

ENEOS Supplier Business Partner Guidelines

Suppliers are requested to fully understand and comply with the following items.

We also ask that you manage, supervise, and inform not only your company, but also your suppliers, and encourage them to comply.

In the event that a significant deviation from these guidelines is identified, we will request a response for improvement and follow up on the improvement process.

If no improvement is made and significant deviations continue, ENEOS may review its business dealings. Thank you for your understanding and cooperation.

1. Compliance

- (1) Comply with the laws and regulations of the countries and regions in which your company operates and respect international codes of conduct.
- (2) Establish an appropriate management system to ensure compliance (with laws, regulations, contracts, internal rules, etc.).

2. Safety and security

- (1) Safety is a major prerequisite for business activities, so high safety goals should be set. In addition, measures should be taken to ensure safety at all times and prevent any accidents and injuries.
- (2) Take preventive and emergency measures to minimize damage to business sites caused by earthquakes and other natural disasters, and work to ensure the safety of employees, local residents, and other concerned parties.
- (3) Do not allow employees to work under conditions where their safety cannot be ensured due to illness, alcohol, drugs, etc.

3. Environmental conservation

- (1) Make efforts to conserve natural capital, such as water, soil, and air, as well as biodiversity, and contribute to the establishment of a sustainable society.
- (2) In order to contribute to the formation of a low-carbon society, promote energy conservation and the use of renewable energy.
- (3) Make efforts to contribute to the formation of a recycling-oriented society by efficiently using resources and reducing, reusing, and recycling waste.

- (4) Consider natural capital and biodiversity throughout the value chain, and strive for sustainable production and consumption.

4 . Health enhancement

- (1) Recognizing that the health of employees is the foundation of a company's continuity and growth, actively support efforts to maintain and improve their physical and mental health.
- (2) Identify and assess the risks of health hazards associated with business activities and take measures to control those risks.

5 . Respect for human rights

- (1) Be fully aware of differences in gender, age, nationality, race, ethnicity, skin color, culture, ideology, religion, beliefs, political views, sexual orientation, and disabilities, respect all employees' differences, and do not infringe on their human rights.
- (2) Do not engage in discrimination or harassment, regardless of the content.
- (3) Do not engage in forced or child labor.
- (4) Comply with labor-related laws and regulations, manage working hours appropriately, set wages that at least meet minimum wage standards, and pay premium wages (overtime and holidays). Also, when dismissing an employee, do so in an appropriate manner.
- (5) Respect employees' freedom of association and the right to collective bargaining.
- (6) Do not engage in any dealings that will lead to prolonged conflict, human rights abuses, or the spread of inhumane acts.
- (7) If there is a conflict between international standards on human rights and the laws and regulations of each country or region, respect international human rights standards.

6. Product and service quality

- (1) In providing products and services, comply with domestic and international standards, and conduct appropriate quality control and risk management regarding safety, environment, health, etc.
- (2) Establish a system to ensure the stable provision of services even in emergency situations.
- (3) Provide appropriate and easy-to-understand information and explanations about your products and services, and respond to inquiries in good faith and in a timely manner.
- (4) In the event of a problem or issue with a product or service, make every effort to investigate the cause and prevent recurrence.

7. Equitable and fair transactions

- (1) Comply with the laws and regulations related to competition law and security trade control in each country and region.
- (2) Respect the intellectual property rights of others, including customers and business partners, and do not illegally obtain or use the intellectual property of third parties without permission.
- (3) Do not accept cash offers, gifts, or entertainment from business partners, or provide cash offers, gifts, or entertainment to business partners. Even when accepting gifts or entertainment, or providing such gifts or entertainment within the scope of socially accepted norms, ensure transparency and do not inappropriately influence business decisions.
- (4) Take a firm stance against antisocial forces and refrain from any involvement with them.

8. Appropriate relationships with governments and public administrations

Do not engage in bribery or other acts of corruption against domestic or foreign public officials, etc. (including those deemed to be public officials and other persons subject to regulations).

9. Information management and disclosure

- (1) Obtain internal and external information in an appropriate manner within the scope of your own work responsibilities, and do not use this information for any purpose other than your own work responsibilities.
- (2) Strictly manage and protect personal information in accordance with the laws and regulations of the country or region in which you conduct business.
- (3) Prepare records and reports requested by administrative agencies and business partners in a factual, accurate, complete, and timely manner.
- (4) Establish a system to manage company information and strictly protect confidential information.
- (5) In order to ensure smooth communication with various stakeholders, use appropriate means to disclose corporate information in an accurate, easy-to-understand, and timely manner.

10. Establishment of a healthy work environment

- (1) By promoting appropriate health management and work-life balance, create an environment in which employees can work vigorously in the workplace, and strive to ensure that employees and their families can lead healthy and cultured lives.
- (2) Promote diversity so that individuals with diverse backgrounds can reach their full potential.
- (3) Strive to nurture human resources and create an environment in which they can demonstrate their abilities.

11. Contribution to the development of a civil society

Respect the local environment, culture, and customs at all business locations, and engage in dialogue, cooperation, and collaboration with local communities, local governments, and citizen groups.

12. Actions for violations and measures to prevent recurrence

- (1) Establish a system to receive complaints and reports from employees and business partners, and do not take any action that would be detrimental to the informant on the grounds of the act of reporting.
- (2) In the event of any misconduct, thoroughly investigate the cause of the misconduct, and establish and carry out effective measures to prevent its recurrence. In addition, report any misconduct related to your company that has occurred.

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