

## Cooperation with Partners

### Communication with Retail Outlets

Under the brand banner of "Hotto, Motto, Kitto: Idemitsu" (Assurance, Greater Vitality, and Absolute Satisfaction: The Idemitsu Promise), we constitute an integrated, simple and powerful supply chain with 807 retail outlets and 3,589 service stations located throughout Japan (as of March 31, 2017). Our Branch Offices serve as consultation desks to offer support for retail outlets by working closely with management and the operators of service stations.

With the aim of fostering communication and promoting dialogue between Idemitsu management and retail outlet owners, we hold the Joint Meeting and All-Japan Convention of Excellent Retail Outlets every year.

We also make integrated efforts with the Idemitsu-kai, a retail outlet organization, to support community activities as well as regional vitalization and other social contribution initiatives.

### Communication with Partners

Idemitsu's refineries and petrochemical plants consign plant maintenance work and logistics-related operations (land transportation from and marine transportation to and from refineries and the petrochemical plants) to cooperating partners. The number of such cooperating partners is about 50 for a smaller business site and over 200 for a larger business site. At every business site, our partners in various fields comprise members of the Cooperative Association for Sea Transport, Cooperative Association for Land Transport and Cooperatives Association for Building and Maintenance. Idemitsu joins with these three associations in working to ensure safe and stable operations at business sites and to promote environmental conservation.

### Communication with Transport and Shipping Companies

We consign the transportation of petroleum products to transport and shipping companies. These contracted transport and shipping companies organize safety councils to promote transportation safety and strengthen collaboration among their respective companies. Idemitsu participates in activities as a special member of these councils.

Our 19 partner land transport companies have formed the Koun-kai,\* a council of transportation companies that conducts safety promotion campaigns and training seminars on truck operation management in addition to acknowledging accident-and traffic violation-free performance by awarding driving excellence. Our partner shipping companies have organized the Asahi Tanker Environment and Safety Council with the aim of forming high-quality, competitive fleets and a reliable shipping structure. The council visits oil tankers berthed at refineries, petrochemical plants, oil depots and other facilities and engages in dialogue with captains and crew members to promote the council's action policies and share case studies. Idemitsu provides various alert and warning information concerning safety, the environment and quality to the council.

\* Koun-kai: A council of transportation companies to which Idemitsu consigns the transportation of petroleum products. Comprises 19 transport companies operating tanker trucks with the Apollo logo.

## Communication with Shareholders and Investors

The Group communicates with shareholders and investors based on the following Disclosure Policy.

### 1. Disclosure Criteria

The Company discloses information in accordance with the Securities and Exchange Law, the Company Law, and rules related to the up-to-date disclosure of corporate information of the issuer of marketable securities stipulated by the Securities Exchange (referred to below as timely disclosure rules). In addition, the basic stance of the Company is to strive for the fair, up-to-date and proper disclosure of information as requested by shareholders and investors regardless of whether such requested information is covered by the timely disclosure rules or not.

### 2. Disclosure Method

The information covered by timely disclosure rules is made available through TD-NET (Timely Disclosure Network) provided by the Tokyo Stock Exchange in accordance with the same rules, and the same information is provided as quickly as possible on the Company's website after the release over TD-NET. In addition, consideration is given to providing information that is not covered by the timely disclosure rules to shareholders and investors in a fair, up-to-date, and proper manner based on the concept of timely disclosure.

### 3. Quiet Period

The Company has established a "quiet period" immediately before the announcement of earnings and refrains from providing comments and responses to inquiries related to earnings in order to prevent the leak of information that could affect the share price during the time the earnings report is being prepared. However, in the case that during the quiet period the possibility arises that there will be substantial difference from previously announced earnings forecasts, this information will be appropriately released.

### 4. Future projections

Items, such as plans, forecasts, and business targets that are posted on the Company's website and that are not historical facts, are based on decisions and assumptions made by the Company, taking into consideration information available at that time. Actual results may differ substantially from these items as a result of various factors. Factors that could affect earnings include economic conditions, the price of oil, the market for and supply and demand trend of petroleum products, and exchange rates, but are not limited to these factors.

### 5. Investment decisions

Information posted on this page has been provided in order to increase viewer's understanding of the company not to solicit investments. Investment related decisions should be based on one's own judgment.