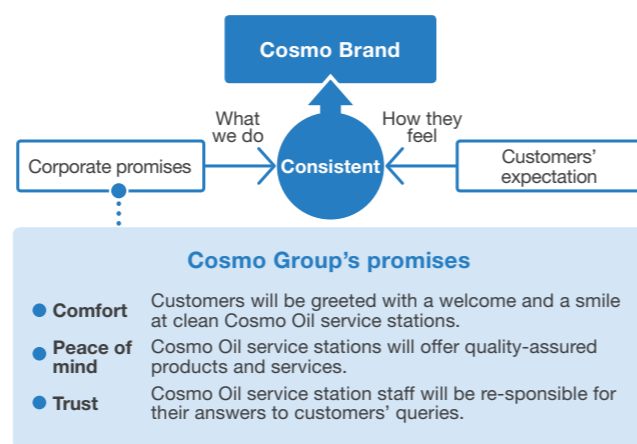


In 1997, we began to send out the message “Filling Up Your Hearts, Too.” More than 20 years have passed since then, but our hope remains the same. Let us present the Group companies’ initiatives to fill the hearts of our customers through the everyday supply of energy.

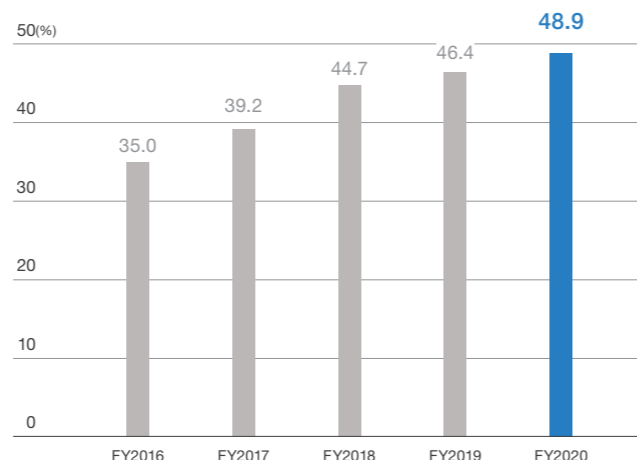
### Enhancing customer satisfaction (diagnosis of fulfillment of three promises)

Cosmo service stations strive to fill the hearts of customers based on the three brand promises to deliver comfort, peace of mind, and trust to customers. Three times a year (twice in FY2020), a mystery examiner from an outside investigatory agency explores services at service stations (SS) and provides an evaluation from the customer’s view-point. The SS are encouraged to re-acknowledge the customer’s viewpoint and provide more satisfying services.

Diagnosis of the three promises is a dual-axis evaluation: operation items and impression items (highest rating of “A” for either). The percentage of SS with an AA or A rating for both operation items and impression items increased 2.5 percentage points to 48.9% in FY2021 compared to the previous year. We will aim to raise the ratio of AA-rated SS to fill the hearts of more customers.



Ratio of AA-rated Service Stations in Evaluation



### Promoting the installation of charging equipment for EVs

Cosmo Oil Marketing is a frontrunner in the car life business. For example, the company was the first oil wholesaler to launch a car leasing business for individuals at service stations. In addition, the company is creating services for the coming EV society, to ensure that customers' car lifestyles can be fulfilling as promised by the Oil & New Consolidated Medium-Term Management Plan.

As a specific initiative for the realization of the above, the company is working together with e-Mobility Power, Inc. ("eMP") to in-stall rapid charging equipment for EVs at affiliated service stations and develop related services. Having taken over Nippon Charge Service LLC's charging

business, which includes approx. 21,700 EV charging units, eMP operates one of the largest membership systems in Japan. We will offer our car life services to its customer base, which include tire replacement and car washes, to improve user convenience and satisfaction. We plan to install rapid charging equipment for EVs at dozens of affiliated service stations by the end of FY2021.

We will continue to develop mobility services that support a sustainable society, to deliver car life value that is more diverse and more convenient for customers than ever, and earth- and people-friendly.

