

## Service Stations (SS)



Pamphlet for raising the consciousness of special agent and service station staff

Cosmo Oil's approximately 5,800 service stations around the country are visited by a great number of customers every day, making them truly the face of the company. A variety of activities are being developed for the active promotion of environmental activities and to inform our customers of our environmental position, and for the creation of service stations which are in harmony with the local community and the global environment. To increase our customers' environmental consciousness, our Cosmo the Card provides additional value in activities related to environmental protection.

### Creating Service Stations in Harmony with the Environment Through a Variety of Environmental Preservation Activities

At our service stations, a variety of measures have been taken for many years to prevent environmental impact in the surrounding neighborhoods, taking into consideration our customers' convenience and our urban locations.



Oil-water separation unit, where oil is removed from water and water pollution prevented

To prevent water pollution, oil separator units have been installed in all of our service stations. There is always the possibility that wastewater from car washing or cleaning will have waste oil mixed in with it, so all water is collected into the oil separation tank and treated to separate the oil.

For the prevention of air pollution, the use of hydrocarbon vapor collection units continues to expand in wholesale gasoline sales activities.

In recycling, the need to separate trash has been well established, with cloth, bottles and cans separated according to local rules. Used tires and other materials are recycled. Suitable treatment methods have been found for plastic chemical containers to meet the Containers and Packaging Recycling Law. The manifest system<sup>1</sup> is being applied to very strictly confirm the condition of waste materials up to the final treatment stage.



Cogeneration system introduced at a service station

Cogeneration systems and kerosene heat pump air conditioning systems have also been introduced, part of the active promotion to save energy at service stations.

### Implementation of the Manifest System and Heightening of Staff Consciousness

Industrial wastes are not simply separated, but, through the implementation of the manifest system, confirmation can be made that the proper treatment has been made. This is one important part of the process of raising the consciousness of special agency and service station staff. These active enlightenment activities include a Cosmo Oil-produced and distributed pamphlet outlining the proper handling of industrial wastes. From 2002, uniforms made from recycled materials and featuring the eco-mark symbol will be introduced.

### Development of Customer Involvement in Environmental Preservation Through Cosmo the Card

Cosmo the Card is Cosmo Oil's independently issued and managed credit card, with some 2.4 million cards now issued. The average purchase amount per card per month is approximately 100 liters, and the rate of use is always at a high rate of 60 to 75 percent.

Recently, the number of consumers with a high level of environmental consciousness—"green consumers"—continues to grow, so our customers' awareness of environmental preservation is also increasing. To meet these changes, Cosmo Oil is using Cosmo the Card as a structure on which ways for customers to participate in environmental protection activities can be created.

First is to support the adoption of Electronic Toll Collection (ETC)<sup>2</sup>, an automatic highway toll payment system. ETC allows drivers to pass through tollgates without stopping, reducing traffic jams while reducing CO<sub>2</sub> and other exhaust gases. To make it easier for customers with high environmental consciousness to use ETC, we led the way into the marketplace with the release of the ETC Cosmo the Card. A system is also being created so that the Cosmo the Card Joyup point credits or remaining mileage can be donated to the WWF (World Wildlife Fund). We will continue to strengthen our framework to connect our customers to environmental protection.



ETC Cosmo the Card

#### <sup>1</sup> Manifest system Industrial waste control management table system

Introduced for all industrial waste products in December, 1998. The manifest targets service station waste materials such as lubricating oil, metal trash, discarded plastics, tires and rubber waste, glass, acids, spent alkali and other materials.

#### <sup>2</sup> Electronic Toll Collection System (ETC)

An automatic, radio based system for the automatic payment of highway tolls. A special ETC card and in-car equipment are required.