

AWARDS & CERTIFICATIONS 2005



ENVIRONMENTAL AWARDS

- Sabah Shell Petroleum Company for Labuan Crude Oil Terminal won Excellent Achievement Award in the Prime Minister's Hibiscus Awards 2005
- Shell MDS (Malaysia) for SMDS Bintulu won Exceptional Achievement Award in the Prime Minister's Hibiscus Awards 2005
- Shell Refining Company (FOM) Bhd for Port Dickson Refinery won Notable Achievement Award in the Prime Minister's Hibiscus Awards 2005
- Shell Refining Company (FOM) Bhd won the Best Environmental Reporting Award in the National Annual Corporate Reporting Awards (NACRA) for 4th consecutive year

BRAND

- Shell won Platinum award in Asia in the Retail Station category in the Reader's Digest SuperBrands 2005 Awards
- Shell won Gold award for retail business success in Malaysia in the Readers' Digest SuperBrands 2005 Awards

OCCUPATIONAL SAFETY AND HEALTH

Malaysia Society For Occupational Safety And Health (MSOSH) AWARDS

1. Gold Merit Award

- Labuan Crude Oil Terminal
- Bintulu Integrated Facilities
- Port Dickson Refinery

2. Gold Class 1 Award

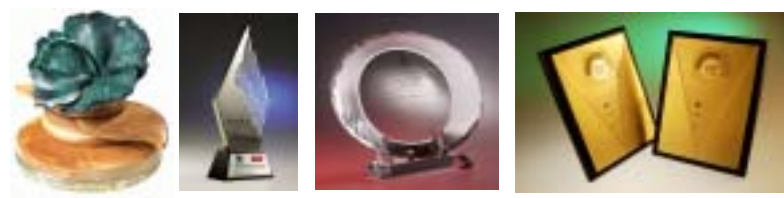
- Shell Middle Distillate Synthesis (Bintulu)
- Tanjung Gelang Depot

3. Silver Award

- Port Dickson Lubricants Blending Plant
- LPG Plant Ipoh

National Occupational Safety And Health (NCOSH) Award

- Under the category of Major Industry for Oil/Gas/Chemical
- Shell Refining Company



CUSTOMER SERVICE

- Shell Customer Service Centre (Malaysia & Singapore) was judged Gold Award winner for Best In-House Contact Centre (50 seats and below) by Customer Relationship Management & Contact Centre Association of Malaysia
- Gold Award winner for Best In-House Contact Centre (50 seats and below) at 2nd Regional Call Centre Awards Malaysia, Hong Kong and Singapore

FINANCE

- Shell Refining Company (SRC) was judged No. 1 in the Energy and Natural Resources category of the 2004 KPMG/The Edge Annual Shareholder Value Awards
- SRC won the Industry Excellence Award for Companies listed on Bursa Malaysia's Main Board for the Industrial Products and Technology sector in the National Annual Corporate Reporting Awards (NACRA)
- SRC won the National Award for Management Accounting (NAfMA) Best Practices Award under the Public Listed Companies category, for the second year running

CERTIFICATIONS 2005

• ISO 14001 and OHSAS 18001

SM-EP, Shell MDS and SRC all have successfully been re-certified to both ISO 14001 (for environment) and OHSAS 18001 (for occupational health and safety). The annual surveillance audits were conducted by its certifying body SIRIM QAS.

• ISO 17025

The refinery's main laboratory successfully maintained the ISO 17025 certification in 2005. SIRIM conducted the audit of the lab's quality system and for the first time in the lab's history, no non-conformities against the standard were recorded. The lab migrated to the ISO 17025 standard in 2001.

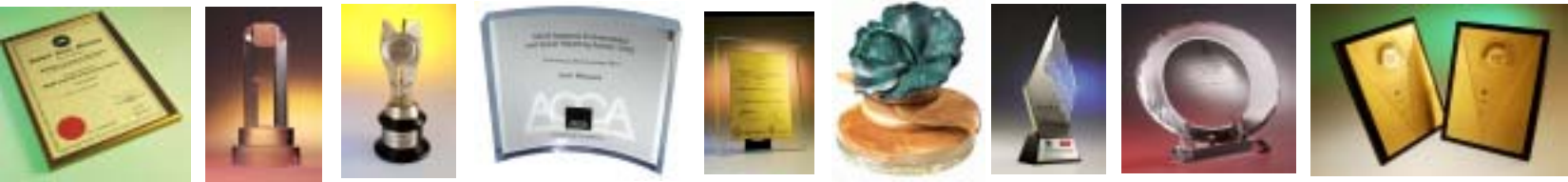
During the 1st half of 2005, the lab completed installation and testing of all the new equipment required to measure new product specifications or product parameters with higher accuracy. The lab is as such ready for implementation of Euro 2-M specifications.

• ISO 9001

Shell MDS was successfully certified to ISO 9001 for quality Management System by SIRIM in 2005.

• ISO 17025

Shell MDS laboratory successfully attained ISO 17025 certification.



SHELL MALAYSIA WINS TOP HONOURS IN PRIME MINISTER'S HIBISCUS AWARDS 2005

Shell Malaysia has won honours in 2005 for operational facilities in all our revenue generating businesses – Exploration and Production, Gas and Power, and Oil Products.

Sabah Shell's Labuan Crude Oil Terminal (LCOT) won the Excellent Achievement Award for 2005, the highest honour in the Prime Minister's Hibiscus Awards, and the first time an oil and gas company and facility had won it since the awards inaugurated in 1996.

Shell Malaysia not only won the top award, but also secured an Exceptional Achievement Award by Shell MDS for SMDS Bintulu and a Notable Achievement Award by Shell Refining Company (FOM) Bhd for Port Dickson Refinery.

It's a commendable achievement for Shell MDS as the first of its type commercial Gas-To-Liquid (GTL) plant in the world, which makes environmentally friendly, cleaner fuels for worldwide distribution. State awards were also presented and Shell MDS won the award for Sarawak.

For Sabah Shell and LCOT, the teams improved on their achievements in the Prime Minister's Hibiscus Awards of 2001 and 2003 and, in delivering the country's top environmental award in 2005, set an example for our industry.

Shell Refining Company's Notable Award for Port Dickson is another very positive achievement, the third time this facility has received a Hibiscus Award.

SHELL MALAYSIA WINS 2 MESRA AWARDS FOR ENVIRONMENTAL REPORTING

Shell Malaysia won two ACCA Malaysia Environmental & Social Reporting Awards (MESRA) for 2005. Shell Malaysia's Sustainable Development Report received the 2nd Runner-up Award under the main category of Best Environmental Report, while Shell Refining Company took home the Best Environmental Reporting in an Annual Report award.

The awards are a tremendous achievement for Shell Malaysia and a great honour for all the Shell employees who have played their part in making sustainable development a way of life in the Company's activities.

MESRA is organised by the Association of Certified Chartered Accountants (ACCA) Malaysia to recognise excellence in environmental, social and sustainability reporting. Launched in July 2002, the ACCA Award aims to identify and reward innovative attempts to communicate corporate performance, to raise awareness in corporate transparency issues and to encourage the uptake of environmental and social reporting.