

Before the:

**WORLD INTELLECTUAL PROPERTY ORGANIZATION
ARBITRATION AND MEDIATION CENTER**

**SHELL INTERNATIONAL
PETROLEUM COMPANY
LIMITED**

Shell Centre

London

SE1 7NA

England

(Complainant)

-v-

ALFRED DONOVAN

(Respondent)

Disputed Domain Names:

www.royaldutchshellplc.com

www.royaldutchshellgroup.com

www.tellshell.org

COMPLAINT

(Rules, para. 3(b))

I. Introduction

[1.] This Complaint is hereby submitted for decision in accordance with the Uniform Domain Name Dispute Resolution Policy (the **Policy**), approved by the Internet Corporation for Assigned Names and Numbers (**ICANN**) on October 24, 1999, the Rules for Uniform Domain Name Dispute Resolution Policy (the **Rules**), approved by ICANN on October 24, 1999 and the WIPO Supplemental Rules for Uniform Domain Name Dispute Resolution Policy (the **Supplemental Rules**).

II. The Parties

A. The Complainant (Rules, para. 3(b)(ii) and (iii))

[2.] The Complainant in this administrative proceeding is **SHELL INTERNATIONAL PETROLEUM COMPANY LIMITED** an English company having its registered office at Shell Centre, London, SE1 7NA, England.

[3.] The Complainant's contact details are:

Address: Shell Centre, London, SE1 7NA, England
Telephone: (+44) (0)20 7934 5916
Fax: (+44) (0)20 7934 6627
E-mail: Ian.Harrison@shell.com

[4.] The Complainant's authorized representative in this administrative proceeding is:

Name: Shell International Limited (IPL/3)
Address: Shell Centre, London, SE1 7NA, England
Telephone: (+44) (0)20 7934 5910
Fax: (+44) (0)20 7934 6627
E-mail: David.Crawford@shell.com

[5.] The Complainant's preferred method of communications directed to the Complainant in this administrative proceeding is:

Electronic-only material

Method: e-mail
Address: David.Crawford@shell.com
Contact: David Crawford

Material including hardcopy

Method: Post / courier

Address: Intellectual Property Services, Shell Centre, London,

SE1 7NA

Fax: (+44) (0)20 7934 6627

Contact: David Crawford

B. The Respondent
(Rules, para. 3(b)(v))

[6.] According to a WHOIS enquiry carried out on 17 May 2005, the Respondent in this administrative proceeding is

Alfred Donovan

The Respondent gives his e-mail address as **alfred@purplex.com** or **alfrededonovan@hotmail.com**.

and his postal address as 847a Second Avenue, New York, NY 10017, United States of America.

Copies of the printouts of the database search conducted on 17 May 2005 are provided as **Annex 1**.

[7.] All information known to the Complainant regarding how to contact the Respondent is as set out in Paragraph [6] above.

III. The Domain Names and Registrar
(Rules, para. 3(b)(vi) and (vii))

[8.] This dispute concerns the domain names identified below:

www.royaldutchshellplc.com

www.royaldutchshellgroup.com

www.tellshell.org

[9.] The registrar with which the domain names are registered is:

Tucows.inc

IV. Jurisdictional Basis for the Administrative Proceeding
(Rules, paras. 3(a), 3(b)(xv))

[10.] This dispute is properly within the scope of the Policy and the Administrative Panel has jurisdiction to decide the dispute. The registration agreement, pursuant to which the domain name that is the subject of this Complaint is registered, incorporates the Policy. A true and correct copy of the domain name dispute policy that applies to the domain name in question is provided as Annex 4 to this Complaint.

V. Factual and Legal Grounds
(Policy, paras. 4(a), (b), (c); Rules, para. 3)

[11.] This Complaint is based on the following grounds:

A. The domain names are identical or confusingly similar to a trademark or service mark in which the Complainant has rights;

(Policy, para. 4(a)(i), Rules, paras. 3(b)(viii), (b)(ix)(1))

(1) www.royaldutchshellplc.com and www.royaldutchshellgroup.com

The Complainant was until 1 January 2005 the principal company designated within the Royal Dutch/Shell Group of companies (hereafter “the Group”) to hold the Group’s trade mark and domain name assets. Following internal restructuring most of the trade marks formerly held by the Complainant have been assigned to Shell Brands International AG, a Swiss company, (hereafter “SBI”) and the trade mark assignments are in the process of being recorded at each national trade mark office, but for the time being, the Complainant remains the owner of the domain names and is authorised to bring these proceeding on behalf of the Group.

The Group is a global group of energy and petrochemicals companies, operating in more than 145 countries and employing approximately 119,000 people. The principal holding companies within the Group as at today are N.V. Koninklijke

Nederlandsche Petroleum Maatschappij (a Dutch company incorporated in 1890, holder of a 60% interest in the Group) and **The “Shell” Transport and Trading Company plc** (a UK company incorporated in 1897, holder of the remaining 40% interest). “**Royal Dutch**” is the English translation of the principal distinctive elements of the company name “N.V. Koninklijke Nederlandsche Petroleum Maatschappij” and is the abbreviated name by which this company is generally known. Since 1907, when these two companies decided to merge their business interests, the resulting group of companies has been universally known as the “**Royal Dutch/Shell Group of Companies**”. On 28 October 2004 it was publicly announced that the boards of these two companies had unanimously agreed to propose to their shareholders the unification of the Royal Dutch/Shell Group of Companies under a single parent company, to be called **Royal Dutch Shell plc**.

The disputed names www.royaldutchshellplc.com and www.royaldutchshellgroup.com registered by the Respondent are, to all intents and purposes, identical to the company name “Royal Dutch Shell plc” and the collective name “Royal Dutch/Shell Group”.

Currently SBI is the owner of the “**SHELL**” trade mark in nearly 190 countries of the world, amounting to more than 3,300 registrations. Details of a small number of these registrations are set out in **Annex 2** by way of illustration, and copy registration or renewal certificates of a small but indicative sample of these will be attached to the hard copies of this Complaint. In addition to these, SBI owns more than 570 registrations for the word “**SHELL**” combined with a “shell” emblem, and more than 3,000 registrations in which the word “**SHELL**” is combined with another product mark, such as “**SHELL HELIX**”, a motor oil product. These statistics exclude the more than 3,500 registrations of the



“Shell” emblem in its present-day and historical forms, which also represent one of the most recognised corporate logos in the world, associated in the minds of the public with the name “Shell”.

SBI is also the owner of the European Community Trade Mark “**ROYAL DUTCH**” Number 001305101, registered on 10 September 1999 and valid for all countries of the European Community. A copy of this registration certificate is also attached to the hard copy of this Complaint.

The “SHELL” trade mark has been used since at least 1904 in many countries of the world for a wide variety of petroleum and other products, and as a consequence it has become a very well-known trade mark.

The Complainant or its affiliates are the owners of the “shell” domain name both at the “.com” and “.info” levels and at more than 240 country-code levels, as shown in the list at **Annex 3**.

An Internet search for the combined words “Royal Dutch Shell” using the Google search engine on 4 February 2005 returned approximately 366,000 hits, the vast majority of them dating from well before the publicity concerning the possible unification of the companies. A search combining the terms “Royal Dutch Shell” and “single board” returned, as of 4 February 2005, just over 350 hits (see **Annex 5**), reflecting the degree of public interest in the Group’s restructuring and the proposed creation of the new company.

In preparation for the announcement concerning the unification of the two parent companies, the Complainant embarked on a process of registering the domain names “royaldutchshell”, “royaldutch-shell” and “royal-dutch-shell” in all major countries of the world. A list of these registrations and pending requests for registration is attached at **Annex 4**. It subsequently also sought to register the combinations “royaldutchshellplc” and “royaldutchshellgroup” in a number of country- and top-level domains – those registrations are included in **Annex 4**. By this time the Respondent had already registered the disputed domain names.

The Complainant contends that the disputed names are names which rightfully belong to the Group. Whilst the Complainant and SBI have not registered any identical trade mark (i.e., “ROYALDUTCHSHELL”) the reason for this is self-

evidently because the function of a trade mark is to distinguish the goods or services of one undertaking from the goods or services of others. The name "Royal Dutch Shell" has always been used as a collective name for a related group of companies, the Group's principal trade mark being the simple name "Shell" and the associated emblem. Registration of "Royal Dutch Shell" as a trade mark would therefore be of questionable validity unless and until there is an intention to use such term as a mark to identify products or services.

It is nonetheless a very significant name in the commercial world. "Royal Dutch/Shell" is a name which was originally coined by the two parent companies on the merging of their business interests in 1907, and which has through almost a century of world-wide usage become known exclusively as the name of that group of companies.

The name "Royal Dutch Shell" first appeared as the name of a single company when a dormant English company within the Group was re-named "Royal Dutch Shell plc" on 27 October 2004 in order to secure the name for possible future use by the new parent company, subject to the necessary shareholder approval.

The WIPO report entitled "**THE RECOGNITION OF RIGHTS AND THE USE OF NAMES IN THE INTERNET DOMAIN NAME SYSTEM**", Chapter 7, considered the protection of trade names *per se* in the domain name system. In particular, paragraph 298 stated:

"A trade name is the designation adopted by a commercial enterprise to describe itself and to distinguish it from other businesses and enterprises. Trade names are also referred to variously as company, corporate, business or firm names, although each of these identifiers may sometimes attract slightly different legal or regulatory conditions. Common examples of familiar trade names are Ericsson, General Motors, Holiday Inn, Lego, Microsoft, Nestlé, Philips, Procter & Gamble and Sony. A trade name may also be registered and separately protected as a trademark, as most of the foregoing examples are."

In relation to the final sentence, the Complainant would respectfully point out that the names cited in this extract are also the brand names of products, which renders them entirely appropriate for registration as trade marks.

(2) www.tellshell.org

“Tell Shell” is a facility set up in November 1998 to promote feedback from customers, shareholders or any other interested parties on topics and issues relating to Shell, and to enable the Group to respond to public concerns and criticism in an open and transparent way. Communication takes place either by e-mail (the majority), by posting comments on the “Tell Shell” Forum (accessible on the Group’s main website www.shell.com), or in writing – some of which are generated by reply-postcards issued as part of the Group’s Annual Reports to its shareholders. E-mail and written correspondence may relate to any subject of interest to the correspondent, and are handled differently depending on whether the correspondent is simply requesting information, such as job vacancies or availability of Shell products, or whether the correspondence is a criticism or suggestion that may impact on the Group as a whole. Correspondence in the latter category totalled 862 in the twelve months to November 1999, 1063 to November 2000, and 780 to November 2001. The “Tell Shell” Forum is structured into specific discussion areas, which have included the following in the recent past:

- **Energy and technology, now and in the future**
- **The environment - issues and commitments**
- **Society and multinationals**
- **How much freedom should we trade for our security?**
- **How can we make transport systems more sustainable?**
- **How can we meet the world’s energy challenge?**

The following are examples of comments from the Press relating to the Tell Shell Forum:

Financial Times, 23 May 2003: "Yet is this not what "stakeholder dialogue" should be about? Is the internet not the ideal place for an open debate on issues of trust?"

Journal of Business Ethics, May 2003: "Internet access is as much a device for gathering information about stakeholders as it is a two-way relationship channel. Shell has pioneered in this regard, inviting open commentary and actually processing it through its internal systems into a dialogue device."

Journal of Corporate Citizenship, March 2003: "When tested, the website tool for feedback in the **Tell Shell** campaign was effective and responsive ... The strong emphasis ... on PR is not merely corporate 'greenwash'. Rather, being 'seen to be doing the right thing' and 'doing the right thing' together form a mature and effective system via which to fully respond to social and environmental pressures. Shell's **Tell Shell** campaign is exemplary in this respect."

Financial Times, 6 November, 2002: "[Shell's] **Tell Shell** Forum is a brave but highly successful way of attracting criticism and by publishing it, defusing it."

Financial Times, 25 January, 2002: "Shell monitors the contributions and steps in with its own on occasion – a clever way of being transparent while getting its own views across."

The Express, 15 June, 2000: "Echo [Research Group] finds the oil company's "**Tell Shell**" site is one of the few genuine corporate forums."