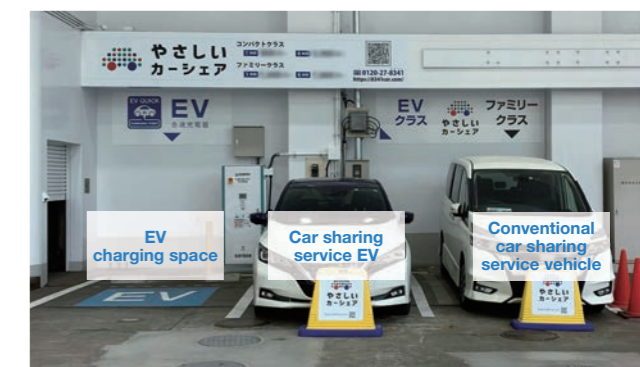
### Development of EV car sharing and mobility businesses

Cosmo Oil Marketing is creating new EV mobility services. In a new venture, the company began providing EV car sharing services at Cosmo Oil Sales' Self Pure Shinjuku Chuo service station.

In April 2021, EVs were added to the lineup of vehicles provided through car sharing services at this service station. These EVs are charged with electricity that is from virtually 100% renewable energy sources (wind power electricity generated by Cosmo Eco Power). This means that charging is CO<sub>2</sub> emission-free, in addition to the inherent feature of EVs not emitting any CO<sub>2</sub> while driving, realizing environmentally friendly car sharing services.

In June 2021, we signed a capital and business alliance agreement with ASF Co., Ltd., which plans, develops, manufactures, and sells EVs. Through this alliance, we will provide light (kei) EVs from ASF via the Cosmo My Car Lease and Yasashi (friendly) Car Sharing services, which are existing Cosmo Oil services. The Cosmo Energy Group will

build a green supply chain by linking power generated from upstream renewable energy sources to the downstream supply of electricity to EVs. We will also introduce more EVs to cater to diverse customer needs, and develop our existing mobility business to achieve carbon neutrality in the future, as we work to achieve continued growth.



### Initiatives at Cosmo Oil service stations

#### 1 Petroleum refilling service for customers with disabilities

At some of our service stations, we help customers who are physically challenged refuel their cars. We will continue to expand this service to more of our service stations.

#### 2 Lease of vehicles for persons with disabilities and for nursing care

Cosmo My Car Lease provides lease of vehicles for persons with disabilities and in nursing care to ensure a better car ownership experience.



# S Engagement with Customers

## Engagement with Customers and Local Communities

The Cosmo Energy Group seeks to proactively communicate with customers and local communities based on Harmony and Symbiosis between Companies and Society, one of the ideas laid out in our Basic Concept of Sustainability.

### Cosmo Oil Eco Card Fund

The Cosmo Energy Group has been issuing the Eco Card to cardmembers since 2002. One feature of the Eco Card is that it enables cardmembers to donate ¥500 a year auto-matically to contribute to domestic and overseas environmental activities. There are 64,000 cardmembers as of June 30, 2021. Sources of funding for the Cosmo Oil Eco Card Fund include donations from cus-tomers, such as Eco Cardmembers, sub-scribers to the Cosmo Denki Green plan, and people donating through the Carlife Square app, as well as the Group. In FY2020, the fund supported 18 projects operated by 16 organizations. We published Thank you Press2021, a re-port of our FY2020 activities. We also formulated and announced the Cosmo Oil Eco Card Fund Medium- to Long-Term Vision for its 20th anniversary in 2022. In the next 20 years, we will continue these activities while continuing to value and develop our ties with our members and partner organizations, to ensure that our slogan, "Living on the Earth Forever," be-comes a reality, and our visions are achieved, as we continue towards our goals of solving issues including climate change.

