

**A LETTER RECEIVED FROM FORMER SHELL  
AGENT OPERATOR – SHEILA GEE**

# **THE UNETHICAL CLEANSING OF SHELL UK AGENT OPERATORS**

**Dear Mr Donovan**

**I have just read your leaflet entitled “RETURN OF THE ROBBER BARONS”.**

**My husband and I have been Shell station operators for 5½ years up until 31<sup>st</sup> March 1999. Along with many other operators, our site has been taken over by Shell and is now being directly managed by them.**

**We suffered substantial losses from August 1998 when the new operating contracts came in. The new terms imposed by Shell made it impossible to conduct our business on a profitable basis. I am aware that many other operators have also been forced out of business by Shell. I understand that you will be publishing letters from some of them in coming weeks.**

**My husband and I experienced the “Bully Boy Tactics” mentioned in your leaflet. The Shell Regional Manager, Mr Stephen Gregory, came on to our site and issued a 48-hour ultimatum. We were told to comply with his edict or we would be out immediately. Such ruthless conduct must be immoral.**

**Cont'd/...**

I confirm that in my experience Shell UK operates oppressively against small business people. Its staff has acted unscrupulously and possibly illegally. The tactics of Shell UK management is completely opposite to the honesty and integrity promised by Shell in its code of ethics.

Shell seems to think that it is so all-powerful that it can steamroller over any small business people who complain about its scandalous business practices.

How dare they spend £25 million on a public relations campaign to promote Shell's reputation when they treat people so appallingly. I understand that the Shell Shareholders Organisation intends to ask the Advertising Standards Authority to investigate Shell's campaign on the grounds that the public is being misled about Shell's integrity. A number of former Agent Operators, including my husband and I, will be pleased to supply evidence to an ASA investigation.

I also intend to take my case up in person with Shell Chairman, Mr Mark Moody-Stuart, at the forthcoming Shell Annual General Meeting. Several other former Shell Agent Operators will also be in attendance to protest in the strongest terms against the wicked policies of Shell, which have driven many other decent hardworking people and us to despair and destitution.

Yours sincerely  
Sheila Gee

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