The Complainant submits that this demonstrates that the name "**Tell Shell**" has become well-known as a mechanism for communicating with Shell, and as a source of information, both positive and negative, about the operations of the Group. As mentioned above, in its website format it is accessed via www.shell.com, or directly at www.shell.com/tellshell, but the Complainant has

also owned the domain name www.tell-shell.com for defensive purposes since 2002.

B. The Respondent has no rights or legitimate interests in respect of the domain names;

(Policy, para. 4(a)(ii), Rules, para. 3(b)(ix)(2))

(1) www.royaldutchshellplc.com and www.royaldutchshellgroup.com

The Complainant contends that the Respondent is not, and has never been, commonly known by the name “ROYALDUTCHSHELL” or any similar name, nor is he an employee or director of any company having this name.

The Respondent and his son, John Donovan, have been known to the Group for some years. The two men ran a business which specialised in the creation of marketing promotions. In the 1990s, three law suits were brought against Shell UK Limited (an affiliate of the Complainant) by Mr John Donovan or companies with which he was associated, claiming wrongful use of intellectual property belonging to the plaintiffs by Shell UK Limited. Those cases were settled. Mr. Donovan or his company sued Shell UK Limited for a fourth time claiming that the “Smart” promotion then being run by them (involving the use of smart card technology for the collection of customer loyalty points) had in fact been invented by Mr. Donovan and that Shell UK Limited had stolen the idea from him. Despite the fact that the evidence showed that the claim was without foundation, the case was settled after three weeks of trial. No payment was made by Shell in relation to the claim itself, although for reasons which are not relevant to this Complaint, a contribution was made to the legal expenses of John Donovan.

The trial judge, Mr Justice Laddie, before making the order giving effect to the settlement, summed up the nature of the Respondent’s campaign in support of his claim at that time, as follows:

“the attacks on [a Shell employee – the main Shell witness in the case] were, at the very least, recklessly made .. they are completely without foundation .. serious allegations of dishonesty have been made against him and publicised as widely as possible .. web sites containing criticism of [the employee] in the strongest terms have been set up by Mr Donovan ..”

Accordingly, although there is no extant litigation between Shell and the Respondent or with anyone associated with him, the Complainant believes that the Respondent acquired the disputed names as a means of increasing his capability to disparage Shell at some time in the future.

The Respondent’s websites have never attempted to pass themselves off as official Shell websites, and generally have used names that can be readily distinguished from the www.shell.com name owned and used by the Group. Currently, the Respondent’s main website appears to be located at www.shell2004.com. The disputed names www.royaldutchshellplc.com, www.royaldutchshellgroup.com and www.tellshell.org all redirect to the Respondent’s www.shell2004.com website, as do www.shellnews.net and www.shellscandal.com (both also owned by the Respondent). The content of that site consists largely of media reports about the Royal Dutch/Shell Group of Companies, and the Respondent’s comments thereon, predominantly of a negative nature. The Complainant and the Group it represents have been aware of the site since the beginning and whilst they would not endorse or agree with many of the comments made by the Respondent on the website, they have taken the view that the Respondent is entitled to express his opinions and to use the Internet as a medium for doing so. The domain names used by the Respondent and mentioned above (other than the disputed names) include elements additional to the name of the company, sufficient to avoid giving the impression that they were domain names owned by Shell, and Shell has not felt justified in challenging their use. However, the disputed names which are the subject of these proceedings are precisely the names of (a) the intended new principal company of the Group, (b) the name of the Group itself and (c) the name of the Group’s own website discussion forum. The timing of the Respondent’s registration of the name www.royaldutchshellplc.com, on 29 October 2004 (the

day immediately following the re-structuring announcement), suggests that the registration was made as a direct reaction to that announcement with the intention of pre-empting the Group from owning the name.

For these reasons the Complainant contends that the Respondent has no legitimate right or interest in the disputed domain names. He also appears not to be using them for any bona fide offering of goods or services. An unsuspecting Internet user looking for information about the Royal Dutch/Shell Group of Companies or about Royal Dutch Shell plc in particular might be tempted to look for www.royaldutchshellgroup.com or www.royaldutchshellplc.com in the expectation that these names would direct him to the appropriate website. In fact, they direct him to the Respondent's site where he is presented with much adverse publicity and negative personal opinion. As such, the Respondent, with the intent not for any particular commercial gain, but mainly to further his campaign of adverse publicity against the Royal Dutch/Shell Group of Companies, is using the disputed names to cause embarrassment to the Group and prevent them from using the names themselves.

(2) www.tellshell.org

This name also re-directs to the Respondent's site www.shellnews.net. The name itself is very descriptive and gives the clear impression that it will enable the user to "tell Shell" something. In fact, it does not put the user in touch with Shell at all, but exposes him to the Respondent's criticism site. The Complainant therefore contends that the Respondent can have no legitimate right or interest in the domain name which, because it directs users to an anti-Shell site, is deliberately misleading.

C. The domain names were registered and are being used in bad faith.

(Policy, paras. 4(a)(iii), 4(b); Rules, para. 3(b)(ix)(3))

The Complainant contends that, in a general sense, the facts set out in the preceding Paragraph B raise a strong presumption that the disputed domain names were registered and are being used in bad faith. They were registered, and are being used, for the purpose of attempting to attract Internet users to the

Respondent's web site, by creating a likelihood of confusion with a company name, a collective name and the name of a website forum owned by the Group. The Respondent has also been known to refer to himself in terms such as "Alfred Donovan of royaldutchshellplc.com , a.k.a. shellnews.net" (an example of such usage is reproduced at **Annex 6**, taken from a posting he made in the "Tell Shell" forum on 29 November 2004). By referring to himself in this way he is attempting to mislead visitors to his website into thinking that he has some connection with the Group or at least that he has some authority to speak on behalf of the Group.

Specifically, in terms of the Policy, Paragraph 4(b)(ii) provides that it shall be evidence that a domain name has been registered and is being used in bad faith if the Respondent has "registered the domain name in order to prevent the owner of the trademark or service mark from reflecting the mark in a corresponding domain name, provided that [the Respondent has] engaged in a pattern of such conduct". Previously-decided WIPO Cases such as Nos. D2003-0602 and D2004-0761 have held that a "pattern" may be evidenced by any repetition of such conduct, even as few as two instances. The Complainant contends that by registering the three disputed names, the Respondent has engaged in such a pattern of conduct, aimed at preventing the Complainant and the Complainant's Group from reflecting their marks in corresponding domain names.

VI. Remedies Requested (Rules, para. 3(b)(x))

[12.] In accordance with Paragraph 4(i) of the Policy, for the reasons described in Section V above, the Complainant requests the Administrative Panel appointed in this administrative proceeding issue a decision that the names www.royaldutchshellplc.com, www.royaldutchshellgroup.com and www.tellshell.org be transferred to the Complainant.

VII. Administrative Panel

(Rules, para. 3(b)(iv))

[13.] The Complainant elects to have the dispute decided by a three-member Administrative Panel, and nominates the three following panelists as its preferred choices: Antony Gold, David H. Tatham and Frank R. Schoneveld.

VIII. Mutual Jurisdiction

(Rules, para. 3(b)(xiii))

[14.] In accordance with Paragraph 3(b)(xiii) of the Rules, the Complainant will submit, with respect to any challenges that may be made by the Respondent to a decision by the Administrative Panel to transfer or cancel the domain name that is the subject of this Complaint, to the jurisdiction of the courts at the location of the principal office of the concerned Registrar.

IX. Other Legal Proceedings

(Rules, para. 3(b)(xi))

[15.] No other legal proceedings have been instigated in connection with these disputed domain names.

X. Communications

(Rules, paras. 2(b), 3(b)(xii); Supplemental Rules, paras. 3, 4)

[16.] A copy of this Complaint, together with the cover sheet as prescribed by the Supplemental Rules, has been sent or transmitted to the Respondent on 18 May 2005 by e-mail at the e-mail address quoted in paragraph [6] above.

[17.] A copy of this Complaint, has been sent or transmitted to the concerned registrar on 18 May 2005 by e-mail and confirmation hard copy by mail.

[18.] This Complaint is submitted to the Center in electronic form (except to the extent not available for annexes), and in four (4) sets together with the original.

XI. Payment

(Rules, para. 19; Supplemental Rules, Annex D)

[19.] As required by the Rules and Supplemental Rules, payment in the amount of USD 4,000 has been made by credit card.

XII. Certification

(Rules, para. 3(b)(xiv))

[20.] The Complainant agrees that its claims and remedies concerning the registration of the domain name, the dispute, or the dispute's resolution shall be solely against the domain name holder and waives all such claims and remedies against (a) the WIPO Arbitration and Mediation Center and Panelists, except in the case of deliberate wrongdoing, (b) the concerned registrar, (c) the registry administrator, (d) the Internet Corporation for Assigned Names and Numbers, as well as their directors, officers, employees, and agents.

[21.] The Complainant certifies that the information contained in this Complaint is to the best of the Complainant's knowledge complete and accurate, that this Complaint is not being presented for any improper purpose, such as to harass, and that the assertions in this Complaint are warranted under the Rules and under applicable law, as it now exists or as it may be extended by a good-faith and reasonable argument.

Respectfully submitted,

Robert J. Carter

Duly Authorised Attorney

Date: 18 May 2005

ANNEX 1

WHOIS information for royaldutchshellplc.com

provided by TRUEWHOIS on 17 May 2005

Whois lookup performed by:

TRUEWHOIS™

The best whois on the planet.

A service of Ignus, Incorporated.

Whois Results For:
royaldutchshellplc.com

Query Date: May 17, 2005

Registrant:

Alfred Donovan
847a Second Avenue
New York, NY 10017
US

Domain name: ROYALDUTCHSHELLPLC.COM

Administrative Contact:

Donovan, Alfred alfred@purplex.net
847a Second Avenue
New York, NY 10017
US
+441206501781

Technical Contact:

OpenSRS Technical Contact, NIC nicopensrs@softcomca.com
816-10 Bay St.
Toronto, ON M5J2R8
CA
+1.4169577400 Fax: +1.4169577401

Registration Service Provider:

SoftCom Technology Consulting Inc., domains@myhosting.com
+1 (416) 957-7400
+1 (416) 957-7405 (fax)
<http://myhosting.com>
Please visit <http://myhosting.com> for getting support about domain
login/passwords, DNS/Nameserver changes, renewals and general
questions.

Registrar of Record: TUCOWS, INC.

Record last updated on 29-Oct-2004.

Record expires on 29-Oct-2005.

Record created on 29-Oct-2004.

Domain servers in listed order:

NS3.SOFTCOMCA.COM 168.144.1.33

NS4.SOFTCOMCA.COM 168.144.68.1

Domain status: ACTIVE

The Data in the Tucows Registrar WHOIS database is provided to you by Tucows for information purposes only, and may be used to assist you in obtaining information about or related to a domain name's registration record.

Tucows makes this information available "as is," and does not guarantee its accuracy.

By submitting a WHOIS query, you agree that you will use this data only for lawful purposes and that, under no circumstances will you use this data to:

- a) allow, enable, or otherwise support the transmission by e-mail, telephone, or facsimile of mass, unsolicited, commercial advertising or solicitations to entities other than the data recipient's own existing customers; or
- (b) enable high volume, automated, electronic processes that send queries or data to the systems of any Registry Operator or ICANN-Accredited registrar, except as reasonably necessary to register domain names or modify existing registrations.

The compilation, repackaging, dissemination or other use of this Data is expressly prohibited without the prior written consent of Tucows.

Tucows reserves the right to terminate your access to the Tucows WHOIS database in its sole discretion, including without limitation, for excessive querying of the WHOIS database or for failure to otherwise abide by this policy.

Tucows reserves the right to modify these terms at any time.

By submitting this query, you agree to abide by these terms.

NOTE: THE WHOIS DATABASE IS A CONTACT DATABASE ONLY. LACK OF A DOMAIN

RECORD DOES NOT SIGNIFY DOMAIN AVAILABILITY.

Close This Window

Copyright © 2000,2001 Ignus, Inc. **TRUEWHOIS** is a trademark of Ignus, Inc.

The information returned by **TRUEWHOIS** is supplied "as-is" by independent third parties and **TRUEWHOIS** makes no warranty about its accuracy or usability. All whois information is copyrighted and used with permission.

