM will be at our headquarters location, at Carel van Bylandtlaan 16, 2596 HR The Hague, The Netherlands at 10:00 (Dutch time) on Tuesday May 18, 2021. However, in order to protect public safety

and prevent the spread of the coronavirus, physical attendance at the meeting will be strictly limited to myself, the Chief Executive Officer, the Chief Financial Officer and the Company Secretary. Unfortunately, that necessarily means that physical attendance will not be allowed for any other shareholders, including their proxy representatives.

However, our AGM will be webcast, allowing two ways shareholders can follow the proceedings in the comfort and safety of their homes: i) simply watching the webcast; or ii) attending and participating in the webcast by registering through an electronic platform ("virtually attending"). Details on how to do each of these options are provided in this document.

Shareholders are advised that the following shareholder documents are now available on the Company's website to view or download:

Annual Report for the year ended December 31, 2020
www.shell.com/annualreport

2021 Notice of Annual General Meeting
www.shell.com/AGM

This Notice of Availability is not a summary of the proposals to be considered at the 2021 AGM and should not be considered a substitute for reading the documentation. The Notice of Annual General Meeting will be available until, at least, the end of the 2021 AGM, and the other documentation referred to will be kept available on the Company's website for at least the period required by applicable laws and regulations.

Registered shareholders and those who hold their shares through the Royal Dutch Shell Corporate Nominee can vote their shares or appoint a proxy online at www.sharevote.co.uk. You will need your Voting ID, Task ID and Shareholder Reference Number (SRN), shown on the reverse of this document.

If you would prefer to receive a paper Proxy Form/ Voting Instruction Form to register your voting instruction for the 2021 AGM, or a paper copy of any of this year's other shareholder documents, please contact our Registrar (Equiniti) on 0800 169 1679 (UK) or +44 (0)121 415 7073 to be sent these free of charge.

Equiniti can also update your communication preferences, if you would like to receive paper copies of shareholder documents in future years.

Electronic voting instructions for the 2021 AGM, as well as any paper Proxy Forms and Voting Instruction Forms, must reach the Company's Registrar no later than 10:00 (Dutch time), 09:00 (UK time) on Friday May 14, 2021. Shareholders should refer to the Notice of Annual General Meeting for further information on the appointment of a proxy.

Yours faithfully,

Chad Holliday
Chair, Royal Dutch Shell plc



2021 ANNUAL GENERAL MEETING VOTING AND VIRTUAL MEETING

Carel van Bylandtaan 16,
2596 HR The Hague, The Netherlands

Tuesday May 18, 2021 at 10:00 (Dutch time)

Further information is given in the Notice of Annual General Meeting available on the Company's website to view or download: www.shell.com/AGM

AGM WEBCAST

Our webcast will be broadcast live at 10:00 (Dutch time), 09:00 (UK time) on Tuesday May 18, 2021 – the day of the AGM. Shareholders who wish to simply watch the webcast should log on to www.shell.com/AGM/webcast and follow the online instructions. Shareholders that want to vote or ask questions at the meeting, should access the virtual meeting. Details on how to do this are provided below.

Voting ID

Task ID

Shareholder Reference Number (SRN)

HOW TO JOIN THE MEETING VIRTUALLY

MEETING ID: 134-671-049

MEETING ACCESS

To access the meeting:

(a) Visit <https://web.lumiagm.com> on your smartphone, tablet or computer. You will need the latest versions of Chrome, Safari, Internet Explorer 11, Edge or Firefox. Please ensure your browser is compatible.

You will be prompted to enter the Meeting ID shown above. You will then be required to enter a login which is your:

(b) **Shareholder Reference Number (SRN)**; and

(c) **PIN (being the first two and last two digits of your SRN)**.

Your personalised SRN and PIN are provided in this document. If you are unable to access your SRN and PIN, please contact the company's registrar, Equiniti Limited, using the details set out at the bottom of this page.

Duly appointed proxies and corporate representatives:

Following receipt of a valid appointment please contact Equiniti before 09:00 (UK Time) on May 17, 2021 on 0800 169 1679 or +44 121 415 7073 if you are calling from outside the UK for your SRN and PIN. Lines are open 8.30am to 5:30pm Monday to Friday (excluding UK public holidays).



BROADCAST

If you are viewing the meeting on a mobile device and you would like to listen to the broadcast, press the broadcast icon at the bottom of the screen. If you are viewing the meeting on a computer, the broadcast will appear at the side automatically once the meeting has started.

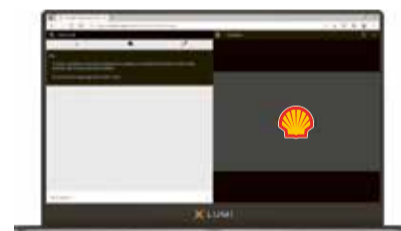


VOTING

Once the voting has opened at the start of the AGM, the polling icon will appear on the navigation bar. From here, the resolutions and voting choices will be displayed.

To vote, simply select your voting direction from the options shown on screen. A confirmation message will appear to show your vote has been received. To change your vote, simply select another direction. If you wish to cancel your vote, please press Cancel.

Once the Chair has opened voting, you can vote at any time during the meeting until the chair closes the voting on the resolutions. At that point your last choice will be submitted. You will still be able to send messages and view the webcast whilst the poll is open.



QUESTIONS

Questions for the Board can be submitted to the Board on the day through the Lumi platform. Questions on the day can be submitted either as text via the Lumi messaging function or verbally via the teleconference. Details of how to access the teleconference will be provided on the day of the AGM once you are logged into the Lumi platform.

Questions will be moderated before being sent to the Chair. This is to avoid repetition and ensure the smooth running of the meeting. If multiple questions on the same topic are received, the Chair may choose to provide a single answer to address shareholder queries on the same topic.

If you are unable to access your SRN and PIN, please call our registrar, Equiniti Limited between 8:30am and 5:30pm Monday to Friday (excluding UK public holidays) on 0800 169 1679 or +44 121 415 7073 if you are calling from outside the UK. Calls from outside the UK will be charged at the applicable international rate. Different charges may apply to calls from mobile telephones. Please note that calls may be monitored or recorded and Equiniti Limited cannot provide advice on the merits of the resolutions set out in the Notice of Meeting or give any financial, legal or tax advice.

Requirements

An active internet connection is required at all times in order to participate in the meeting. It is the user's responsibility to ensure you remain connected for the duration of the meeting.

Webcast

The live webcast will include the question and answer sessions with virtually attending shareholders. The webcast will also be broadcast to interested parties via the Shell website.