



Cooperation with Stakeholders

Communication Activities

New and Improved Customer Hotline

In February 2005, Showa Shell's Dial X (for credit card inquiries), the Shell Contact Center (for car inspections and repairs), and the former Customer Hotline were reorganized and combined to become the toll-free Showa Shell Customer Hotline. The opinions and requests of the company's customers are passed from the customer contact point to Showa Shell's main departments, where they are effectively employed to help develop improved products and service.

In 2005, the Showa Shell Customer Hotline responded to approximately 33,700 inquiries. Showa Shell anticipates tapping into the opinions of many customers in the future through the hotline.

Main Inquiry Information

• General Inquiries

Showa Shell Customer Hotline : **0120-89-15-46**
 Following the voice prompts, please select one of the following
 1# Questions regarding the Showa Shell Credit Card
 2# Questions regarding Shell Car Inspection/Shell Repair
 3# Questions regarding service stations/Fuel

• Lubricants/Grease Products

Lube Customer Service Center : **0120-064-315**

• Automobile Lubricants (Shell Helix)

Helix Hotline : **0120-064-315** (Push 4" after voice prompt)

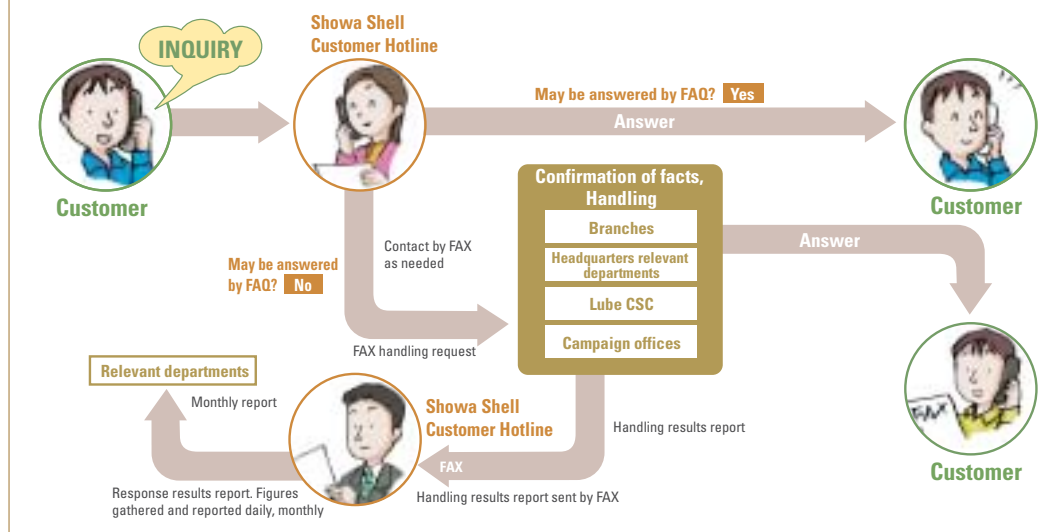
• Employment Inquiries

Hiring Manager, Human Resources Division, Human Resources Development Department : **0120-314-033**

• Solar Cell Inquiries

Shell Solar Japan Ltd. : **0120-55-8983**

Customer Hotline Flowchart



Izusan Foundation House

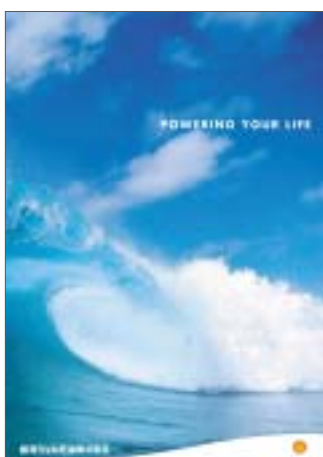
To commemorate the 20th anniversary of the merger of Showa Oil and Shell Oil, the Izusan Foundation House was established in October 2005, taking the theme "New Foundation." The facility serves as a communications center for information exchange, as well as goal sharing with future-oriented business partners that has advanced together with Showa Shell since its establishment. The Izusan Foundation House also serves as a place for the fostering of human resources from among employees who are expected to succeed as creators of value for Showa

Shell. The company wants to make this a place where stronger ties can be built up with its indispensable business partners and, while mutually employing the other's knowledge, where new value can be created.

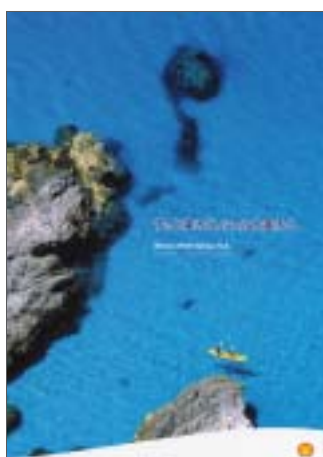


Informing Society

Showa Shell offers the following publications so that its stakeholders will gain a better understanding of the company and its activities. Most of these publications are available at the company's website.



Corporate Brochure, POWERING YOUR LIFE
<http://www.showa-shell.co.jp/profile>



Annual Report 2005
<http://www.showa-shell.co.jp/ir/annual>



Fact Book 2005
<http://www.showa-shell.co.jp/ir/factbook>



The Shell Report 2005
<http://www.shell.co.jp/index.html>



Showa Shell Sekiyu K. K. Web site
www.showa-shell.co.jp

The Shell Museum

Located on the first floor of the headquarters building, the Shell Museum features exhibits and events on motor sports supported by the Shell Group as well as on the company's environmental activities. The Museum has sponsored F1 exhibits and events featuring F1 racers, and has become very popular among motor sport fans and their families.

The Museum also features a souvenir shop and café, and is a pleasant place to visit in Odaiba, Tokyo.

