

# Social Performance



Showa Shell, as a member of the communities where it operates, considers social contributions an essential aspect of its activity as a company. The company is committed to planning and supporting social contribution initiatives, thereby fulfilling its wide-ranging corporate social responsibilities and increasing its value as a company for years to come.



# Respect for People

## 1. Safety, Health, and Crisis Management

### ① Preventing Industrial Accidents

The Showa Shell Group is forging ahead with HSSE-MS to prevent industrial accidents. Specifically, efforts are underway at each department, branch office, and affiliate company to improve performance voluntarily and continuously based on their own individual HSSE-MS systems. In FY2004, the number of industrial accidents, particularly accidents requiring absence from work, increased from the year before. This year, the affected departments will report the details of such accidents to the Management Executive Meeting, which will oversee the investigation and determine countermeasures. The results of the accident report will also be disbursed to all employees in an effort to prevent recurrence.



### ■ Number of Industrial Accidents by Department (Fiscal year 2004)

	Accidents requiring absence from work	Total industrial accidents
<b>Production (Refineries)</b>	3 (1)	7 (6)
<b>Logistics</b>	3 (0)	3 (0)
<b>Technology Products</b>	2 (2)	6 (3)
<b>Retail Sales</b>	4 (1)	7 (5)
<b>Sales (Other than Retail Sales)</b>	0 (0)	0 (0)
<b>Office</b>	4 (0)	6 (3)
<b>Total</b>	<b>16 (4)</b>	<b>29 (17)</b>

Number in parentheses indicate total in FY2003

#### ● Introducing Driving Standard to Promote Safety

Driving accidents are one of the biggest risk factors linked to serious disasters.

The Royal Dutch/Shell Group developed Driving Standard, which compiles the items employees who drive in the performance of their work must heed, in 2004. Driving Standard teaches “defensive driving,” provides a means to evaluate company drivers of all types of vehicles periodically and quantitatively, and covers all necessary education and training topics.

The company is striving to ensure safe driving and minimize the risks associated with driving. Compiling and introducing Driving Standard is one of the company’s efforts to integrate standards for all types of driving.

#### ● Safety Information Magazine, *Lorry News*

*Lorry News* is an informational magazine for service stations and is issued regularly to facilitate communication between truck drivers and service stations. It is one means of streamlining ground transportation and sharing safety awareness in an attempt to reach the zero accident goal. Most service station tank lorry accidents can be prevented through better mutual understanding and consideration. *Lorry News* is a safety information magazine that helps truck drivers and service station staff members know each other better.



### ● Tank Lorry Loading and Unloading Safety Measures

There have been reports of a tank lorry driver falling down during filling, resulting in major damage, elsewhere in the industry. Showa Shell views these reports quite seriously and has introduced full harness equipment to prevent such accidents from occurring at its own refineries and depots. Should a driver fall during loading, an extendible belt locks, a shock absorber is activated, and the full harness redistributes the weight of the load evenly to secure the safety of the driver. The company has also instructed its tank lorry drivers to use goggles during loading to protect from fuel splashes from April 2005.



Full harness equipment has been introduced at all group refineries and depot loading areas.



Goggle use is mandatory to protect against fuel splashes.

### ② Health Management and Mental Health

The Minimum Health Management Standards (MHMS), a set of measures to ensure the health of its employees and the public, were established by the Royal Dutch/Shell Group in 2001. The MHMS is comprised of several categories and stresses the necessity of assessing health risks posed to employees by the Group's business activities. It also ensures that human health is not endangered by any of the Group's products, throughout the product life cycle from production to disposal. Showa Shell relies on MHMS to ensure that its operations and products do not have adverse effects on the health of consumers and its employees.

Specifically, all employees must undergo twice-yearly medical checkups (spring and fall), and the results are used for follow-up purposes. This increases the reliability of health management.

The company also promotes the mental well-being of its employees. Employees undergo a mental health checkup once every two years, and in-person as well as telephone counseling are made available as necessary.

### ③ Building a Security Structure

Though Japan enjoys an image as one of the safest and most stable countries in the world, recent world events have raised the possibility of Japan, too, becoming a target of terrorism. Moreover, there has always been the possibility of a major earthquake, primarily the long-feared next Tokai earthquake. To ensure the safety of employees and their families, Showa Shell has stocked workplaces with helmets, drinking water, emergency rations, and other emergency goods, and company regulations designate proper evacuation methods and drill procedures. Further, as headquarters building security is an important matter, employees must always carry company ID when entering or leaving the premises.