Cosmo the Card House "Eco"  
 Cosmo the Card Opus "Eco"  
**Thank you Press 2021**  
 活動報告書  
 第19号 2020年4月1日～2021年3月31日  
<https://ceh.cosmo-oil.co.jp/company/publish/ecoreport/index.html>  
  
**Cosmo Oil Eco Card Fund Medium- to Long-Term Vision**  
<https://ceh.cosmo-oil.co.jp/company/publish/ecoreport/index.html>

### Cosmo Waku Waku Camp

The Cosmo Waku Waku Camp is a core social contribution program provided by the Cosmo Energy Group. It is a three-day summer-holiday nature camp for elementary school students who have lost one or both of their parents in a traffic accident and are registered in the National Agency for Automotive Safety and Victims' Aid supporters' club. As a corporate entity engaged in a motorized society, we have continued to implement this program since we introduced it in 1993. In FY2020, we canceled the camp due to the COVID-19 pandemic. To ensure the program continues, we shot a video showing activities in Minamiboso City, Chiba Prefecture, where the camp is held. We distributed DVDs of this video to children as gifts. We are also planning to use the video to increase participation in the future. We will continue to provide children with opportunities to interact with friends and appreciate the natural environment. At the same time, we will ensure the program leads to the increase of employee awareness, including the development of new values and the promotion of diversity.

Preparing meals outdoors  
 Shooting the video

## Cooperating with the Emirate of Abu Dhabi in the field of education and the promotion of understanding between Abu Dhabi and Japan

The Cosmo Oil Group contributes to the education of people in UAE in many ways beyond the operations of the Oil E&P Business in the Emirate of Abu Dhabi. We engage in a wide range of activities, in-cluding the provision of Japanese language education to local high school students, educating UAE children at the Japanese School in Abu Dhabi, and admitting uni-versity students from the country for training in Japan. Since September 2011, together with the Ritsumeikan Trust, we have been operating a Japanese language education program at Applied Technology High School, a royal high school in the Emirate of Abu Dhabi. We send three Japanese language teachers to the school and financially support the program. As of June 2021, a total of 143 students have completed the three-year program, and 19 of them have come to Japan to study at universities.

We hope that these initiatives will help UAE students deepen their understanding of Japanese language and culture and enable them to develop into human resources who can be a bridge between the two countries, leading to the continued development of the multi-layered cooperative relationship be-tween the Cosmo Energy Group and the Emirate of Abu Dhabi and between the country and Japan.



The Applied Technology High School graduation ceremony held online in June 2021. The school is a royal high school in the Emirate of Abu Dhabi.

## Cosmo Group companies' communication with local communities

### Cosmo Eco Power

Cosmo Eco Power has implemented the Hashiru Bijutsukan Project (mobile art mu-seum project) in Minatomachi, Aizuwaka-matsu-shi, where the Aizuwakamatsu Wind Farm is located. In this project, an EV op-erated by Minato Bus in Minatomachi as local demand-responsive transport was decorated with art created by local residents. The body of the vehicle became gallery walls on which the art of 16 four- to six-year-old children from a local nursery school were displayed.

A ceremony was held in Minatomachi on the day when the exhibition began. The children who drew the pictures and local people who support the company every day were invited to the ceremony. Cosmo Eco Power will plan and advance initiatives for enriching communication locally and helping revitalize local com-munities, together with local residents.



\*Minato Bus is a local demand responsive transportation service that has been operated since 2017 by Minna-to Minato Machizukuri Network, an NPO. It is a free transport service used to travel around the area, including travels to bus stops, and for the transportation of vegetables and other purposes. Cosmo Eco Power supports this service, including its provision of financial support for the purchase of the vehicle and provision of electric power for the vehicle using the rapid charging equipment installed at its substation.

### Maruzen Petrochemical

By clarifying its attitude as a good corporate citizen underpinned by the desire to create a rich society, based on its corporate mission, Maruzen Petrochemical is continually en-gaged in various initiatives to contribute to the development of local communities. The company's Chiba Plant, Denka Co., Ltd., and Showa Denko Materials Co., Ltd. invite children from Goi Elementary School for a visit to the companies' plants every year. In FY2020 and FY2021, due to the COVID-19 pandemic, the tours were canceled and only commemorative gifts were given to the children. In

addition, upon request from the Economic Division of the Ichihara-shi government, the manager of the company's General Administration Section presented information about the Goi complex to first-year students at Chiba Prefectural Ichihara High School. In FY2020 and the first half of FY2021, many annual events held jointly with local communities were canceled due to the COVID-19 pandemic. However, we will continue to engage with and contribute to local communities while ensuring that our operations continue safely and stably.