

Product Safety Voluntary Action Plan

November 2007
Osaka Gas Co., Ltd.

As a retailer of household-use gas appliances as well as an engineering firm specializing in facility installation and repair work, Osaka Gas is determined to continually provide gas to customers while ensuring safety, peace of mind and living comfort. Based on this determination, Osaka Gas will act in accordance with the voluntary action plan explained below, which the company has crafted for the safety of household-use gas appliances. By doing so, Osaka Gas will ensure the safety of such appliances and foster a safety-first corporate culture.

1. **Observance of laws**

Osaka Gas aims to ensure product safety by observing relevant laws and self-imposed in-house standards.

2. **Establish a system to ensure product safety**

Osaka Gas is committed to establishing an in-house system to ensure product safety.

3. **Collect and share information on product accidents**

Information on product accidents (defective products, irregularities in products, complaints, misuse of products, accidents involving similar products), if obtained, will be expeditiously shared among the top management and relevant departments of Osaka Gas. In addition, such information will be speedily and appropriately provided to relevant manufacturers and import dealers.

4. **Ensure product safety**

If product accidents involving its brands occur, Osaka Gas is prepared to take adequate preventive measures in collaboration with relevant manufacturers and import dealers. The company will also implement other appropriate measures, such as a recall of the product in question and issuance of a warning, by conducting full-fledged study and analysis of the extent of damage caused by the accident and the degree of danger.

5. **Reduce the risk of product accidents**

Osaka Gas will reduce the risk of product accidents and enhance product safety by providing feedback on such accidents to relevant manufacturers and import dealers.

6. **Cooperation with manufacturers and import dealers over product repairs**

If it is deemed necessary for manufacturers and import dealers to repair certain products in connection with their recall, Osaka Gas will cooperate with them to facilitate repairs and other measures.

7. **Disseminate information on the safe use of products**

Osaka Gas will teach customers how to use products safely and disseminate relevant information to them. The company will also respond to customers' inquiries on the safety of Osaka Gas products. By doing so, Osaka Gas aims to develop a safety-first corporate culture.

8. **Education and training**

Osaka Gas will increase the awareness among employees of the need for strict observance of the law. The company will establish a system to educate and train engineers in charge of product repairs and facility installation as part of its efforts to enhance their skills and ethics.