

Relationship with our Customers

Web page <http://www.cosmo-oil.co.jp/eng/sustainable/06/soc/customer.html>

To make sure that the slogan “Filling Up Your Hearts, Too” applies to every customer, we aim to offer reliable and safe service.

**“Filling Up Your Hearts, Too”
for our customers**

Diagnosis of services at our service stations

We instruct our service stations to follow the four basic requirements: friendliness, cleanliness, high quality, and a feeling of security. To check whether the requirements were met at a high level, we conducted a survey from the customer’s point of view six times in FY2005. We analyzed the survey results and fed them back to each service station to make improvements.

Measures against accidents

Because they handle hazardous materials including gasoline, service stations are constructed according to the fire defense law.

As preparation for earthquakes, we are always ready to check all the facilities of our service stations and to safely supply energy to the local customers. If the seismic intensity is five or more, affected service stations ensure safety by checking the plumbing system of the underground tank for leaks, and by performing a pressure test.

We implement safety measures considering two aspects: preventive actions against disasters, and contingency planning to minimize the damage.

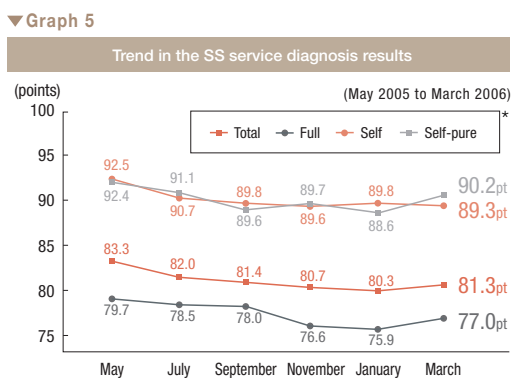
Customer center activities

In October 2000, we opened the “Cosmo Customer Center” to enable two-way communications with our customers. In FY2005, the center received about 3,800 comments and complaints from our customers by free telephone or e-mail. We make efforts not only to collect, classify, and analyze them and respond to them properly, quickly, and politely, but also to inform the departments concerned of the customer requests as soon as possible. Such comments and requests are very helpful for us to improve our services and processes, and customer satisfaction.

Ensuring the product reliability and the reliability promotion system

In order to not only ensure safety and reduce environmental loads, but also to offer products that meet customers and social needs including the sense of usability, the Cosmo Oil Group defines guiding principles on quality in “Chapter 1: Relation with Consumer/User” of the Corporate Activity Guideline,” and works on how to develop high-quality products. In addition, we have formed three organizations: “Quality Assurance Committee,” “Quality Assurance Liaison Committee,” and “Quality Assurance Meeting” at the headquarters. The first makes decisions on QA promotion plans and other programs related to quality. The second and third committees set up at the headquarters as subcommittees of the first implement QA functionally and quickly. These organizations always help different departments communicate with each other in order to improve the quality of products and to ensure reliability.

Our refineries are certified with ISO 9001, the international standard for quality management system, for our main products. We will make efforts to improve the quality, while regarding safe production as quality.



* Full: Full service, Self: Self service, Self-pure: Self service at low cost operation

Related information

- COSMO THE CARD
- Self service station
- Auto B-cle network
- PP (Privacy policy) point

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