



# Communicating with Society

The Cosmo Oil Group understands the value of communicating with society and takes the initiative in helping to develop the local communities in which it operates.

## Working with Stakeholders

### ○ Stakeholders of the Cosmo Oil Group

The Cosmo Oil Group enjoys the support of a broad range of stakeholders as it expands its business of providing a stable supply of oil and energy. The Group is particularly connected to such stakeholders as customers, local communities, shareholders and investors, employees, oil-producing countries and global society.

#### ▶ The Cosmo Oil Group Stakeholders



#### Customers

The Cosmo Oil Group works to deliver services that its customers value by listening to their suggestions for enhancing the level of services it offers and ensuring safety.

#### Local communities

As a member of the local communities in which it operates, the Cosmo Oil Group participates in grassroots activities such as cleanup campaigns and local events.

#### Shareholders and investors

The Cosmo Oil Group is committed to disclosing information to shareholders and investors in a timely manner, and to issuing its regular *C's Mail* shareholder report, annual report and other publications.

#### Employees

The Cosmo Oil Group bases all of its corporate activities on respect for human rights, and strives to create comfortable workplaces in which employees are free to express themselves.

#### Oil-producing countries

In its relations with oil-producing countries, the Cosmo Oil Group does not limit its activities to the purchase and sale of crude oil, but also strives to utilize its human resources and expertise to disseminate technology that preserves the environment and ensures safety.

#### Global society

The Cosmo Oil Group is focused on participating in international cooperation activities, including those aimed at curbing global warming, that contribute to sustainable growth for the entire international community.

**WEB** Detailed information: CSR Accounting (Economic value added generated and its distribution to stakeholders)  
<http://www.cosmo-oil.co.jp/eng/csr/accounting/stakeholders.html>

## Working with Shareholders and Investors

### ○ Basic Policy of Our IR Activities

The basic policy of our IR activities is to promote a deeper understanding of the Cosmo Oil Group and to build relationships of long-term mutual trust with shareholders and investors by providing appropriate and timely disclosure of our management philosophy and policies, financial condition, and business strategies.

### ○ IR Web Site Wins Awards

Cosmo Oil's IR Web site has been singled out for high praise. It has been selected by Daiwa Investor Relations Co. Ltd. as one of the Best IR Web Sites every year since 2003, and has received the Best Corporate Web Site award from Nikko Investor Relations Co., Ltd. every year since 2005.



### ○ SRI Information

In recent years, Socially Responsible Investment (SRI) has been gaining increasing attention. SRI refers to investments that enable investors to decide on which companies to invest in based not only on a company's financial performance but also taking into consideration whether that company fulfills its environmental and social responsibilities. Cosmo Oil has been included on the FTSE4 Good Global Index, an SRI index,<sup>1</sup> since March 2003, and the Morningstar Socially Responsible Investment Stock Price Index since July 2003.



## FTSE4Good

<sup>1</sup> SRI Index: An index of selected companies that fulfill their social responsibilities in terms of social justice, ethics, environmental considerations and responsibility toward consumers, employees and local communities.

**WEB** Related information: Investor relations  
<http://www.cosmo-oil.co.jp/eng/ir/index.html>

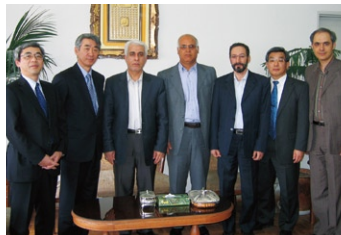
## Working in Global Society

### Overseas Technological Cooperation

The Cosmo Oil International Cooperation Center utilizes the public business training programs offered by the Japan Cooperation Center, Petroleum (JCCP). The center also strives to maintain and develop good relationships via technology exchanges with oil-producing and developing nations that also use such programs. These efforts have earned the center high praise from other countries.

### Principal Activities in Fiscal 2008

A basic policy of the center is to strengthen technical relationships with oil-producing countries in the Middle East and countries in Asia. As part of this outreach, the center conducted surveys, held training sessions and dispatched technicians on a long-term basis to such countries in fiscal 2008.



### Surveys

The center carried out surveys in Iran and Oman as part of a JCCP project to subsidize business costs related to petroleum refining technology in oil-producing countries.

### Training

As part of its JCCP training, the Group accepted 13 trainees from and dispatched five instructors for training to 11 institutions in six countries—UAE, Qatar, China, Vietnam, Indonesia and Thailand.

### Dispatching of technicians on a long-term basis

Technicians have been dispatched to engineering companies to support the operations of new equipment overseas.

### International Technical Cooperation Activities in Fiscal 2008

Country	Description of technical support
UAE	Facility maintenance, oil-refining technology, retail sales management, and product quality management
Iran	Surveys on environmental preservation at refineries
Oman	Surveys on improving operation methods at refineries
Qatar	Energy conservation at refineries, environmental management, and LNG plant commissioning
Indonesia	Production/quality/environmental management of gasoline and high-quality automotive fuel
Thailand	Distribution, energy conservation, environment, and refinery quality-improving equipment commissioning
China	Environmental management, energy conservation, and quality management
Vietnam	Oil distribution system, and oil distribution management

## Working with Local Communities

### Chiba Refinery's Cosmo Forest Initiative

In April 2008, the Chiba Refinery reached an agreement to lease a tract of public woodlands in Ichihara City, naming it Cosmo Forest. The Group began maintenance on this natural urban greenbelt soon after the agreement. In September, the Cosmo Oil Group employees and their families cleared underbrush and participated in nature craft activities. In February and March 2009, the Group cut back branches, bamboo and other overgrowth, installed a wooden bridge and prepared for an environmental fieldtrip for local elementary school students to be held in fiscal 2009. The Cosmo Oil Group plans to continue utilizing this Cosmo Forest to foster communication with the local community through environmental education and other activities.



### Cosmo Matsuyama Oil's Cosmo Forest Initiative

Cosmo Matsuyama Oil Co., Ltd. came to an agreement with Ehime Prefecture in fiscal 2007 to plant a Cosmo Forest. In fiscal 2007, the first year of the project, the company planted 40 cherry tree saplings and 45 Japanese maple tree saplings on the land. In fiscal 2008, current and retired employees got together in July and October to cut underbrush around the cherry and maple trees planted in the previous fiscal year. These activities foster greater communication between employees, and at the same time help to maintain a natural environment in the local community.



### Local Cleanup Campaigns at Refineries

The Cosmo Oil Group organizes cleanup campaigns in the vicinity of its refineries, plants, the Research and Development Center, and offices. In June 2008, approximately 160 employees from the Yokkaichi Refinery and subsidiaries and affiliates worked together to clean up the Mitaki River. In the vicinity of the Sakaide Refinery, employees worked with employees from neighboring companies to clean roads and highways. The Group remains committed to these types of activities as a means of maintaining positive relationships with the local communities in which the Group operates.



Yokkaichi Refinery employees clean the Mitaki River.