

CSR

The Osaka Gas Group CSR Charter was enacted as the guiding principle for the management and the employees of the Group to observe in their business conduct and to ensure that the Company fulfills its corporate social responsibility (CSR). As part of efforts to implement the Charter, the Company has set up the CSR Promotion Council under the president to plan, report, and discuss the CSR-related activities among directors and members of the management. The Company has also established the CSR Committee under the CSR Executive, who oversees the CSR activities of the Group; these comprise leaders of organizational units to coordinate and promote CSR in a cross-organizational manner. Moreover, steps have been taken to put in place specific CSR indicators that are meant to help visualize the Group's CSR performance. Through the use of these CSR indicators and a complementary follow-up system, every effort is being made to ensure that the Osaka Gas Group is engaging in appropriate and proactive CSR activities.



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For information on organization, please refer page 45.

Osaka Gas Group New CSR Indicators

CSR Charter	New CSR Indicators (2013.3–2014.3)	2013.3 Result
I Creating value for customers	Customer satisfaction level Seven Customer Service Duties Overall satisfaction rate 85% or more 82% or more in all satisfaction rates	Customer satisfaction level Seven Customer Service Duties Overall satisfaction rate 90.6% Achieve over 82% in all satisfaction rates
II Harmonizing with the environment and contributing to realizing a sustainable society	Environmental Management Indicator Environmental Management Efficiency 68 yen / 1,000 m ³ or less	Environmental Management Indicator Environmental Management Efficiency 59 yen / 1,000 m ³
III Being a good corporate citizen contributing to society	Number of contacts and communication events Number of events held (on-site dietary and energy/environment seminars, etc.): 1,000 times Number of contacts (visitors to permanent facilities including Gas Science Museum): 70,000 people or more Social contribution activities: Number of activities implemented: 600 times or more	Number of contacts and communication events Number of communication events held: 2,004 times Visitors to permanent facilities: 70,865 people Number of social contribution activities implemented: 632 times
IV Complying with laws and regulations and respect for human rights	Compliance awareness survey scores (Individual) Level of understanding of the Code of Conduct: Higher than the previous year (Organization) Degree of penetration of compliance: Higher than the previous year Percentage of employees receiving compliance training: 100%	Compliance awareness survey scores Level of understanding of the Code of Conduct: 1.8p decreased Degree of penetration of compliance: 1.3p increased Percentage of employees receiving compliance training: 100%
V Management policy for human growth	Employee opinion survey Maintaining sufficient levels in job satisfaction and sense of attachment to the company	Employee opinion survey Job satisfaction: 3.89 out of 5 Sense of attachment to the company: 4.38 out of 5

The Osaka Gas Group Code of Conduct — Our Pledge

- 1 Respect human rights and create a pleasant and secure work environment.
- 2 Comply with laws and regulations and perform work in accordance with common sense.
- 3 In global business activities, respect country and regional laws as well as international standards such as those related to human rights.
- 4 Consideration for the environment
- 5 Comply with fair trade and competitive practices.
- 6 Provide safe and high-quality products and services at reasonable prices and work to enhance customer satisfaction.
- 7 In interactions with associates and business partners, abide by a good code of conduct.
- 8 Properly recognize the value and importance of information and handle and disclose it fairly.
- 9 Prohibit association with anti-social elements.
- 10 Use proper tax and accounting practices.

Inclusion in Various Social Responsibility Investment (SRI) Indices

As of March 31, 2013, Osaka Gas has been accepted into the following SRI indices:



Dow Jones Sustainability Asia Pacific Index



Ethibel Pioneer & Excellence Index



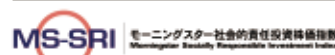
FTSE4Good Index Series



MSCI ESG Indices



ECPI Ethical Index Global (E.Capital Partners Indices)



Morningstar Socially Responsible Investment Index (MS-SRI)