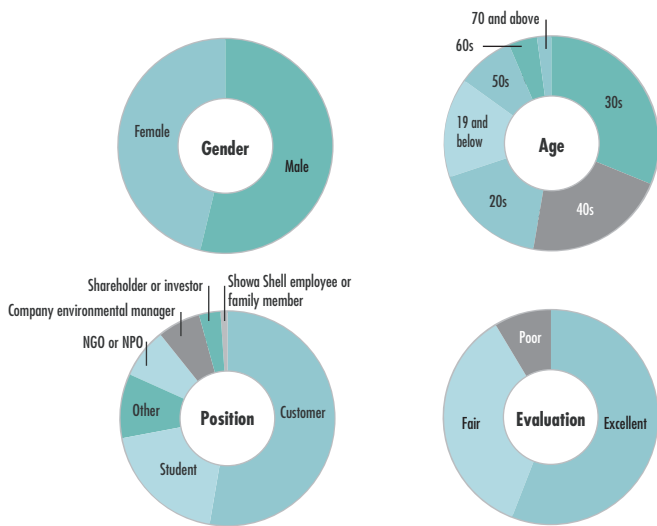


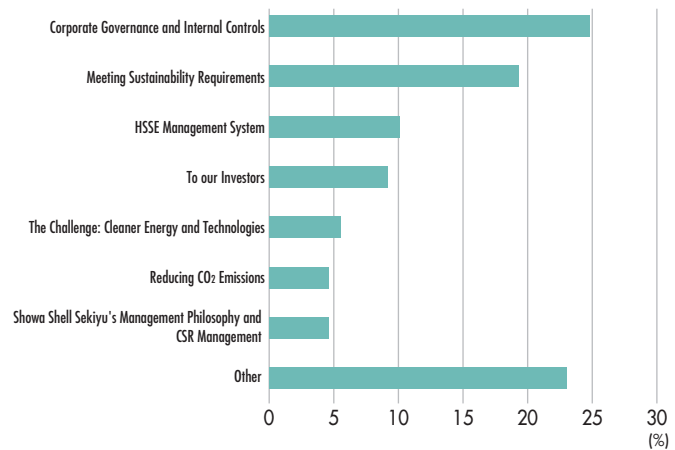
Thank you very much for your valuable opinions and proposals. (Results from feedback manager)

To assist Showa Shell Sekiyu in improving and expanding its sustainability-oriented programs, we invited everyone to post their opinions of our Sustainability Report 2007 and recommendations for future reports on our Web site. As a result, we have received many opinions and recommendations, and have published the demographics of those who posted evaluations of Sustainability Report 2007 between August 2007 and April 30, 2008, together with the evaluations. Some of those opinions and recommendations are presented below.

Demographics and Evaluations of Posters



Number of Postings by Subject



Opinions and Recommendations for Showa Shell Sekiyu

Below are some of the opinions and recommendations we received.

Subject: Partnering with Shareholders

Opinion: I think rising petroleum demand resulting from economic growth in China and other newly industrialized countries will bring about a worldwide energy shortage and intensification of the global warming problem, so I hope you will strengthen research and development into CIS solar powered cells and other new technology (clean energy). (Male, 20s)

Reply: As global warming countermeasures become an urgent issue on a global scale, Showa Shell is working to reduce CO₂ emissions in its supply chain, while developing low-environmental-impact products such as CIS solar powered cells, Shell Eco-Toyu (using GTL fuel synthesized from natural gas), and New Mellowphalt, which is promising as a heat island countermeasure. CIS solar powered cells, which produce clean energy while emitting no CO₂, are around one one-hundredth the thickness of earlier crystalline silicon cells. They therefore require smaller amounts of materials and energy to manufacture, greatly reducing their environmental impact. We are expanding this business quickly, and are developing it into a second core business. Commercial production began at the first plant in 2007, and we have commenced construction of the second plant.

Subject: HSSE Management System

Opinion: There is much discussion of the risks facing electric power companies and other energy companies today. I would like your company to follow basic policies that will ensure the safety of its operations. (Male, 30s)

Reply: The Showa Shell Group employs an HSSE-MS for comprehensive management of risks connected with health, safety, security, and environmental protection. Hazard and Effect Management Process (HEMP) analysis (see page 40) brings all conceivable risks to light, allowing countermeasures to be taken in advance. Also, an analysis is always performed in the event of a near accident, and measures to prevent reoccurrence of that accident and similar accidents are shared with the companies of the Group. To make these programs a matter of routine, and to establish an accident-free structure, company executives make safety visits to all operational sites. We are creating specific action plans based on the Safety & Quality First 2008 Group-wide safety and quality campaign, and continuing to improve those plans.