

Action Plan for Key Issues (Initiatives) ②

Access to Energy

Risks	<ul style="list-style-type: none"> Loss of customer base due to worsened relationships with the local community Instability of business due to insufficient energy procurement and other issues
Opportunities	<ul style="list-style-type: none"> Expansion of business supported by the trust of the local community and the entire supply chain Creation of an environment that enables customers to choose from a diverse range of energy options, including alternative energy Entry into regions where access to energy is yet to be established Retention and acquisition of customers by strengthening a disaster-resilient supply structure, and other initiatives Earning the trust of customers and the creation of new business through the stable supply of environmentally friendly resources and materials, and other initiatives

SDGs Target



* The action plan for key issues was revised in fiscal 2023.

Sector	Commodity/business	Initiative	Target	Target Year	Progress and Review
Relationships with local communities	Disaster prevention efforts and BCP measures	Maintaining infrastructure at times of disasters and enhancing the Group's BCP system	<p>[Maintaining infrastructure in times of disaster]</p> <ul style="list-style-type: none"> Maintain oil supply functions at times of disasters (to make it possible to preferentially refuel emergency vehicles at times of power failure) Operate disaster response stations and disaster-resilient core filling stations (equipped with non-utility electrical power facilities, fuel filling equipment for automobiles, and satellite phones) as facilities for stably supplying LP gas The Kizuna Net Center is ready to ship fuels 24 hours a day using emergency small-lot vehicles. Secure regional energy lifelines during disasters by operating a disaster-resilient LPG bulk energy system that permits collective power generation, hot water supply, and the provision of hot meals. Make sure that water storage tanks for the heat supply business can be used to supply domestic water and firefighting water in emergencies. <p>[Enhancing the Group's BCP]</p> <ul style="list-style-type: none"> Develop a business continuity plan (BCP) for large-scale disasters Prepare for initial responses to disaster. Arrange a system for appropriate cooperation with an affected area. Review BCP regularly. Train to maintain and strengthen backup systems for headquarters functions during a disaster. Renew resilience certifications. Ensure the company can be constantly managed through appropriate evaluations by external organizations. 	Every year	<p>[Maintaining infrastructure in times of disaster]</p> <ul style="list-style-type: none"> The functions and services stated in the targets were continuously maintained. <p>[Enhancing the Group's BCP]</p> <ul style="list-style-type: none"> The business continuity plan was revised (into the fourth edition) to upgrade the BCM system (in Sep. 2022). Eight drills for safety confirmation were conducted in a year in fiscal 2022. Seven first-aid workshops were held at major bases in Tokyo, Nagoya, Osaka and Hiroshima with the participation of 101 personnel. (Jan.-Mar. 2023) To make business continuity management (BCM) more concrete, ITOCHU ENEX selected the sales functions and material operations and started creating a checklist on actions for business continuity (Jan.-Feb. 2023). It will reach completion in the first half of fiscal 2023. Enhancement of the BCP system was carried out. ((i) Sixty lines were shifted from satellite telephones to mobile phones for the top priority means of phone communication in emergencies (Feb. 2023). (ii) Additional portable power sources were purchased to ensure that 40 such power sources are stored at the Kasumigaseki Building (Feb. 2023).)
	Natural disaster preparedness measures in collaboration with other companies	Collaboration for the construction of disaster-resilient communications networks	Construct a system that continuously supplies LPG to cellular base stations to be prepared for power outages in collaboration with SoftBank Corp. Supply gas to more facilities through this network in the future.	Every year	<ul style="list-style-type: none"> Emergency power generators had been installed at 149 base stations (as of Jun. 2023). For the current fiscal year, a system of supplying LP gas to fixed power generators is being constructed. For the next fiscal year, power generators will be installed at newly launched base stations (in unknown areas). <p>Note: To further to increase the number of base stations, ITOCHU ENEX will continue consultations with Softbank and with operating companies.</p>
	Comprehensive partnerships with communities	Comprehensive partnerships with diverse forms that contribute to community development	Strengthen comprehensive partnerships contributing to community development and disaster prevention through the energy, services, and products provided by the group.	Every year	<ul style="list-style-type: none"> In accordance with the comprehensive collaboration agreement with the Osaka Prefectural Government in 2020, Nissan Osaka Sales joined the sponsorship for the Zero Carbon Guinness Challenge as a fiscal 2021 Osaka project for supporting children's dreams. In fiscal 2022, it donated caravan vehicles to the Osaka Prefectural Government for transporting patients with mild COVID-19. It also sponsored the Osaka Marathon.
Access to energy	Stable supply of energy and services	Stable supply of petroleum products, LPG, electricity and related services	Contribute to people's rich lives by maintaining stable supply in times of disaster and normal times.	Every year	<ul style="list-style-type: none"> The target was met.
	Car life station	Supporting the opening and operation of car life stations in sparsely populated areas	Help correct gaps convenience among regions by supporting the opening and operation of car life stations in sparsely populated areas.	As appropriate	<ul style="list-style-type: none"> Support was continued for a service station run by a store launched in a sparsely populated region in the village of Kawakami-mura in Nara Prefecture. Note: ITOCHU ENEX will provide launch support if there are needs in other regions.
		Enriching car life services and spreading multi-fuel stations	<p>[Enhancing car life services]</p> <ul style="list-style-type: none"> Conduct a demonstration experiment for the introduction of new services at car life stations in collaboration with Rakuten Group, Inc. Pursue convenience, specifically, safe and secure shopping that ensures social distancing, paperless operations to reduce environmental impact, and reservation and payment using mobile devices. <p>[Spreading multi-fuel stations]</p> <p>2050: Enable more CSs to be multi-fuel stations. Convert commodities from GA to electricity for EVs and hydrogen-powered vehicles gradually.</p> <p>2050: Gradually add infrastructure for EVs, hydrogen stations, and other infrastructure equipment.</p>	Short term, 2030,2050	<p>[Enhancing car life services]</p> <ul style="list-style-type: none"> In 2021, a demonstration trial service of Rakuten One-Stop, in which users can consult and apply for different services including Rakuten's smartphones, vehicle inspection and insurance, was started at the Yugawara Car-Life Station, which was selected for this trial. Offering Rakuten's services to customers of the Car-Life Station, it is operated as a base that linked between online and offline services. It is advertised with the use of LINE. It is continuously operated as a pilot station for the Rakuten One Stop. Smartphone fueling introduced to 150 Car-Life Stations (as of Mar. 2023) A campaign for d-Barai (Docomo Mobile Payment) was conducted in addition to that for PayPay points. For fiscal 2023, Rakuten Pay will be introduced as a means of payment in addition to sales promotion on LINE. <p>[Spreading multi-fuel stations]</p> <ul style="list-style-type: none"> ITOCHU ENEX takes part in the strategic collaboration in construction of Japan's first hydrogen value chain for fuel cell trucks in the city of Motomiya in Fukushima Prefecture. Enex Fleet aims to launch a hydrogen station that will be in 24/7 operation in 2024. Progress is being made as planned.