WHOIS information for royaldutchshellgroup.com

provided by TRUEWHOIS on 17 May 2005

Whois lookup performed by:

TRUEWHOIS™

The best whois on the planet.

A service of Ignus, Incorporated.

Whois Results For:

royaldutchshellgroup.com

Query Date: May 17, 2005

Registrant:

Alfred Donovan
847a Second Avenue
New York, NY 10017
US

Domain name: ROYALDUTCHSHELLGROUP.COM

Administrative Contact:

Donovan, Alfred alfrededonovan@hotmail.com
847a Second Avenue
New York, NY 10017
US
+441206501781

Technical Contact:

OpenSRS Technical Contact, NIC nicopensrs@softcomca.com
816-10 Bay St.
Toronto, ON M5J2R8
CA
+1.4169577400 Fax: +1.4169577401

Registration Service Provider:

SoftCom Technology Consulting Inc., domains@myhosting.com
+1 (416) 957-7400
+1 (416) 957-7405 (fax)
<http://myhosting.com>
Please visit <http://myhosting.com> for getting support about domain
login/passwords, DNS/Nameserver changes, renewals and general
questions.

Registrar of Record: TUCOWS, INC.

Record last updated on 24-Jul-2004.

Record expires on 24-Jul-2005.

Record created on 24-Jul-2004.

Domain servers in listed order:

NS.SOFTCOMCA.COM 168.144.1.7

NS2.SOFTCOMCA.COM 168.144.1.8

Domain status: ACTIVE

The Data in the Tucows Registrar WHOIS database is provided to you by Tucows for information purposes only, and may be used to assist you in obtaining information about or related to a domain name's registration record.

Tucows makes this information available "as is," and does not guarantee its accuracy.

By submitting a WHOIS query, you agree that you will use this data only for lawful purposes and that, under no circumstances will you use this data to:

a) allow, enable, or otherwise support the transmission by e-mail, telephone, or facsimile of mass, unsolicited, commercial advertising or solicitations to entities other than the data recipient's own existing customers; or (b) enable high volume, automated, electronic processes that send queries or data to the systems of any Registry Operator or ICANN-Accredited registrar, except as reasonably necessary to register domain names or modify existing registrations.

The compilation, repackaging, dissemination or other use of this Data is expressly prohibited without the prior written consent of Tucows.

Tucows reserves the right to terminate your access to the Tucows WHOIS database in its sole discretion, including without limitation, for excessive querying of the WHOIS database or for failure to otherwise abide by this policy.

Tucows reserves the right to modify these terms at any time.

By submitting this query, you agree to abide by these terms.

NOTE: THE WHOIS DATABASE IS A CONTACT DATABASE ONLY. LACK OF A DOMAIN RECORD DOES NOT SIGNIFY DOMAIN AVAILABILITY.

Close This Window

Copyright © 2000,2001 Ignus, Inc. TRUEWHOIS is a trademark of Ignus, Inc.

The information returned by TRUEWHOIS is supplied "as-is" by independent third parties and TRUEWHOIS makes no warranty about its accuracy or usability. All whois information is copyrighted and used with permission.

**WHOIS information for tellshell.org
provided by TRUEWHOIS on 17 May 2005**

Whois lookup performed by:

TRUEWHOIS™

The best whois on the planet.

A service of Ignus, Incorporated.

Whois Results For:
tellshell.org

Query Date: May 17, 2005

NOTICE: Access to .ORG WHOIS information is provided to assist persons in determining the contents of a domain name registration record in the PIR registry database. The data in this record is provided by Public Interest Registry for informational purposes only, and PIR does not guarantee its accuracy. This service is intended only for query-based access. You agree that you will use this data only for lawful purposes and that, under no circumstances will you use this data to: (a) allow, enable, or otherwise support the transmission by e-mail, telephone, or facsimile of mass unsolicited, commercial advertising or solicitations to entities other than the data recipient's own existing customers; or (b) enable high volume, automated, electronic processes that send queries or data to the systems of Registry Operator or any ICANN-Accredited Registrar, except as reasonably necessary to register domain names or modify existing registrations. All rights reserved. PIR reserves the right to modify these terms at any time. By submitting this query, you agree to abide by this policy.

Domain ID:D104705097-LROR
Domain Name:TELLSHELL.ORG
Created On:30-Jul-2004 19:07:15 UTC
Last Updated On:29-Sep-2004 03:47:16 UTC
Expiration Date:30-Jul-2005 19:07:15 UTC
Sponsoring Registrar:Tucows Inc. (R11-LROR)
Status:OK
Registrant ID:tuNueMJ0VMfaBof0
Registrant Name:Alfred Donovan
Registrant Organization:Alfred Donovan
Registrant Street1:847a Second Avenue
Registrant Street2:
Registrant Street3:
Registrant City:New York
Registrant State/Province:NY
Registrant Postal Code:10017
Registrant Country:US
Registrant Phone:+44.1206501781
Registrant Phone Ext.:
Registrant FAX:

Registrant FAX Ext.:
Registrant Email:alfrededonovan@hotmail.com
Admin ID:tuNueMJ0VMfaBof0
Admin Name:Alfred Donovan
Admin Organization:Alfred Donovan
Admin Street1:847a Second Avenue
Admin Street2:
Admin Street3:
Admin City:New York
Admin State/Province:NY
Admin Postal Code:10017
Admin Country:US
Admin Phone:+44.1206501781
Admin Phone Ext.:
Admin FAX:
Admin FAX Ext.:
Admin Email:alfrededonovan@hotmail.com
Tech ID:tuvKFjq1iqvbZA98
Tech Name:NIC OpenSRS Technical Contact
Tech Organization:SoftCom Technology Consulting Inc.
Tech Street1:816-10 Bay St.
Tech Street2:
Tech Street3:
Tech City:Toronto
Tech State/Province:ON
Tech Postal Code:M5J2R8
Tech Country:CA
Tech Phone:+1.4169577400
Tech Phone Ext.:
Tech FAX:+1.4169577401
Tech FAX Ext.:
Tech Email:nicopensrs@softcomca.com
Name Server:NS.SOFTCOMCA.COM
Name Server:NS2.SOFTCOMCA.COM

Close This Window

Copyright © 2000,2001 Ignus, Inc. TRUEWHOIS is a trademark of Ignus, Inc.

The information returned by TRUEWHOIS is supplied "as-is" by independent third parties and TRUEWHOIS makes no warranty about its accuracy or usability. All whois information is copyrighted and used with permission.

ANNEX 2

Examples of Trade Mark Registrations of the name "SHELL"

(Please note that this list of registrations in respect of oil products (fuels, lubricants, etc.), is only a small sample of the total of over 3,300 registrations of "SHELL" owned by the Complainant around the world and covering a broad range of products and services)

Country	Reg. Number	Reg. Date
Albania	9812	3-Feb-2003
Andorra	6314	20-Mar-1997
Angola	2112	8-Oct-1992
Anguilla	2735	3-Jun-1996
Antigua	1261	25-Jan-1961
Argentina	1734864	15-Mar-1979
Armenia	849	20-Nov-1995
Australia	A218441	30-Nov-1967
Australia	A223078	9-Oct-1968
Australia *	9267	19-May-1910
Australia	D154323	10-Jun-1959
Austria	35320	9-Oct-1956
Austria	9050	21-Jul-1925
Azerbaijan	970614	10-Apr-1997
Bahrain	27327	5-Apr-2000
Bahama Islands *	3211	10-Feb-1960
Bangladesh	9768	19-Apr-1951
Barbados	81/3317	5-Mar-1971
Barbados	81/5341	5-Sep-1961
Belarus	2032	17-Dec-1993
Benin	UAM50182/0183	14-Apr-1964
Benin	UAM44492	27-Apr-2001
Benelux *	51467	11-Aug-1971
Benelux	730670	28-Feb-2003
Bermuda	4087	27-Mar-1957
Bhutan	BT/M/97/00370	11-Sep-1997
British Virgin Is.	961	6-May-1982
Bolivia	63474-A	27-May-1954
Bosnia-Herzegovina	BAZR983286	28-Dec-1998
Botswana	109C	12-Oct-1974
Brazil	811391990	30-Apr-1985
Brazil	2020556	12-Mar-1977
Brazil	720159270	15-Dec-1981
Brunei	429	28-Jan-1958
British Solomon Is.	1286	25-Jan-1982
Burkina Faso	UAM50182/0183	14-Apr-1964
Burkina Faso	UAM44492	27-Apr-2001
Bulgaria	2782	31-Mar-1959
Cambodia	KH814	14-Jul-1992
Cameroun Republic	UAM50182/0183	14-Apr-1964
Cameroun Republic	UAM44492	27-Apr-2001
Cayman Islands	816157	10-Jun-1992
Central African Rep.	UAM50182/0183	14-Apr-1964
Central African Rep.	UAM44492	27-Apr-2001
Chile	586148	19-Aug-1970

Chile *	595679	11-Jul-1950
Chile	429214	15-Jun-1984
China *	33828	1-Feb-1960
China	37487	8-Feb-1961
China	904466	28-Nov-1996
Colombia	110718	25-Apr-1985
Congo Republic	UAM50182/0183	14-Apr-1964
Congo Republic	UAM44492	27-Apr-2001
Congo Dem. Rep.	5258/95	7-Dec-1995
Costa Rica	39538	27-Aug-1969
Costa Rica	95140	13-Mar-1996
Cote d'Ivoire	UAM50182/0183	14-Apr-1964
Cote d'Ivoire	UAM44492	27-Apr-2001
Croatia	Z960648	25-Jun-1996
Community Trade Mark (EU) *	1118801	25-Mar-1999
Cuba	112708-A	5-Mar-1982
Cyprus	5888	15-May-1958
Czech Republic	153617	1-Oct-1958
Denmark	VR 1953 00541	2-May-1953
Djibouti	133/03/RADM	15-Apr-1993
Dominican Republic *	22365	3-Dec-1973
Equatorial Guinea	UAM44492	27-Apr-2001
Estonia	8240	22-Feb-1994
Ethiopia	2599	18-Oct-1995
Fiji Islands	7199	4-May-1971
Finland	65762	20-Dec-1976
Finland	12174	8-Dec-1930
France	1556124	3-Mar-1978
France *	1484877	26-Sep-1968
Gabon Republic	UAM50182/0183	14-Apr-1964
Gabon Republic	UAM44492	27-Apr-2001
Gambia	1688	8-Oct-1951
Gaza District	2725	30-Mar-1995
Georgia	4997	7-Apr-1997
Germany *	980703	4-Feb-1978
Ghana	19277	30-Jan-1974
Ghana	8694	10-Jul-1958
Grenada	Oct-98	22-Jan-1961
Greece *	26964	24-Oct-1957
Guatemala	32497	12-Jul-1977
Guinea-Bissau	UAM44492	27-Apr-2001
Guernsey	816157	25-Jan-1968
Guinea Republic	UAM44492	27-Apr-2001
Guyana	11345A	11-Feb-1981
Haiti	84/133	13-Jan-1962
Hong Kong	122/1952	3-Sep-1951
Hong Kong	13031/2003	26-Mar-2001
Honduras Republic	26722	15-Nov-1979
Honduras Republic	18921	17-Feb-1972
Hungary	120900	13-Jan-1959
Iceland	204/1958	2-Dec-1958
India	158036	24-Mar-1953
Indonesia	390000	19-Jul-1966
Iran *	13975	31-Mar-1955
Ireland	48996	21-Feb-1949

