



# Relationship with Our Customers

<http://www.cosmo-oil.co.jp/eng/sustainable/07/soc/customer.html>

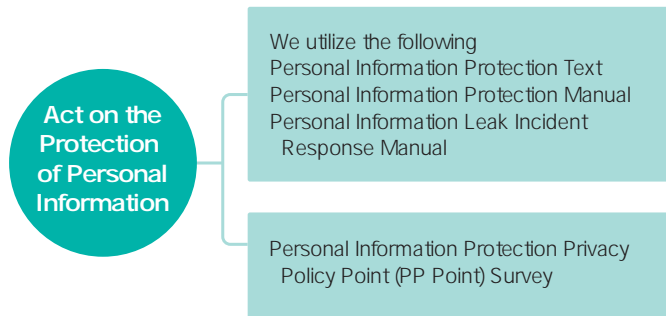
## ► CSR at Cosmo Oil Service Stations

Cosmo Oil Group service stations undertake the following initiatives as part of CSR-based management

### Thorough Implementation of Compliance

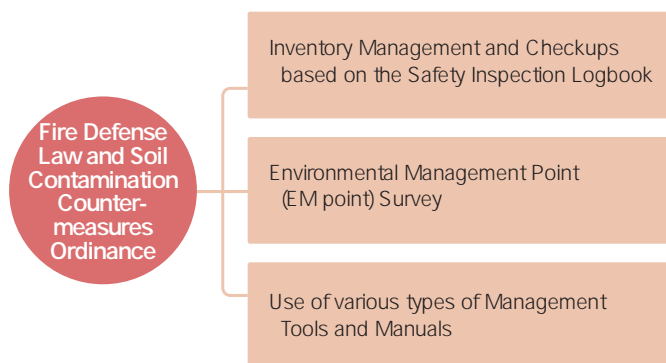
The Cosmo Oil Group publishes the *NAVI Guidebook*, a pamphlet for Cosmo Oil service stations and dealers that lists and describes major laws that pertain to service stations. The guidebook instructs employees involved in the retail business as well as dealers and Cosmo Oil service stations in thoroughly adhering to these laws.

Keeping in mind the importance of adhering to all of these laws, we undertake the following activities with regards to the Act on the Protection of Personal Information, the Fire Defense Law and Soil Contamination Countermeasures Ordinance.



Every six months we conduct a point-based privacy policy point (PP point) survey and a survey on the status of personal information management. With 100 points being a perfect score, we take action to realize improvements in categories as required. In the latter half of fiscal 2006, the average score was 76.4 points, an improvement of 3.9 points from the first half of the fiscal year.

**WEB** Detailed data Personal Information Protection Privacy Policy Point (PP Point) <http://www.cosmo-oil.co.jp/eng/sustainable/07/soc/customer.html>



Environmental management point (EM point) inspections are carried out every six months. We conduct inspections of service stations as well as examine the state of inventories, industrial waste countermeasures, and facilities. In the latter half of fiscal 2006, we achieved a record-high 82.6-point average out of a perfect score of 100 points.

**WEB** Detailed data Environmental Management Point (EM Point) <http://www.cosmo-oil.co.jp/eng/sustainable/07/env/management.html>



Wheelchair access ramp

## Activities that Contribute to Society and the Environment

### Service Stations that are Friendly to People, Society, and the Earth

Recognizing that service stations are the primary point of contact with customers, we are initiating measures to develop service stations that are friendly to people, society, and the Earth. In preparation for the full-scale launch in fiscal 2007, Cosmo Oil introduced the following initiatives on a trial basis at its service stations during fiscal 2006 in accordance with its own established standards.

#### Friendly to People

We are operating barrier-free service stations with ramps for wheelchair access and rest rooms with wide stalls as standard features.

#### Friendly to Society

We are cooperating with local communities through the establishment of a distribution structure to ensure stable supplies of petroleum products for emergency vehicles (Business Continuity Plan).

#### Friendly to the Earth

In terms of physical resources, we are installing energy-saving lights and reusing wastewater in car wash equipment. Regarding systems and processes, we are implementing environmental management point (EM point) surveys and risk management training to raise awareness of environmental preservation.

### Stable Supplies of Petroleum Products in the Event of a Disaster

To secure stable supplies of petroleum products in the event of a disaster, we have undertaken efforts to develop our Business Continuity Plan (BCP). With respect for human life being our highest priority, we will maintain stable supplies of petroleum products to the greatest extent possible, while providing support for the prevention of secondary disasters and the recovery and restoration of damaged areas. As one aspect of our BCP, we are developing stations that respond to disasters as "lifeline support service stations." In October 2007, we will introduce this plan at approximately 50 directly operated service stations in the Tokyo metropolitan area. Lifeline support service stations will further strengthen our ability to respond to disasters with physical resources as well as systems and processes, as we make preparations to ensure stable supplies of petroleum products in the event of a disaster.

We will also install generators or pumps at these lifeline support service stations to provide stable supplies of petroleum products in the event that electricity or other essential services fail. We are also considering the installation of large-sized generators and water storage facilities with a view to supporting the lifelines of local communities.