



SOCIAL PERFORMANCE

With Society and for the Coming Generations



Showa Shell Sekiyu considers social contribution an essential part of a company operating in communities.

We are committed to planning and supporting social contribution activities, thereby fulfilling our diversified corporate social responsibility and increasing our value as a company in the years to come.



1 Safety, Health and Crisis Management

① Approaches to Industrial Accidents

The Showa Shell Group is pushing ahead with HSSE-MS (refer to page 11 for details) to prevent industrial Accidents. Specifically, efforts are underway at each department, branch office and affiliate to improve its performance voluntarily and continuously, based on its own HSSE-MS system. The group, through these approaches, reduced the number of accidents from 24 in fiscal 2002 to 17 in fiscal 2003.



■ Number of Accidents by Department (Fiscal 2003)

	Fatal Accidents	Accidents Requiring Absence from Work	Industrial Accidents
Production (Refineries)	0 (0)	1 (5)	6 (12)
Logistics	0 (0)	0 (1)	0 (1)
Lubricant and bitumen	0 (0)	2 (0)	3 (0)
Retail Sales	0 (0)	1 (2)	5 (5)
Sales (Other than Retail Sales)	0 (0)	0 (0)	0 (1)
Office	0 (0)	0 (4)	3 (5)
Total	0 (0)	4 (12)	17 (24)

Numbers in parentheses refer to the results in fiscal 2002.

Cooperation with Partner Companies

Measures to Ensure the Safety of Transportation by Tank Lorries Towards the Collaboration Between Lorry Drivers and SS (Service Stations)

The Sales Department is engaged in a variety of activities to improve the management of SS: regular SS manager meetings, seminars on oil and automobile inspections, etc., each of which is sponsored by the executives of affiliated dealers.

The SS manager meetings provide a platform through which lorry drivers and SS managers can exchange their views on various issues. While the promotion of HSSE at SS is a critical theme that has always been a central and indispensable part of the meetings, the both parties focus on the elimination of accidents involving transportation by lorries.

Safety measures are in place to ensure safe unloading of lorries (e.g., promotion of self unloading) by improving facilities and operations, while communication between SS staff members and lorry drivers lead to the sharing of better safety awareness and practices. The entrance and exit of lorries to and from SS involve a variety of operations, each of which is being improved through the exchange of opinions and requests between the two parties.



Safety Information Magazine: Lorry NEWS

"Lorry NEWS," an information magazine for SS, is published regularly to facilitate communication between lorry drivers and SS, a means to streamline surface transportation and share safety awareness designed for zero accidents. Better part of lorry accidents in SS can be prevented through mutual understanding and consideration. "Lorry NEWS" serves as a safety information magazine that helps lorry drivers and SS staff members know each other.



Full Harness System to Prevent Lorry Driver's Accidental Falling

In recognition of the seriousness of reports at home and abroad on driver's accidental falling during loading and unloading (particularly during loading), the Showa Shell Group began to install a full harness system at each loading area of its refineries and refinery and depot to prevent accidents. In case of accidental falling, an elastic harness belt attached to the lorry driver is locked and a shock absorber is activated; a full harness system disperses the load to secure the safety of the lorry driver. Most lorry drivers now consider the system a must for safety reasons, accepting it since it does not interfere with loading operations.



Loading operations at a refinery of the Showa Shell Group: a full harness system is being installed at each loading area of the group's refinery and depot.



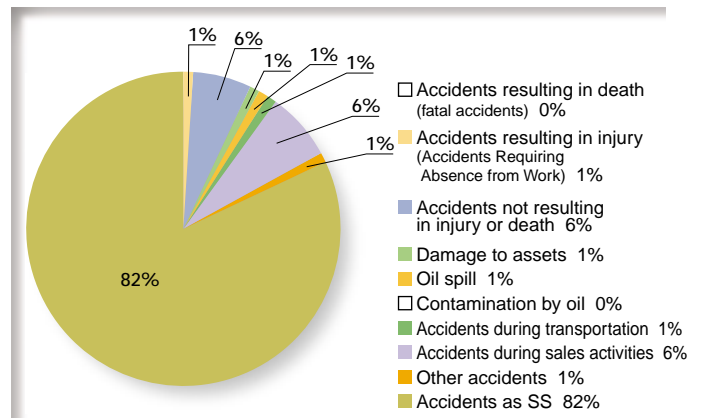
② Health Management and Mental Health

The Minimum Health Management Standards (MHMS), which was set up by the Royal Dutch / Shell Group in 2001, is a package of measures to ensure the health of its employees and the public. While this MHMS is comprised of several categories, it stresses the need to assess the health risks the group's operations may pose to its employees and to verify that human health is not jeopardized by any of the group's products (throughout their life cycle, from production to disposal). Showa Shell, in compliance with MHMS, is taking a variety of measures to ensure that its operations and products do not have adverse effects on the health of consumers and its employees.

Specifically, every employee undergoes a medical checkup twice a year (in spring and fall), the results of which are used for follow-up purposes, a means to increase the accuracy of health management.

In addition, mental health diagnosis is conducted every other year to promote the mental health of employees, to whom free-of-charge services such as face-to-face and telephone counseling are offered.

■ Breakdown of Accidents in Fiscal 2003



③ Creation of a Security System

Though Japan has been one of the safest countries in the world, it is facing a growing threat from terrorists in response to the current international situation. Moreover, chances are high that big earthquakes will strike the Tokai and other areas. To protect employees and their families from such crises, each workplace is equipped with helmets, drinking water, emergency food and other emergency supplies, and company regulations are in place that stipulate means of escape and procedures for evacuation drills.