Italy	615546	22-Jan-1952
Jamaica	9586	17-Apr-1963
Jersey	3976	11-Jan-1977
Jordan	11545	30-Dec-1970
Kazakhstan	4657	21-Oct-1993
Kenya	14245	13-Aug-1966
St. Kitts Nevis	T4353	16-Aug-1995
Korea North	8043	17-Feb-1992
Korea South	37045	8-May-1974
Korea South	150224	9-Jan-1988
Korea South	154060	10-May-1988
Kuwait	24822	29-Apr-1993
Kyrgyz Republic	1992	3-May-1972
Laos	1133	1-Oct-1992
Latvia	M14397	30-Dec-1992
Lebanon	93826	23-Aug-1958
Lesotho	LSM/94/00497	12-Oct-1974
Lithuania	11197	14-Jul-1993
Macao	N/002206	8-Jul-1997
Madagascar Republic	351	13-Nov-1995
Mali Republic	UAM44492	27-Apr-2001
Malawi	1460/1959	23-Jun-1959
Mauritania	UAM50182/0183	14-Apr-1964
Mauritania	UAM44492	27-Apr-2001
Malaysia	M/22890	9-Jun-1953
Macedonia	2731	25-Jun-1976
Mexico	173215	1-Jun-1971
Mexico *	174561	29-Jun-1972
Mexico	174559	29-Jun-1972
Mexico	174835	29-Jun-1972
Mexico	174554	29-Jun-1972
Mongolia	2394	20-Jan-1998
Moldova	3274	5-Apr-1994
Monaco	R95.16159	25-Mar-1970
Monaco	18624/R9718522	31-Jul-1957
Morocco	58527	2-Mar-1956
Montserrat	1083/816157	4-Feb-1982
Mozambique	1740/99	28-Sep-1999
Namibia	2660/52/4	25-Jul-1980
Namibia	81/1028	18-Sep-1981
Neth. Antilles	4675	4-Oct-1952
Nepal	9088/049	8-Apr-1993
Nicaragua	18310	5-Oct-1968
Nigeria *	6860	29-Aug-1951
Nigeria	56588	12-Feb-1998
Niger Republic	UAM50182/0183	14-Apr-1964
Niger Republic	UAM44492	27-Apr-2001
Norway	41548	24-May-1952
New Zealand *	17724	28-Jan-1921
New Zealand	61248	7-Jan-1958
Pakistan *	15699	19-Apr-1951
Panama	15472	19-Nov-1971
Papua New Guinea	A5052R	16-Sep-1975
Paraguay	171973	12-Oct-1994
Peru	69893	20-Aug-1987

Philippine Islands	4-2002-00984	4-Feb-2002
Poland *	65653	29-Aug-1989
Portugal	129662	21-Oct-1966
Portugal	129661	21-Oct-1966
Portugal	172109	26-Nov-1931
Portugal	172108	26-Nov-1931
Romania	4R649	6-Oct-1958
Russia *	45735	6-Jun-1972
El Salvador	227/105	17-Sep-1984
Western Samoa	941	7-Jan-1965
San Marino	SMM20010144	29-Aug-2001
Saudi Arabia	41/90	12-Nov-1970
Senegal Republic	UAM50182/0183	14-Apr-1964
Senegal Republic	UAM44492	27-Apr-2001
Serbia & Montenegro	21581	25-Jun-1976
Seychelles	1366(D)	4-Jan-1985
Sierra Leone	3534	17-Dec-1951
Singapore	T71/51033B	2-Feb-1971
Sri Lanka	56518	16-Nov-1988
Slovak Republic	153617	1-Oct-1958
Slovenia	7280378	2-Jun-1972
St. Lucia	16/1977	28-Feb-1977
South Africa *	948/18/3	12-Oct-1974
South Africa	72/2327	26-Apr-1972
Spain	304071/2	18-Jan-1957
Spain	304072	13-Mar-1957
Spain	304076	18-Jan-1957
Spain	304074	3-Mar-1960
Spain *	674340	24-Apr-1972
Sudan	14084	21-Feb-1973
Suriname	7466	4-Dec-1971
Swaziland	15/1929	26-Jul-1978
Swaziland	14/1929	26-Jul-1978
Swaziland	13/1929	26-Jul-1978
Swaziland	Dec-29	26-Jul-1978
Sweden	74594	4-Sep-1953
Switzerland	397260	15-May-1952
Syria	19102	14-Jul-1958
Tajikistan	TJ1373	26-Dec-1994
Tanganyika	10340	8-Jul-1966
Tchad Republic	UAM50182/0183	14-Apr-1964
Tchad Republic	UAM44492	27-Apr-2001
Turks and Caicos Is.	11170	4-Aug-1995
Thailand	Kor169738	23-Mar-1932
Togo Republic	UAM50182/0183	14-Apr-1964
Togo Republic	UAM44492	27-Apr-2001
Tonga	201	1-Feb-2000
Tonga	1112	25-Jan-1982
Trinidad	2086	21-Mar-1963
Turkmenistan	590	6-Jun-1972
Tuvulu	TUV/948	25-Jan-1961
Uganda	9627	23-Aug-1966
United Kingdom	479803	13-Apr-1927
United Kingdom	582889	19-Jan-1938
United Kingdom *	816157	25-Jan-1961

United Kingdom	754702	12-Jun-1956
United Kingdom	780163	25-Jul-1958
Ukraine	4424	6-Jun-1972
Uruguay	353522	27-May-1974
Uzbekistan	1037	23-Jul-1993
Vanuatu	416	25-Jan-1982
Venezuela	31094F	27-Aug-1956
Venezuela	31087F	24-Aug-1956
Vietnam	1901	25-Jun-1990
St. Vincent	7/1982	25-Jan-1982
West Bank	3411	6-May-1995
Yemen Republic	217(A)	25-Aug-1947
Zambia	1460/1959	23-Jun-1959
Zanzibar	158/94	19-Nov-1992
Zimbabwe *	1460/1959	23-Jun-1959

** copy of Registration/Renewal Certificate or other evidence supplied in separate Exhibit*

ANNEX 3

“shell.xxx” Domain Names owned by the Complainant

shell.ac	shell.dk	shell.ir	shell.nc	shell.com.sc
shell.af	shell.dj	shell.ie	shell.com.ni	shell.net.sc
shell.ad	shell.com.dm	shell.it	shell.nushell.mp	shell.sc
shell.com.ai	shell.dm	shell.com.jm	shell.com.nf	shell.gs
shell.net.ai	shell.net.dm	shell.co.jp	shell.nf	shell.com.sg
shell.off.ai	shell.org.dm	shell.jp	shell.no	shell.sg
shell.org.ai	shell.com.do	shell.co.je	shell.co.nz	shell.lk
shell.ag	shell.net.do	shell.je	shell.org.nz	shell.sk
shell.co.ag	shell.org.do	shell.net.je	shell.co.om	shell.co.za
shell.com.ag	shell.web.do	shell.org.je	shell.com.om	shell.com.es
shell.net.ag	shell.com.ec	shell.com.jo	shell.biz.pk	shell.es
shell.com.ar	shell.ec	shell.com.kz	shell.com.pk	shell.sr
shell.am	shell.com.eg	shell.kz	shell.edu.pk	shell.sz
shell.as	shell.ee	shell.co.ke	shell.net.pk	shell.se
shell.com.au	shell.fo	shell.ki	shell.org.pk	shell.ch
shell.at	shell.com.fj	shell.com.kn	shell.web.pk	shell.com.tw
shell.co.at	shell.fi	shell.kn	shell.ps	shell.com.tj
shell.or.at	shell.fr	shell.net.kn	shell.com.pa	shell.web.tj
shell.az	shell.tm.fr	shell.org.kn	shell.com.pg	shell.co.th
shell.com.az	shell.gf	shell.co.kr	shell.com.py	shell.in.th
shell.bs	shell.gm	shell.kg	shell.com.pe	shell.com.tp
shell.com.bs	shell.de	shell.com.lv	shell.org.pe	shell.tp
shell.com.bd	shell.com.gh	shell.lv	shell.com.ph	shell.co.tt
shell.bb	shell.com.gi	shell.net.lv	shell.net.ph	shell.tt
shell.by	shell.gi	shell.org.lv	shell.org.ph	shell.my.tj
shell.be	shell.com.gd	shell.co.ls	shell.ph	shell.com.tr
shell.bo	shell.gd	shell.li	shell.co.pn	shell.tv
shell.com.bo	shell.net.gd	shell.lt	shell.pn	shell.ae
shell.ba	shell.org.gd	shell.com.ly	shell.com.pl	shell.co.ug
shell.com.ba	shell.com.gr	shell.ly	shell.pl	shell.ug
shell.co.bw	shell.gr	shell.net.ly	shell.com.pt	shell.co.uk
shell.com.br	shell.gi	shell.org.ly	shell.pt	shell.org.uk
shell.bf	shell.com.gu	shell.com.lc	shell.com.pr	shell.com.ua
shell.bg	shell.com.gt	shell.lu	shell.net.pr	shell.ua
shell.bi	shell.net.gt	shell.mw	shell.org.pr	shell.com.uy
shell.com.kh	shell.org.gt	shell.co.im	shell.com.qa	shell.us
shell.cm	shell.co.gg	shell.com.my	shell.re	shell.co.uz
shell.ca	shell.gg	shell.com.mt	shell.arts.ro	shell.com.uz
shell.td	shell.net.gg	shell.co.mu	shell.com.ro	shell.uz
shell.cl	shell.org.gg	shell.com.mu	shell.firm.ro	shell.co.ve
shell.cn	shell.gy	shell.mu	shell.org.ro	shell.com.ve
shell.com.cn	shell.ht	shell.net.mu	shell.ro	shell.com.vn
shell.co.ck	shell.hm	shell.org.mu	shell.store.ro	shell.com.vc
shell.com.co	shell.sh	shell.com.mx	shell.com.ru	shell.vc
shell.cg	shell.com.hk	shell.mn	shell.net.ru	shell.co.vi
shell.cd	shell.hk	shell.md	shell.org.ru	shell.aero
shell.co.cr	shell.com.hn	shell.co.ma	shell.pp.ru	shell.biz
shell.ci	shell.co.hu	shell.ma	shell.rw	shell.com
shell.hr	shell.hu	shell.ms	shell.com.sv	shell.info
shell.cu	shell.is	shell.com.na	shell.sm	shell.name
shell.cx	shell.co.id	shell.nr	shell.st	shell.co.yu
shell.com.cy	shell.io	shell.an	shell.com.sa	shell.co.zw
shell.cz	shell.co.ir	shell.ni	shell.sn	

ANNEX 4 – PART A

“royal dutch shell” Domain Names owned by the Complainant (already registered) (as at May 2005)

royal-dutch-shell.ac
royaldutch-shell.ac
royaldutchshell.ac
royal-dutch-shell.ae
royaldutch-shell.ae
royaldutchshell.ae
royaldutchshell.aero
royaldutchshell.af
royal-dutch-shell.ag
royaldutch-shell.ag
royaldutchshell.ag
royal-dutch-shell.am
royaldutch-shell.am
royaldutchshell.am
royal-dutch-shell.as
royaldutch-shell.as
royaldutchshell.as
royal-dutch-shell.at
royaldutch-shell.at
royaldutchshell.at
royal-dutch-shell.bb
royaldutch-shell.bb
royaldutchshell.bb
royal-dutch-shell.be
royaldutch-shell.be
royaldutchshell.be
royal-dutch-shell.biz
royaldutch-shell.biz
royaldutchshellplc.biz
royaldutchshellgroup.biz
royaldutchshell-shareholder.biz
royaldutchshell-trading.biz
royaldutchshellonline.biz
royaldutchshell.biz
royaldutchshell-online.biz
royaldutchshell-investor.biz
royaldutchshellinvestor.biz
royal-dutch-shell.biz.pk
royaldutch-shell.biz.pk
royaldutchshell.biz.pk
royal-dutch-shell.bo
royaldutch-shell.bo
royal-dutch-shell.bs
royaldutch-shell.bs
royaldutchshell.bs
royal-dutch-shell.by
royaldutch-shell.by
royaldutchshell.by
royal-dutch-shell.ca
royaldutch-shell.ca
royaldutchshell.ca
royal-dutch-shell.cd
royaldutch-shell.cd
royaldutchshell.cd
royal-dutch-shell.cg
royaldutch-shell.cg
royaldutchshell.cg

