

Progress of the Consolidated Medium-Term CSR Management Plan

E Promoting Environmental Measures

Materiality	Progress in FY2018
Reduction of greenhouse gas emissions	<ul style="list-style-type: none"> CO₂ emission reduction of 810,000 tons from FY2013 by implementing energy-saving investment in refineries and investment in wind power generation business
Reduction of environmental pollutants	<ul style="list-style-type: none"> Continual shift of lighting equipment in refineries and plants from mercury lamps to environmentally-friendly LED lamps Continual implementation of PCB waste disposal ahead of the legal deadline
Actions to recycle resources	<ul style="list-style-type: none"> Continual promotion of industrial waste recycling

S Enhancing Human Rights and Social Contribution Measures

Materiality	Progress in FY2018
Occupational safety & health management	<ul style="list-style-type: none"> Cosmo Energy Holdings and its six operating companies* were selected by the Ministry of Economy, Trade and Industry (METI) as a "Certified Health and Productivity Management Organization (White 500)". * Cosmo Energy Exploration & Production Co., Cosmo Oil Co., Cosmo Oil Marketing Co., Cosmo Oil Lubricants Co., Cosmo Business Associates Co., Cosmo Energy Systems Co. Cosmo Energy Holdings and its three core operating companies: Ratio of paid holidays taken: 90.4% (89.1% in FY2017)
Diversity	<ul style="list-style-type: none"> Cosmo Oil obtained the "Platinum Kurumin" certification, the first in Japan's oil industry in Japan, under the revised Act on Advancement of Measures to Support Raising Next-Generation Children.
Human resources development	<ul style="list-style-type: none"> Training expenses: ¥ 59,600 per employee Ratio of employees who sign up for a correspondence course for personal development: 10.1%
Customer satisfaction	<ul style="list-style-type: none"> AA-rated service stations in evaluation on the three promises: 44.7% (vs. 39.2% in FY2017) Number of complaints: 314 (311 in FY2017) Cosmo Oil Eco Card holders: Increase of about 1,000 (64,000 at FY2018-end; 63,000 at FY2017-end) Start of a new service to use a mobile phone application, aimed at expanding the Cosmo Oil Eco Card Fund

In order to realize sustainable growth as declared in the Management Vision of the Cosmo Energy Group, and based on the Cosmo Energy Group Code of Conduct, the new consolidated medium-term CSR management plan (FY2018 to FY2022) has been drafted in line with the sixth new Consolidated Medium-Term Management Plan. To strengthen the basis for group management, which is one of the four basic policies of the plan, our entire group will implement CSR management and contribute to realizing Social Development Goals (SDGs) from the perspective of ESG (environmental measures; human rights and social contribution measures; safety and governance).

G Ensuring Safety Measures

Materiality	Progress in FY2018
Safe operations and stable supply	<ul style="list-style-type: none"> • One serious labor-related accident and one serious accident • Work-related accidents: 151 (135 in FY2017)
Quality assurance	<ul style="list-style-type: none"> • Zero occurrence of serious product (quality) caused accidents

G Strengthening Corporate Governance Structure

Materiality	Progress in FY2018
Risk management	<ul style="list-style-type: none"> • Selection, evaluation and implementation of measures for priority risks in each group company • Follow-up in construction of a risk management system in Maruzen Petrochemical (risk management promotion, adoption, etc.) • Selection, evaluation and implementation of measures for the group-wide risks that would affect the entire group
Compliance	<ul style="list-style-type: none"> • Zero serious compliance violations in FY2018 (zero in FY2017) • Inquiries to the Corporate Ethics Consultation Helpline: 20 (29 in FY2017) • Conducting of a FY2018 survey on the current status of CSR • Addition of the Harassment Consultation Helpline
CSR-based procurement	<ul style="list-style-type: none"> • Study on developing a group-wide (CSR procurement) basic policy for purchasing, and procurement guidelines for each company
Information disclosure	<ul style="list-style-type: none"> • Release of non-financial information in the COSMO REPORT and on the company's CSR website • Continually selected in representative indices of socially responsible investment (SRI) products, such as 17th consecutive years of inclusion in the FTSE4Good Index Series