

## We are committed to winning a high level of customer satisfaction at our service stations.

Every day large numbers of customers visit Cosmo Oil's 5,300 service stations nationwide, and as such they serve as the "face" of the company to the public. Taking care of the environment and acting as a member of the local community are indispensable parts of service station management today, in order to fit in with the community. Cosmo Oil has started introducing new, environmentally conscious self-serve stations, while we strive to gain ever more customer support through various projects for teaching and practically applying measures to prevent pollution and promote health and safety, as well as the Cosmo the Card Eco\* program for environmental protection through company-customer partnership.

### Employee training programs

Cosmo Oil trains its employees to win a high level of customer satisfaction in our service stations. As part of our "NAVI2003" training program, we have developed a service station risk management course that aims to promote safe service station operation by imparting emergency management know-how. It consists of two parts, one that deals with methods for accident prevention and emergency management on service station premises, and another on health, safety and environment (HSE) that deals with storage tank leakage incidents and other aspects of safe service station management.

Our Tokyo Training Center won recognition for its highly effective education programs for the employees of authorized dealers and service stations, and received the Minister of Health, Labour and Welfare Award for 2002. This is the highest honor awarded in Japan for employee training programs.



The Minister of Health, Labor and Welfare Award for our employee training programs

### Service station safety

To ensure safety at service stations for our customers, we created a Service Station Safety and Emergency Management Manual that lays out detailed directions on how to comply with relevant laws and regulations, equipment safety and maintenance, fire prevention and crime prevention, as well as how to deal with environmental issues and communicate with the local community. Cosmo Oil has its own supervisors who provide consulting on service station management, and their guidance to individual service stations is based on this Manual.

In April 2003, we launched an evaluation system in which service stations win "environmental management points" for proper routine inspections of their facilities, control of product stock, handling of industrial waste, and other items. This system is helping to promote safety and environmental management at service stations.

\* See page 23

### Environmentally friendly service stations

By the end of fiscal 2002, Cosmo Oil had fitted service stations in 11 locations with solar panels that generate electricity, as a way of making our service stations more environmental friendly. Plans call for four more stations to be equipped with solar panels during fiscal 2003.



Solar panels at a service station

### Barrier-free service stations

We believe that service stations play a role in the local community by providing a supply of fuel. As familiar features of the local community, service stations should be accessible to everyone. Based on this thinking, we have added sloped entrances and other features to service stations in various locations, in order to promote barrier-free access. For details please see our website (in Japanese only) at:

[www.cosmo-oil.co.jp/ss/society/index.html](http://www.cosmo-oil.co.jp/ss/society/index.html)