royal-dutch-shell.ch
royaldutch-shell.ch
royaldutchshell.ch
royal-dutch-shell.cl
royaldutch-shell.cl
royaldutchshell.cl
royal-dutch-shell.cn
royaldutch-shell.cn
royaldutchshell.cn
royal-dutch-shell.co.ag
royaldutch-shell.co.ag
royaldutchshell.co.ag
royal-dutch-shell.co.at
royaldutch-shell.co.at
royaldutchshell.co.at
royal-dutch-shell.co.bw
royaldutch-shell.co.bw
royaldutchshell.co.bw
royal-dutch-shell.co.cr
royaldutch-shell.co.cr
royaldutchshell.co.cr
royal-dutch-shell.co.gg
royaldutch-shell.co.gg
royaldutchshell.co.gg
royal-dutch-shell.co.hu
royaldutch-shell.co.hu
royaldutchshell.co.hu
royal-dutch-shell.co.im
royaldutch-shell.co.im
royaldutchshell.co.im
royal-dutch-shell.co.je
royaldutch-shell.co.je
royaldutchshell.co.je
royal-dutch-shell.co.ke
royaldutch-shell.co.ke
royaldutchshell.co.ke
royal-dutch-shell.co.kr
royaldutch-shell.co.kr
royaldutchshell.co.kr
royal-dutch-shell.co.is
royaldutch-shell.co.is
royaldutchshell.co.is
royal-dutch-shell.co.ma
royaldutch-shell.co.ma
royaldutchshell.co.ma
royal-dutch-shell.co.mu
royaldutch-shell.co.mu
royaldutchshell.co.mu
royal-dutch-shell.co.nz
royaldutch-shell.co.nz
royaldutchshell.co.nz
royal-dutch-shell.co.pn
royaldutch-shell.co.pn
royaldutchshell.co.pn
royal-dutch-shell.co.tt
royaldutch-shell.co.tt
royaldutchshell.co.tt

royal-dutch-shell.co.ug
royaldutch-shell.co.ug
royaldutchshell.co.ug
royal-dutch-shell.co.uk
royaldutch-shell.co.uk
royaldutchshellgroup.co.uk
royaldutchshellplc.co.uk
royaldutchshell.co.uk
royaldutch-shell.co.uz
royal-dutch-shell.co.vi
royaldutch-shell.co.vi
royaldutchshell.co.vi
royal-dutch-shell.com
royaldutch-shell.com
royaldutchshell-shareholder.com
royaldutchshell-investor.com
royaldutchshell-trading.com
royaldutchshell.com
royaldutchshell-online.com
royaldutchshellonline.com
royaldutchshellinvestor.com
royal-dutch-shell.com.ai
royaldutch-shell.com.ai
royaldutchshell.com.ai
royal-dutch-shell.com.au
royaldutch-shell.com.au
royaldutchshell.com.au
royal-dutch-shell.com.bo
royaldutch-shell.com.bo
royaldutchshell.com.bo
royal-dutch-shell.com.br
royaldutch-shell.com.br
royaldutchshell.com.br
royal-dutch-shell.com.cn
royaldutch-shell.com.cn
royaldutchshell.com.cn
royal-dutch-shell.com.cu
royaldutch-shell.com.cu
royaldutchshell.com.cu
royal-dutch-shell.com.dm
royaldutch-shell.com.dm
royaldutchshell.com.dm
royal-dutch-shell.com.ec
royaldutch-shell.com.ec
royaldutchshell.com.ec
royal-dutch-shell.com.es
royaldutch-shell.com.es
royaldutchshell.com.es
royal-dutch-shell.com.fr
royaldutch-shell.com.fr
royaldutchshell.com.fr
royal-dutch-shell.com.gr
royaldutch-shell.com.gr
royaldutchshell.com.gr
royal-dutch-shell.com.gt
royaldutch-shell.com.gt
royaldutchshell.com.gt

ANNEX 4 – PART A

“royal dutch shell” Domain Names owned by the Complainant
(already registered) (as at May 2005) – continued

royal-dutch-shell.com.hk
royaldutch-shell.com.hk
royaldutchshell.com.hk
royal-dutch-shell.com.hn
royaldutchshell.com.hn
royal-dutch-shell.com.kz
royaldutch-shell.com.kz
royaldutchshell.com.kz
royal-dutch-shell.com.ly
royaldutch-shell.com.ly
royaldutchshell.com.ly
royal-dutch-shell.com.mu
royaldutch-shell.com.mu
royaldutchshell.com.mu
royal-dutch-shell.com.mx
royaldutch-shell.com.mx
royaldutchshell.com.mx
royal-dutch-shell.com.nf
royaldutch-shell.com.nf
royaldutchshell.com.nf
royal-dutch-shell.com.pa
royaldutch-shell.com.pa
royaldutchshell.com.pa
royal-dutch-shell.com.pe
royaldutch-shell.com.pe
royaldutchshell.com.pe
royal-dutch-shell.com.pk
royaldutch-shell.com.pk
royaldutchshell.com.pk
royal-dutch-shell.com.pl
royaldutch-shell.com.pl
royaldutchshell.com.pl
royal-dutch-shell.com.pr
royaldutch-shell.com.pr
royaldutchshell.com.pr
royal-dutch-shell.com.pt
royaldutch-shell.com.pt
royaldutchshell.com.pt
royal-dutch-shell.com.py
royaldutch-shell.com.py
royaldutchshell.com.py
royal-dutch-shell.com.ro
royaldutch-shell.com.ro
royaldutchshell.com.ro
royal-dutch-shell.com.ru
royaldutch-shell.com.ru
royaldutchshell.com.ru
royal-dutch-shell.com.sg
royaldutch-shell.com.sg
royaldutchshell.com.sg
royal-dutch-shell.com.tj
royaldutch-shell.com.tj
royaldutchshell.com.tj
royal-dutch-shell.com.tw
royaldutch-shell.com.tw
royaldutchshell.com.tw
royal-dutch-shell.com.ua

royaldutch-shell.com.ua
royaldutchshell.com.ua
royal-dutch-shell.com.uz
royaldutch-shell.com.uz
royaldutchshell.com.uz
royal-dutch-shell.com.ve
royaldutch-shell.com.ve
royaldutchshell.com.ve
royal-dutch-shell.com.vn
royaldutch-shell.com.vn
royaldutchshell.com.vn
royal-dutch-shell.cu
royaldutch-shell.cu
royaldutchshell.cu
royal-dutch-shell.cx
royaldutch-shell.cx
royaldutchshell.cx
royal-dutch-shell.cz
royaldutch-shell.cz
royaldutchshell.cz
royal-dutch-shell.de
royaldutch-shell.de
royaldutchshell.de
royal-dutch-shell.dk
royaldutch-shell.dk
royaldutchshell.dk
royal-dutch-shell.dm
royaldutch-shell.dm
royaldutchshell.dm
royal-dutch-shell.ec
royaldutch-shell.ec
royaldutchshell.ec
royal-dutch-shell.fi
royaldutch-shell.fi
royaldutchshell.fi
royal-dutch-shell.firm.ro
royaldutchshell.firm.ro
royal-dutch-shell.fm
royaldutch-shell.fm
royaldutchshell.fm
royal-dutch-shell.fr
royaldutch-shell.fr
royaldutchshell.fr
royal-dutch-shell.gg
royaldutch-shell.gg
royaldutchshell.gg
royal-dutch-shell.gl
royaldutch-shell.gl
royaldutchshell.gl
royal-dutch-shell.gm
royaldutch-shell.gm
royaldutchshell.gm
royal-dutch-shell.gr
royaldutch-shell.gr
royaldutchshell.gr
royal-dutch-shell.gs
royaldutch-shell.gs

royaldutchshell.gs
royal-dutch-shell.hk
royaldutch-shell.hk
royaldutchshell.hk
royal-dutch-shell.hm
royaldutch-shell.hm
royaldutchshell.hm
royal-dutch-shell.hn
royaldutchshell.hn
royal-dutch-shell.hu
royaldutch-shell.hu
royaldutchshell.hu
royal-dutch-shell.ie
royaldutch-shell.ie
royaldutchshell.ie
royal-dutch-shell.in.th
royaldutch-shell.in.th
royaldutchshell.in.th
royal-dutch-shell.info
royaldutch-shell.info
royaldutchshellpic.info
royaldutchshellonline.info
royaldutchshellgroup.info
royaldutchshell-shareholder.info
royaldutchshell-trading.info
royaldutchshell.info
royaldutchshell-online.info
royaldutchshell-investor.info
royaldutchshellinvestor.info
royal-dutch-shell.io
royaldutch-shell.io
royaldutchshell.io
royal-dutch-shell.ir
royaldutch-shell.ir
royaldutchshell.ir
royal-dutch-shell.je
royaldutch-shell.je
royaldutchshell.je
royal-dutch-shell.jp
royaldutch-shell.jp
royaldutchshell.jp
royal-dutch-shell.kg
royaldutch-shell.kg
royaldutchshell.kg
royal-dutch-shell.ki
royaldutch-shell.ki
royaldutchshell.ki
royal-dutch-shell.kz
royaldutch-shell.kz
royaldutchshell.kz
royal-dutch-shell.li
royaldutch-shell.li
royaldutchshell.li
royal-dutch-shell.lk
royaldutch-shell.lk
royaldutchshell.lk
royal-dutch-shell.lt

ANNEX 4 – PART A

“royal dutch shell” Domain Names owned by the Complainant
(already registered) (as at May 2005) – continued

royaldutch-shell.lt
royaldutchshell.lt
royal-dutch-shell.lu
royaldutch-shell.lu
royaldutchshell.lu
royal-dutch-shell.lv
royaldutch-shell.lv
royaldutchshell.lv
royal-dutch-shell.ly
royaldutch-shell.ly
royaldutchshell.ly
royal-dutch-shell.ma
royaldutch-shell.ma
royaldutchshell.ma
royal-dutch-shell.md
royaldutch-shell.md
royaldutchshell.md
royal-dutch-shell.mn
royaldutch-shell.mn
royaldutchshell.mn
royal-dutch-shell.mp
royaldutch-shell.mp
royaldutchshell.mp
royal-dutch-shell.ms
royaldutch-shell.ms
royal-dutch-shell.mu
royaldutch-shell.mu
royaldutchshell.mu
royal-dutch-shell.net
royaldutch-shell.net
royaldutchshell-online.net
royaldutchshellonline.net
royaldutchshell-shareholder.net
royaldutchshell-trading.net
royaldutchshell.net
royaldutchshell-investor.net
royaldutchshellinvestor.net
royaldutchshellgroup.net
royaldutchshellplc.net
royaldutchshell.net.ag
royal-dutch-shell.net.dm
royaldutch-shell.net.dm
royaldutchshell.net.dm
royal-dutch-shell.net.gg
royaldutch-shell.net.gg
royaldutchshell.net.gg
royal-dutch-shell.net.gt
royaldutch-shell.net.gt
royaldutchshell.net.gt
royal-dutch-shell.net.je
royaldutch-shell.net.je
royaldutchshell.net.je
royal-dutch-shell.net.lv
royaldutch-shell.net.lv
royaldutchshell.net.lv
royal-dutch-shell.net.mu
royaldutch-shell.net.mu

royaldutchshell.net.mu
royal-dutch-shell.net.ph
royaldutch-shell.net.ph
royaldutchshell.net.ph
royal-dutch-shell.net.pk
royaldutch-shell.net.pk
royaldutchshell.net.pk
royal-dutch-shell.net.pr
royaldutch-shell.net.pr
royaldutchshell.net.pr
royal-dutch-shell.net.ru
royaldutch-shell.net.ru
royaldutchshell.net.ru
royal-dutch-shell.nf
royaldutch-shell.nf
royaldutchshell.nf
royal-dutch-shell.nl
royaldutch-shell.nl
royaldutchshell.nl
royaldutchshellplc.nl
royaldutchshellgroup.nl
royal-dutch-shell.no
royaldutch-shell.no
royaldutchshell.no
royal-dutch-shell.nr
royaldutch-shell.nr
royaldutchshell.nr
royal-dutch-shell.nu
royaldutch-shell.nu
royaldutchshell.nu
royal-dutch-shell.off.ai
royaldutch-shell.off.ai
royaldutchshell.off.ai
royal-dutch-shell.or.at
royaldutch-shell.or.at
royaldutchshell.or.at
royal-dutch-shell.org
royaldutch-shell.org
royaldutchshellgroup.org
royaldutchshell-shareholder.org
royaldutchshell-online.org
royaldutchshell-trading.org
royaldutchshell.org
royaldutchshellonline.org
royaldutchshell-investor.org
royaldutchshellinvestor.org
royaldutchshellplc.org
royal-dutch-shell.org.dm
royaldutch-shell.org.dm
royaldutchshell.org.dm
royal-dutch-shell.org.gg
royaldutch-shell.org.gg
royaldutchshell.org.gg
royal-dutch-shell.org.gt
royaldutch-shell.org.gt
royal-dutch-shell.org.je

