

# De volledige reactie van Shell

**Q: Does Shell recognize the situation as painted by Mr Maturana?**

**A: Raizen and Shell are fully aware of the accusations made by the public prosecutor regarding manual workers welfare. Shell supports Raizen's belief that the Brazilian Judiciary Power will find the allegations unsubstantiated.**

**Q: What's the judgment of Shell on this situation?**

**A: Shell is committed to ensuring that Raizen adopts appropriate control measures to improve rural workers' conditions. This includes a constant supply of water and hydrating fluids during working hours, rest periods, ergonomic care and training, individual protection equipment, occupational medical assistance and training. Shell is fully committed to working with its partner in Raizen – Cosan – to constantly improve working conditions in its operations and in the sugar cane industry generally. Cosan was the first company in the industry in 2009 to sign the "National Commitment To Improve Working Conditions in Sugar Cane" protocol with the Brazilian Federal Government.**

**Q: Why is the prosecutor starting a case against Shell?**

**A: Raizen and Shell are fully aware of the accusations made by the public prosecutor regarding manual workers welfare. The prosecutor's case challenges a practice that is applied by the sugar cane industry in the state of São Paulo, Brazil, at large. Shell is confident that Raizen complies with all applicable legal and regulatory requirements noted in the prosecutor's case.**

**Q: Why are the breaks too short and too few?**

**A: Shell is confident that Raizen complies with all applicable legal and regulatory requirements in respect of rest periods.**

**Q: What will Shell do in order to improve the labor conditions?**

**A: Raizen and Shell support the development of international sustainability standards for the production of sugarcane, including specifically labor conditions, an area of special focus for Brazilian sugar cane production, and are committed to further improve operational practices where necessary. As a result of this commitment, which has been embedded in the joint venture's operational practices since its creation in June 2011, Raizen has recently obtained, in all of its 24 units, the formal recognition by the Brazilian Federal Government of a "Committed Company" for the improvement of working conditions in the sugar cane industry.**

**Q: Shell is presenting itself as a sustainable company with focus for humans and environment. How does it compare with reality?**

**A: As noted earlier, Raizen and Shell support the development of international sustainability standards for the production of sugarcane, including specifically labor conditions, and are committed to further improve operational practices where necessary.**

**Q: Why is burning necessary, how much burning is still going on and when it will stop?**

**A: Pre-harvest burning, a traditional procedure to facilitate manual cutting and increase the quantity harvested by the worker, is being gradually eliminated. Cosan has achieved 86% mechanization and plans to meet the target of 100% mechanization established by legislation by 2017, where available technology allows mechanical harvesting. Shell is confident that pre-harvest burning will be discontinued as soon as mechanical harvesting reaches 100%.**