

March 14, 2011

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Effects of the earthquake

With regard to the Tohoku-Kanto Earthquake that occurred on March 11, we wish to express our deepest sympathy to all those who are affected by the disaster. We update as below our status regarding operations.

(As of 16:00, March 14)

Operational status

- Our Kawasaki Refinery is in the process of resuming full operation of all facilities. In the meantime, we are maximizing our on-site power production to assist in supplying power to the Kanto area. Wakayama and Sakai Refineries are fully-operational and making exceptional efforts to support additional gasoline production.
- All our terminals are operating normally with the exception of Shiogama Terminal, in the Sendai area, which has suspended operations for the time being.
- We are making utmost efforts to assure stable supply to our service stations, especially in the affected areas, where operating conditions and inventories vary from station to station. We apologize in advance should our customers experience any difficulties. To check on conditions at your local station, please refer to our site locator on the web at <http://www.ssmapemg.jp/> (Japanese only) and call them for more detailed information.

Supply situation

- We are experiencing high demand in some areas, and are doing our utmost to ensure stable supply to customers and dealers, as well as important public services.
- Shipping conditions were disrupted by the earthquake and tsunami and are returning to normal.

Response to the affected locations / cooperation with the government and industry

- Under coordination of the Prime Minister's emergency disaster headquarters and the Ministry of Economy, Trade and Industry (METI), we are working in close collaboration with the petroleum industry association to restore supply to the impacted areas of Tohoku.

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