royaldutch-shell.org.je
royaldutchshell.org.je
royal-dutch-shell.org.lv
royaldutch-shell.org.lv
royaldutchshell.org.lv
royal-dutch-shell.org.mu
royaldutch-shell.org.mu
royaldutchshell.org.mu
royal-dutch-shell.org.nz
royaldutch-shell.org.nz
royaldutchshell.org.nz
royal-dutch-shell.org.ph
royaldutch-shell.org.ph
royaldutchshell.org.ph
royal-dutch-shell.org.pk
royaldutch-shell.org.pk
royaldutchshell.org.pk
royal-dutch-shell.org.pr
royaldutch-shell.org.pr
royaldutchshell.org.pr
royal-dutch-shell.org.ro
royaldutch-shell.org.ro
royaldutchshell.org.ro
royal-dutch-shell.org.ru
royaldutch-shell.org.ru
royaldutchshell.org.ru
royal-dutch-shell.pl
royaldutch-shell.pl
royaldutchshell.pl
royal-dutch-shell.pn
royaldutch-shell.pn
royaldutchshell.pn
royal-dutch-shell.pp.ru
royaldutch-shell.pp.ru
royaldutchshell.pp.ru
royal-dutch-shell.ps
royaldutch-shell.ps
royaldutchshell.ps
royal-dutch-shell.ro
royaldutchshell.ro
royal-dutch-shell.rw
royaldutch-shell.rw
royaldutchshell.rw
royal-dutch-shell.se
royaldutch-shell.se
royaldutchshell.se
royal-dutch-shell.sg
royaldutch-shell.sg
royaldutchshell.sg
royal-dutch-shell.sh
royaldutch-shell.sh
royaldutchshell.sh
royal-dutch-shell.sk
royaldutch-shell.sk
royaldutchshell.sk
royal-dutch-shell.sm

ANNEX 4 – PART A

**“royal dutch shell” Domain Names owned by the Complainant
(already registered) (as at May 2005) – continued**

<p>royaldutch-shell.sm royaldutchshell.sm royal-dutch-shell.st royaldutch-shell.st royaldutchshell.st royal-dutch-shell.tj royaldutch-shell.tj royaldutchshell.tj royaldutchshell.tt royal-dutch-shell.tv royaldutch-shell.tv royaldutchshell-investor.tv royaldutchshell-group.tv royaldutchshell-plc.tv royaldutchshell-trading.tv royaldutchshell-shareholder.tv royaldutchshell.tv royaldutchshell-online.tv royaldutchshellinvestor.tv royal-dutch-shell.ug royaldutch-shell.ug royaldutchshell.ug royal-dutch-shell.us royaldutch-shell.us royaldutchshell.us royal-dutch-shell.uz royaldutchshell.uz</p>		
---	--	--

ANNEX 4 – PART B

“royal dutch shell” Domain Names applied for by the Complainant (awaiting registration) (as at May 2005)

royal-dutch-shell.ai
royaldutch-shell.ai
royaldutchshell.ai
royal-dutch-shell.an
royaldutch-shell.an
royaldutchshell.an
royaldutchshell-investor.be
royaldutchshellinvestor.be
royaldutchshellonline.be
royaldutchshellshareholder.be
royaldutchshell-shareholder.be
royaldutchshell-plc.be
royaldutchshell-group.be
royaldutchshelltrading.be
royaldutchshellpic.be
royaldutchshellgroup.be
royaldutchshell-trading.be
royaldutchshell-online.be
royal-dutch-shell.bf
royaldutch-shell.bf
royaldutchshell.bf
royal-dutch-shell.bg
royaldutch-shell.bg
royaldutchshell.bg
royaldutchshell-groep.biz
royaldutchshellshareholder.biz
royaldutchshell-group.biz
royaldutchshelltrading.biz
royaldutchshellgroep.biz
royaldutchshell.bo
royaldutchshell-investor.ca
royaldutchshellinvestor.ca
royaldutchshell-plc.ca
royaldutchshell-group.ca
royaldutchshellplc.ca
royaldutchshellgroup.ca
royaldutchshellonline.ca
royaldutchshell-shareholder.ca
royaldutchshellshareholder.ca
royaldutchshell-trading.ca
royaldutchshelltrading.ca
royaldutchshell-online.ca
royal-dutch-shell.ci
royaldutch-shell.ci
royaldutchshell.ci
royal-dutch-shell.cm
royaldutch-shell.cm
royaldutchshell.cm
royal-dutch-shell.co.ck
royaldutch-shell.co.ck
royaldutchshell.co.ck
royal-dutch-shell.co.om
royaldutch-shell.co.om
royaldutchshell.co.om
royaldutchshellinvestor.co.uk
royaldutchshell-investor.co.uk

royaldutchshellonline.co.uk
royaldutchshell-plc.co.uk
royaldutchshellshareholder.co.uk
royaldutchshell-group.co.uk
royaldutchshell-shareholder.co.uk
royaldutchshelltrading.co.uk
royaldutchshelltrading.co.uk
royaldutchshell-groep.com
royaldutchshell-group.com
royaldutchshellshareholder.com
royaldutchshell-plc.com
royaldutchshelltrading.com
royaldutchshellgroep.com
royal-dutch-shell.com.ar
royaldutch-shell.com.ar
royaldutchshell.com.ar
royaldutchshell-investor.com.au
royaldutchshellinvestor.com.au
royaldutchshell-plc.com.au
royaldutchshell-group.com.au
royaldutchshellonline.com.au
royaldutchshell-online.com.au
royaldutchshellplc.com.au
royaldutchshellgroup.com.au
royaldutchshelltrading.com.au
royaldutchshell-trading.com.au
royal-dutch-shell.com.bs
royaldutch-shell.com.bs
royal-dutch-shell.com.co
royaldutch-shell.com.co
royaldutchshell.com.co
royal-dutch-shell.com.dj
royaldutch-shell.com.dj
royaldutchshell.com.dj
royal-dutch-shell.com.fj
royaldutch-shell.com.fj
royaldutchshell.com.fj
royaldutchshell.com.gd
royal-dutch-shell.com.gh
royaldutch-shell.com.gh
royaldutchshell.com.gh
royal-dutch-shell.com.gi
royaldutch-shell.com.gi
royaldutchshell.com.gi
royal-dutch-shell.com.gu
royaldutch-shell.com.gu
royaldutchshell.com.gu
royaldutch-shell.com.hn
royal-dutch-shell.com.jm
royaldutch-shell.com.jm
royaldutchshell.com.jm
royal-dutch-shell.com.jo
royaldutch-shell.com.jo
royaldutchshell.com.jo
royal-dutch-shell.com.kh
royaldutch-shell.com.kh

royaldutchshell.com.kh
royal-dutch-shell.com.kn
royaldutch-shell.com.kn
royaldutchshell.com.kn
royal-dutch-shell.com.lc
royaldutch-shell.com.lc
royaldutchshell.com.lc
royal-dutch-shell.com.ma
royaldutch-shell.com.ma
royaldutchshell.com.ma
royaldutchshellinvestor.com.my
royaldutchshell-investor.com.my
royaldutchshell-plc.com.my
royaldutchshell-group.com.my
royaldutchshell-shareholder.com.my
royaldutchshellshareholder.com.my
royaldutchshellgroup.com.my
royaldutchshelltrading.com.my
royaldutchshell-trading.com.my
royaldutchshell-online.com.my
royaldutchshellonline.com.my
royal-dutch-shell.com.na
royaldutch-shell.com.na
royaldutchshell.com.na
royal-dutch-shell.com.ni
royaldutch-shell.com.ni
royaldutchshell.com.ni
royal-dutch-shell.com.om
royaldutch-shell.com.om
royaldutchshell.com.om
royal-dutch-shell.com.ph
royaldutch-shell.com.ph
royaldutchshell.com.ph
royal-dutch-shell.com.qa
royaldutch-shell.com.qa
royaldutchshell.com.qa
royal-dutch-shell.com.sa
royaldutch-shell.com.sa
royaldutchshell.com.sa
royal-dutch-shell.com.sc
royaldutch-shell.com.sc
royaldutchshell.com.sc
royal-dutch-shell.com.sv
royaldutch-shell.com.sv
royaldutchshell.com.sv
royal-dutch-shell.com.uy
royaldutch-shell.com.uy
royaldutchshell.com.uy
royal-dutch-shell.com.vc
royaldutch-shell.com.vc
royaldutchshell.com.vc
royaldutchshellinvestor.de
royaldutchshell-investor.de
royaldutchshell-online.de
royaldutchshell-plc.de
royaldutchshell-group.de
royaldutchshellplc.de

ANNEX 4 – PART B

“royal dutch shell” Domain Names applied for by the Complainant
(awaiting registration) (as at May 2005) – continued

<p>royaldutchshellgroup.de royaldutchshellonline.de royaldutchshell-trading.de royaldutchshelltrading.de royal-dutch-shell.dj royaldutch-shell.dj royaldutchshell.dj royal-dutch-shell.ff.ai royaldutch-shell.firm.ro royal-dutch-shell.fo royaldutch-shell.fo royaldutchshell.fo royal-dutch-shell.gf royaldutch-shell.gf royaldutchshell.gf royal-dutch-shell.gi royaldutch-shell.gi royaldutchshell.gi royaldutch-shell.hn royal-dutch-shell.in royaldutch-shell.in royaldutchshell.in royaldutchshell-groep.info royaldutchshell-pic.info royaldutchshell-group.info royaldutchshellshareholder.info royaldutchshelltrading.info royaldutchshellgroep.info royal-dutch-shell.it royaldutch-shell.it royaldutchshell.it royal-dutch-shell.jo royaldutch-shell.jo royaldutchshell.jo royal-dutch-shell.kn royaldutch-shell.kn royaldutchshell.kn royaldutchshell.ms royaldutchshell-groep.net royaldutchshell-pic.net royaldutchshellshareholder.net royaldutchshell-group.net royaldutchshelltrading.net royaldutchshellgroep.net royal-dutch-shell.net.ag royaldutch-shell.net.ag royal-dutch-shell.net.ai royaldutch-shell.net.ai royaldutchshell.net.ai royal-dutch-shell.net.kn royaldutch-shell.net.kn royaldutchshell.net.kn royal-dutch-shell.net.ly royaldutch-shell.net.ly royaldutchshell.net.ly royal-dutch-shell.net.sc royaldutch-shell.net.sc</p>	<p>royaldutchshell.net.sc royaldutchshellinvestor.nl royaldutchshell-investor.nl royaldutchshell-group.nl royaldutchshell-shareholder.nl royaldutchshell-pic.nl royaldutchshellshareholder.nl royaldutchshell-trading.nl royaldutchshelltrading.nl royaldutchshell-online.nl royaldutchshell-groep.nl royaldutchshellgroep.nl royaldutchshell-groep.org royaldutchshell-pic.org royaldutchshell-group.org royaldutchshellshareholder.org royaldutchshelltrading.org royaldutchshellgroep.org royal-dutch-shell.org.ai royaldutch-shell.org.ai royaldutchshell.org.ai royal-dutch-shell.org.kn royaldutch-shell.org.kn royaldutchshell.org.kn royal-dutch-shell.org.ly royaldutch-shell.org.ly royaldutchshell.org.ly royal-dutch-shell.ph royaldutch-shell.ph royaldutchshell.ph royal-dutch-shell.sc royaldutch-shell.sc royaldutchshell.sc royal-dutch-shell.sr royaldutch-shell.sr royaldutchshell.sr royal-dutch-shell.sz royaldutch-shell.sz royaldutchshell.sz royaldutchshell-groep.tv royaldutchshelltrading.tv royaldutchshellonline.tv royaldutchshellgroep.tv royaldutch-shell.uz royal-dutch-shell.vc royaldutch-shell.vc royaldutchshell.vc royal-dutch-shell.vn royaldutch-shell.vn royaldutchshell.vn</p>	
--	--	--

ANNEX 5

Results of a "Google" search combining the terms
"royal dutch shell" and "single board"
4 February 2005

The screenshot shows a Microsoft Internet Explorer browser window with the following elements:

- Address Bar:** <http://www.google.co.uk/search?hl=en&q=%22royal+dutch+shell%22+%22single+board%22>
- Search Bar:** Contains the text "royal dutch shell" "single board".
- Navigation:** Buttons for "Web", "Images", "Groups", "News", and "more »".
- Results Summary:** "Web Results 1 - 10 of about 357 for 'royal dutch shell' 'single board'. (0.31 seconds)"
- Tip:** "Tip: Save time by hitting the return key instead of clicking on 'search'"
- News Results:**
 - Shell posts record 2004 profit despite troubled year** - Channel News Asia - 3 Feb 2005
 - Shell to merge British, Dutch arms in radical shake-up**
... group said it would move to a more traditional **single-board** structure with a ... to propose to their shareholders the unification of the **Royal Dutch/Shell** Group of ...
www.theaol.com/news/0410/283047.htm - 20k - [Cached](#) - [Similar pages](#)
 - Shell to merge British, Dutch arms in radical shake-up**
... Dutch group will move to a more traditional **single-board** structure with ... **Royal Dutch/Shell** also announced third quarter profits of 4.40 billion dollars (3.45 ...
www.theaol.com/news/0410/281882.htm - 20k - [Cached](#) - [Similar pages](#)

ANNEX 6

Item posted by the Respondent on the Complainant's website on 29 November 2004

The screenshot shows a Microsoft Internet Explorer browser window displaying a forum post on the Shell.com website. The browser's address bar shows the URL <http://www.euapps3.shell.com/TellShell/>. The page title is "Tell Shell - Microsoft Internet Explorer provided by GI-D". The forum post is titled "Our recent performance - what do you think?" and was posted by "Alfred Donovan of RoyalDutchShell plc.com (AKA ShellNews.net)" on 29 Nov 2004 21:28. The post content includes a link to a letter to Prime Minister Tony Blair regarding Shell's business principles and mentions that the full text is accessible on the ShellNews.net website.

The full text of this posting (made on the "Tell Shell" page of the www.shell.com public website) is as follows:

**Alfred Donovan of
RoyalDutchShellplc.com
(AKA ShellNews.net)**

**LETTER TO PRIME MINISTER TONY BLAIR RE SHELL'S BUSINESS PRINCIPLES
29 Nov 2004 21:28**

**THE ENTIRE LETTER TO PRIME MINISTER BLAIR CAN BE ACCESSED ON THE
HOME PAGE OF THE WORLDS MOST COMPREHENSIVE SOURCE OF SHELL
NEWS & INFORMATION - www.ShellNews.net**

**EXTRACTS (WHICH MAY BE OF INTEREST TO TIPPI T WALSH WHO HAS
COINCIDENTLY RAISED THE SUBJECT OF SHELL'S STATEMENT OF GENERAL
BUSINESS PRINCIPLES):**

Dear Prime Minister

**A company that I co-founded sent a fax to you on 6th May 1997 (copy enclosed)
concerning the Codes of Practice/Citizens Charters promoted by many organisations
and businesses. We warned that our enquiries with Leading Counsel and other
parties had revealed that they were unregulated and not subject to any law. This
situation also applies to Social Corporate Responsibility Reports.**

As a result, management of multinationals such as Shell can cloak themselves in fine words and stirring promises designed to generate confidence, trust and investment. In this connection, when we wrote to you, we quoted from a speech given by Shell Chairman Mark Moody-Stuart when he referred to Shell's core principles - "of honesty, integrity and respect for people" with an almost religious fervour. He vowed: "We do not bend these Principles. They are non-contestable and non-negotiable."

This is the same man who is a defendant in multi-billion dollar class action law suits alleging fraud in respect of Shell's energy reserves scandal and gross human rights abuses in Nigeria including association with the hanging of the renowned Ogoni peace activist and Nobel Laureate, Ken Saro-Wiwa and his equally innocent colleagues.

A speech given by a Shell executive, Mr Adrian Loader, on 23 February 2004 entitled "Putting principles into practice" is highly apposite to the subject of this letter. At the start of his speech at a business seminar in Singapore focusing on "Developing Corporate Social Responsibility", Mr Loader quoted at length from a code of practice which his audience naturally thought was Shell's SGBP's. The language was indeed forthright and very similar in many respects to that used by Shell management as per the stirring examples already indicated. Mr Loader then sprung a surprise on his audience. He said that every word was taken directly from the Enron Corporation Code of Ethics.

Mr Loader claimed that he had not intended "to poke fun at the high minded aspirations of another energy company, but to remind us that high minded aspirations are just that - high minded aspirations - unless they have the benefit of a corporate culture that is fully committed to putting its aspirations into practice". It is an unfortunate irony that within literally a matter of days after his speech, the then Group Chairman of Shell, Sir Philip Watts, was forced to resign in disgrace and that following the subsequent release of internal incriminating emails concerning the reserves cover-up at the highest level of his management, Shell's reputation is now on a par with the likes of Enron and WorldCom in terms of global odium and notoriety.

Shell circulated to its shareholders earlier this year "The Shell Report 2003". A section on page 25 is devoted to Shell's reputation. Alongside the hype about survey results carried out in 2003, is an endorsement of Shell's ethical policies by "Transparency International" -which promotes business ethics and, as its name implies, "transparency". The organisation's endorsement was within the stated context of the so-called "Panels of external experts", who "gave their independent views of how well Shell has performed." All very impressive! What was not disclosed is that George Moody-Stuart, an Executive Committee member of the organisation (and its former Chairman) is the brother of Sir Mark Moody-Stuart, a current director of Shell Transport. Shell shareholders might have been less impressed by the so-called "independent" ethics endorsement if they had known about that undeclared connection: so much for transparency.

I pointed out the questionable basis of this "independent" endorsement to the Head of Corporate Governance at The Association of British Insurers (I also sent a copy of the email to Shell directors). To my surprise Shell Legal Director/General Counsel, Richard Wiseman, mistakenly sent me a copy of his subsequent related internal email to his senior colleagues, Jeroen van der Veer, Chairman of the Committee of Group Managing Directors of the Royal Dutch Shell Group (now Chief Executive of Royal Dutch/Shell) and his Vice Chairman, Group Managing Director, Malcolm Brinded.

Mr Wiseman's email, dated 24 June 2004 stated: "I am getting PX to send out our usual response to the association of British Insurers. I will also let Mark Moody-Stuart know that Donovan is now accusing Mark's brother of being in on the act." Although the tone was disparaging it is revealing and flattering to know that (a) my comments reverberate and clearly generate concern right at the very top of Shell and (b) Shell management has a defence strategy in place ready to react instantly to my humble initiatives. I suspect that you will be hearing from them shortly.

The scandal was recently described in the BBC TV Money Programme as the biggest investor fraud in history. The following words and phrases were used in relation to the Shell reserves scandal during the course of the programme: -

"deceit"; "false pretences"; "falsely exaggerating"; "misled the world"; "basically they had been told a lie"; "embellished on the numbers"; "exaggerated the numbers"; "basically we lied to you"; "cover it up"; "doctoring the books"; "inventing numbers"; "certifying the reserve which he knows doesn't exist"; "reserves replacement and production growth were inflated"; "i am becoming sick and tired of lying about the extent of our reserves"; "cover-up"; "actually destroyed documents"; "the scandal blew up and the company's reputation carefully nurtured over a century was destroyed"; "Shell has lied intentionally and deceived the public"; "now they know that Shell lied to them and cost them money"; "a fraud perpetrated over a long period of time"; "a fraud perpetrated by the very heads of the company".

Please note that there was none of the usual caveats which normally precede written statements which would otherwise be labelled as libellous: e.g. "allegedly". The above descriptions were applied without any such qualification. They were put on record as *matters of FACT*.

Shell's SGBP's played an important role in the scandal as did the Shell Managements propensity to cover-up and deceive - the exact unconscionable failings which we had drawn to your attention. This is not a matter of conjecture or hurling unfounded allegations. Lord Oxburgh, the new Chairman of Shell Transport And Trading Co plc has "apologised unreservedly" for the "inappropriate departure" from Shell's "Business Principles" in relation to the reserves scandal.

He has touchingly described the lies of Shell management (when, for example it inflated Shell's future reserves by a \$100 billion) as being "economical with the information". In addition to the apologies and admittances from its management, we also have the incontrovertible evidence of the infamous internal emails at the highest levels of Shell which leave no room for doubt that those involved knew that they were engaged in a cover-up. "Dynamite" was the term used in one email.

You did however take our concerns seriously about the flaw in Codes of Practice which we drew to your personal attention. Following the reply from your Correspondence Secretary we subsequently received a letter from The Office of Fair Trading responding on your behalf. They seemed to share our concerns to a significant extent. The writer, Mary O'Driscoll, hoped that it might be possible to bring about an improvement in standards on a voluntary basis but ended by stating that if necessary "we will have to consider more formal regulatory measures, such as statutory backing for codes". However, as far as I am aware, nothing has changed in regards to the lack of any legal or regulatory control. Such Codes of practice remain a Confidence Tricksters Charter.

This brings me back appropriately to Shell's reserves scandal. Shell has, as indicated, paid US\$150 million in fines to the SEC and the FSA after restating its reserves on four occasions. It has subsequently warned that a further restatement is in prospect.

1. During the Class Period Shell management: (a) Issued false reports; (b) Overstated its reserves replacement ratio; (c) Concealed adverse facts concerning the Companies operations; (d) Artificially inflated the market price of Royal Dutch and Shell Transport securities; (e) Singly and in concert, the Group Defendants engaged in a common plan, scheme, and unlawful course of conduct... that operated as a fraud and deceit..; (f) Overstated future cash flows by over \$100 BILLION.
2. The fraud resulted in impairment of the Shell Group's credit ratings.
3. Shell has not disputed the conclusion that their top management not only knew of the overstated reserves but played for time...
4. Defendants Watt's, Moody-Stuart, van den Bergh, van der Veer, Skinner, Brinded, Boynton, Miller, van de Vijver and Roels, authorised or signed the filing of Form 20-F to the US Securities & Exchange Commission knowing that the reports were

materially false or recklessly disregarded their truth or falsity. To quote from the Amended Complaint: "Each Defendant named in this Count has engaged in some or all of the unlawful acts, transactions and activities alleged herein, including the preparation and/or distribution of false and misleading proxy materials..."

5. During the tenure of defendant, Mark Moody-Stuart, the Shell Group created five "Value Creation Teams", one of which was tasked with "creating the maximum value from Shell's hydrocarbon reserves."

6. There were financial incentives for Shell executives to overstate reserves.

Notably, reference was made to the core Shell business principle of "transparency" by Defendant Watts in the following exchange with Bloomberg's Mr Guy Collins on 8 February 2002: -

COLLINS: I want to ask you about Enron and any parallels there. Do you have any off balance sheet liabilities? Do you have trigger mechanisms in place that make you vulnerable to changes in the share price or credit ratings?

WATTS: Shell is very different from Enron. We were criticized for that some time ago and I'm glad we have a absolutely rock-solid way we do business. And, if you read our annual report, you read our footnotes and all the details, everything is in there. It's all completely transparent, as far as Shell is concerned.

The reality was very far removed from the pious pledges of transparency and integrity: On 9 November 2003 Royal Dutch Shell Group Managing Director/Boss of Exploration & Production, van de Vijver, sent the following infamous email to the Group Chairman, Sir Philip Watts complaining that he was: -

"becoming sick and tired about lying about the extent of our reserves issues and the downward revisions that need to be done because of far too aggressive/optimistic bookings."

EXPLOITATION OF THE Ogoni PEOPLE: I was stationed in Palestine in the 1930's. I regret to say that the Arabs were treated with disdain and generally viewed as being second class citizens in their own Countries. How things have changed. The Arabs were sitting on top of the worlds largest oil reserves. Quite correctly, citizens in the oil rich Arab nations have benefited from their own natural resources and are now among the wealthiest people in the world. They have considerable power, influence and respect.

It is impossible to reconcile that situation with what has happened in Nigeria where the population has been oppressed and exploited by Shell and successive Nigerian regimes and Ogoniland has been subjected to long term ecological degradation. While the Ogoni people sit on top of oil fields, but remain abysmally poor, Sir Philip Watts sits on an \$18 million (US dollar) pension pot. It is simply obscene and indefensible. After yet another document meant for consumption solely by Shell management was leaked to the press in mid June, Shell was forced to admit that its actions in Nigeria fed "a vicious cycle of violence and corruption".

SUMMING UP: What this all boils down to is that Shell's SGBP's has been used as the ethical foundation of the Royal Dutch Shell Group. That important platform has been widely promoted and exploited. Because such codes are free of scrutiny and regulation Shell management has been able to cloak their actions in fine but worthless words. To put it bluntly they have been able to hoodwink the public, suppliers, investors (including pensioners), employees and other parties with impunity based on SGBP's pledges.

With the greatest respect, that loophole should now be closed.

I hope you will feel it appropriate for the government to eradicate this dream device for those wishing to deceive. It would undoubtedly be in the best interest of the public and other interested parties including investors and pension holders.

Yours sincerely
Alfred Donovan

Documents referred to in the letter can be accessed on ShellNews.net - links at foot of web-posted letter to Prime Minister Tony Blair.



Uniform Domain Name Dispute Resolution Policy

Policy Adopted: August 26, 1999
Implementation Documents Approved:
October 24, 1999

Notes:

1. This policy is now in effect. See www.icann.org/udrp/udrp-schedule.htm for the implementation schedule.
2. This policy has been adopted by all accredited domain-name registrars for domain names ending in .com, .net, and .org. It has also been adopted by certain managers of country-code top-level domains (e.g., .nu, .tv, .ws).
3. The policy is between the registrar (or other registration authority in the case of a country-code top-level domain) and its customer (the domain-name holder or registrant). Thus, the policy uses "we" and "our" to refer to the registrar and it uses "you" and "your" to refer to the domain-name holder.

Uniform Domain Name Dispute Resolution Policy

(As Approved by ICANN on October 24, 1999)

1. Purpose. This Uniform Domain Name Dispute Resolution Policy (the "Policy") has been adopted by the Internet Corporation for Assigned Names and Numbers ("ICANN"), is incorporated by reference into your Registration Agreement, and sets forth the terms and conditions in connection with a dispute between you and any party other than us (the registrar) over the registration and use of an Internet domain name registered by you. Proceedings under Paragraph 4 of this Policy will be conducted according to the Rules for Uniform Domain Name Dispute Resolution Policy (the "Rules of Procedure"), which are available at www.icann.org/udrp/udrp-rules-24oct99.htm, and the selected administrative-dispute-resolution service provider's supplemental rules.

2. Your Representations. By applying to register a domain name, or by asking us to maintain or renew a domain name registration, you hereby represent and warrant to us that (a) the statements that you made in your Registration Agreement are complete and accurate; (b) to your knowledge, the registration of the domain name will not infringe upon or otherwise violate the rights of any third party; (c) you are not registering the domain name for an unlawful purpose; and (d) you will not knowingly use the domain name in violation of any applicable laws or regulations. It is your responsibility to determine whether your domain name registration infringes or violates someone else's rights.

3. Cancellations, Transfers, and Changes. We will cancel, transfer or otherwise make changes to domain name registrations under the following circumstances:

- a. subject to the provisions of Paragraph 8, our receipt of written or appropriate electronic instructions from you or your authorized agent to take such action;
- b. our receipt of an order from a court or arbitral tribunal, in each case of competent jurisdiction, requiring such action; and/or
- c. our receipt of a decision of an Administrative Panel requiring such action in any administrative proceeding to which you were a party and which was conducted under this Policy or a later version of this Policy adopted by ICANN. (See Paragraph 4(i) and (k) below.)

We may also cancel, transfer or otherwise make changes to a domain name registration in accordance with the terms of your Registration Agreement or other legal requirements.

4. Mandatory Administrative Proceeding.

This Paragraph sets forth the type of disputes for which you are required to submit to a mandatory administrative proceeding. These proceedings will be conducted before one of the administrative-dispute-resolution service providers listed at www.icann.org/udrp/approved-providers.htm (each, a "Provider").

a. Applicable Disputes. You are required to submit to a mandatory administrative proceeding in the event that a third party (a "complainant") asserts to the applicable Provider, in compliance with the Rules of Procedure, that

- (i) your domain name is identical or confusingly similar to a trademark or service mark in which the complainant has rights; and
- (ii) you have no rights or legitimate interests in respect of the domain name; and
- (iii) your domain name has been registered and is being used in bad faith.

In the administrative proceeding, the complainant must prove that each of these three elements are present.

b. Evidence of Registration and Use in Bad Faith. For the purposes of Paragraph 4(a)(iii), the following circumstances, in particular but without limitation, if found by the Panel to be present, shall be evidence of the registration and use of a domain name in bad faith:

- (i) circumstances indicating that you have registered or you have acquired the domain name primarily for the purpose of selling, renting, or otherwise transferring the domain name registration to the complainant who is the owner of the trademark or service mark or to a competitor of that complainant, for valuable consideration in excess of your documented out-of-pocket costs directly related to the domain name; or
- (ii) you have registered the domain name in order to prevent the owner of the trademark or service mark from reflecting the mark in a corresponding domain name, provided that you have engaged in a pattern of such conduct; or
- (iii) you have registered the domain name primarily for the purpose of disrupting the business of a competitor; or
- (iv) by using the domain name, you have intentionally attempted to attract, for commercial gain, Internet users to your web site or other on-line location, by creating a likelihood of confusion with the complainant's mark as to the source, sponsorship, affiliation, or endorsement of your web site or location or of a product or service on your web site or location.

c. How to Demonstrate Your Rights to and Legitimate Interests in the Domain Name in Responding to a Complaint. When you receive a complaint, you should refer to Paragraph 5 of the Rules of Procedure in determining how your response should be prepared. Any of the following circumstances, in particular but without limitation, if found by the Panel to be proved based on its evaluation of all evidence presented, shall demonstrate your rights or legitimate interests to the domain name for purposes of Paragraph 4(a)(ii):

- (i) before any notice to you of the dispute, your use of, or demonstrable preparations to use, the domain name or a name corresponding to the domain name in connection with a bona fide offering of goods or services; or
- (ii) you (as an individual, business, or other organization)

have been commonly known by the domain name, even if you have acquired no trademark or service mark rights; or

(iii) you are making a legitimate noncommercial or fair use of the domain name, without intent for commercial gain to misleadingly divert consumers or to tarnish the trademark or service mark at issue.

d. Selection of Provider. The complainant shall select the Provider from among those approved by ICANN by submitting the complaint to that Provider. The selected Provider will administer the proceeding, except in cases of consolidation as described in Paragraph 4(f).

e. Initiation of Proceeding and Process and Appointment of Administrative Panel. The Rules of Procedure state the process for initiating and conducting a proceeding and for appointing the panel that will decide the dispute (the "Administrative Panel").

f. Consolidation. In the event of multiple disputes between you and a complainant, either you or the complainant may petition to consolidate the disputes before a single Administrative Panel. This petition shall be made to the first Administrative Panel appointed to hear a pending dispute between the parties. This Administrative Panel may consolidate before it any or all such disputes in its sole discretion, provided that the disputes being consolidated are governed by this Policy or a later version of this Policy adopted by ICANN.

g. Fees. All fees charged by a Provider in connection with any dispute before an Administrative Panel pursuant to this Policy shall be paid by the complainant, except in cases where you elect to expand the Administrative Panel from one to three panelists as provided in Paragraph 5(b)(iv) of the Rules of Procedure, in which case all fees will be split evenly by you and the complainant.

h. Our Involvement in Administrative Proceedings. We do not, and will not, participate in the administration or conduct of any proceeding before an Administrative Panel. In addition, we will not be liable as a result of any decisions rendered by the Administrative Panel.

i. Remedies. The remedies available to a complainant pursuant to any proceeding before an Administrative Panel shall be limited to requiring the cancellation of your domain name or the transfer of your domain name registration to the complainant.

j. Notification and Publication. The Provider shall notify us of any decision made by an Administrative Panel with respect to a domain name you have registered with us. All decisions under this Policy will be published in full over the Internet, except when an Administrative Panel determines in an exceptional case to redact portions of its decision.

k. Availability of Court Proceedings. The mandatory administrative proceeding requirements set forth in Paragraph 4 shall not prevent either you or the complainant from submitting the dispute to a court of competent jurisdiction for independent resolution before such mandatory administrative proceeding is commenced or after such proceeding is concluded. If an Administrative Panel decides that your domain name registration should be canceled or transferred, we will wait ten (10) business days (as observed in the location of our principal office) after we are informed by the applicable Provider of the Administrative Panel's decision before implementing that decision. We will then implement the decision unless we have received from you during that ten (10) business day period official documentation (such as a copy of a complaint, file-stamped by the clerk of the court) that you have commenced a lawsuit against the complainant in a jurisdiction to which the complainant has submitted under Paragraph 3(b)(xiii) of the Rules of Procedure. (In general, that jurisdiction is either the location of our principal office or of your address as shown in our Whois database. See Paragraphs 1 and 3(b)(xiii) of the Rules of Procedure for details.) If we receive such documentation within the ten (10) business day period, we will not implement the Administrative Panel's decision, and we will take no further action, until we receive (i) evidence satisfactory to us of a resolution between the parties; (ii) evidence satisfactory to us that your lawsuit has

been dismissed or withdrawn; or (iii) a copy of an order from such court dismissing your lawsuit or ordering that you do not have the right to continue to use your domain name.

5. All Other Disputes and Litigation. All other disputes between you and any party other than us regarding your domain name registration that are not brought pursuant to the mandatory administrative proceeding provisions of Paragraph 4 shall be resolved between you and such other party through any court, arbitration or other proceeding that may be available.

6. Our Involvement in Disputes. We will not participate in any way in any dispute between you and any party other than us regarding the registration and use of your domain name. You shall not name us as a party or otherwise include us in any such proceeding. In the event that we are named as a party in any such proceeding, we reserve the right to raise any and all defenses deemed appropriate, and to take any other action necessary to defend ourselves.

7. Maintaining the Status Quo. We will not cancel, transfer, activate, deactivate, or otherwise change the status of any domain name registration under this Policy except as provided in Paragraph 3 above.

8. Transfers During a Dispute.

a. Transfers of a Domain Name to a New Holder. You may not transfer your domain name registration to another holder (i) during a pending administrative proceeding brought pursuant to Paragraph 4 or for a period of fifteen (15) business days (as observed in the location of our principal place of business) after such proceeding is concluded; or (ii) during a pending court proceeding or arbitration commenced regarding your domain name unless the party to whom the domain name registration is being transferred agrees, in writing, to be bound by the decision of the court or arbitrator. We reserve the right to cancel any transfer of a domain name registration to another holder that is made in violation of this subparagraph.

b. Changing Registrars. You may not transfer your domain name registration to another registrar during a pending administrative proceeding brought pursuant to Paragraph 4 or for a period of fifteen (15) business days (as observed in the location of our principal place of business) after such proceeding is concluded. You may transfer administration of your domain name registration to another registrar during a pending court action or arbitration, provided that the domain name you have registered with us shall continue to be subject to the proceedings commenced against you in accordance with the terms of this Policy. In the event that you transfer a domain name registration to us during the pendency of a court action or arbitration, such dispute shall remain subject to the domain name dispute policy of the registrar from which the domain name registration was transferred.

9. Policy Modifications. We reserve the right to modify this Policy at any time with the permission of ICANN. We will post our revised Policy at <URL> at least thirty (30) calendar days before it becomes effective. Unless this Policy has already been invoked by the submission of a complaint to a Provider, in which event the version of the Policy in effect at the time it was invoked will apply to you until the dispute is over, all such changes will be binding upon you with respect to any domain name registration dispute, whether the dispute arose before, on or after the effective date of our change. In the event that you object to a change in this Policy, your sole remedy is to cancel your domain name registration with us, provided that you will not be entitled to a refund of any fees you paid to us. The revised Policy will apply to you until you cancel your domain name registration.

Comments concerning the layout, construction and functionality of this site should be sent to webmaster@icann.org.

Page Updated 17-May-2002

©2000, 2002 The Internet Corporation for Assigned Names and Numbers. All rights reserved.