



Press release

Does the gloss of Germany's favourite baby still exist?

This also applies to cars: It's the inner value that counts. Germans clean the interior of their cars more frequently than the exterior according to the latest survey by star petrol stations.

Elmshorn, 28th of February 2019 – Over a third of Germans (35%) clean the interior of their cars at least once a month or even more frequently. On the contrary, only 28 percent of those questioned admitted to cleaning their car so regularly on the outside. These are the results of a recent survey by the opinion research institute YouGov on behalf of star petrol stations.

Even though regular external car washing is important for many car owners, to maintain the paintwork and thus the car's value, still only 28 percent of those asked clean the outside of their car once a month or more frequently. 71 percent wash their cars only every two months at most or even never. The image of father and son regularly washing the car on a Saturday afternoon no longer exists.

Inner worth matters

35 percent of those surveyed consider the interior cleanliness of the car to be very important. They specify that they tidy and clean the inside at least once a month. A closer look reveals: Not all objects and areas are cleaned with the same attention and quality. Around half of those asked, clean single-handedly at least once a month the footwell, the console, the rear mirror and the windows. Important controls like the hand brake, gear lever, steering wheel, seats, door handles and storage compartments are, on the other hand, neglected and at most are only cleaned every two months. Only a fifth of those questioned specified that they regularly clean the clutch as well as the accelerator and brake pedal.

The result of inadequate care can be a much greater burden of germs and bacteria in the vehicle interiors. The specialists from the star petrol stations know how important a regular cleaning is - especially at the end of winter. They recommend thoroughly cleaning the interior at least once a month. With special cleaning and care products, such as cockpit care spray,

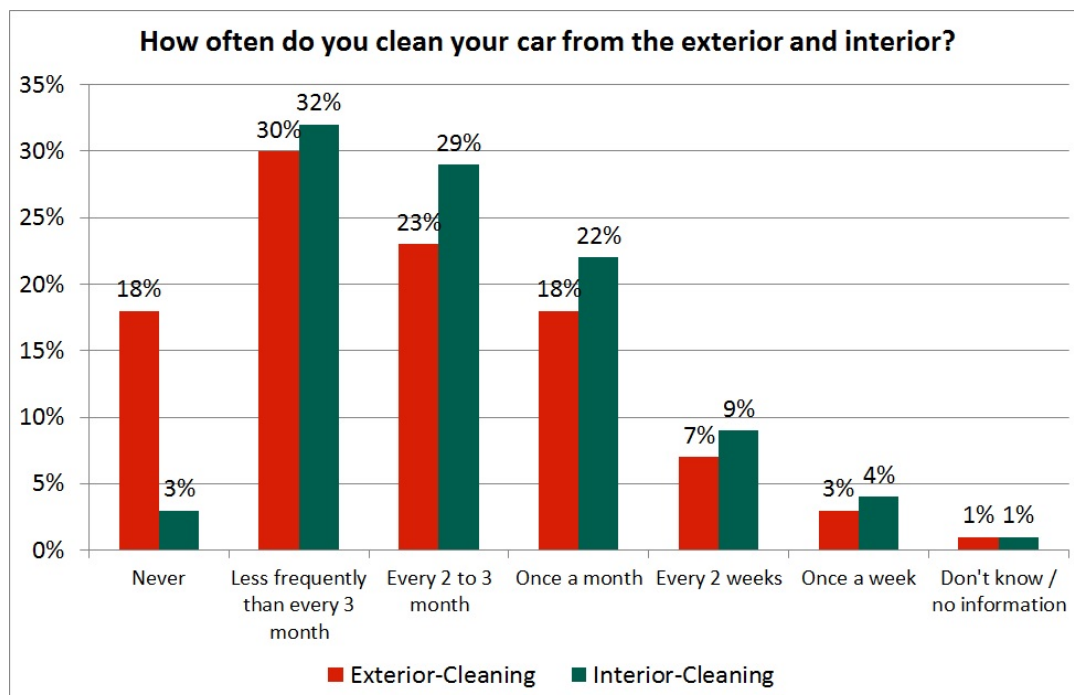


upholstery cleaning and interior cleaning wipes, star petrol stations provide the necessary equipment in their shops. The high-performance vacuum cleaners from Kärcher with a special hose retraction facilitate, thanks to simple and convenient handling, the suction work. This will eliminate the dirt and salt residues of winter in the twinkling of an eye.

In the car wash portals from star, with the new service offerings, the car is particularly quick and easy to clean from the outside: "Drive-In" and "Wash & Pay" speed up the washing process significantly and shorten the waiting time for the customer between wash-cycles. The innovative payment concept "Wash & Pay" ensures faster and more comfortable processes in the portal washing: The customer can drive straight up to the carwash if it is free. He has to pay later or comfortably in the shop while the vehicle is being washed. The modern "Drive-In" service allows the driver to remain in the vehicle even in the car wash portal throughout the whole cleaning process, which is what almost half of all car owners want. The customers no longer need to stand outside in bad weather, but can sit back and relax in their car.

Information about the 2019 survey

The information provided is based on an online survey by YouGov Deutschland GmbH, in which 2037 people took part between 01.02.2019 and 04.02.2019. The findings were measured and are representative of the German population aged 18 and above.





star – a strong brand from ORLEN Deutschland GmbH

star is the petrol station brand of ORLEN Deutschland GmbH, which has been on the German market since 2003 and is operating more than 580 petrol stations. The company, which is based in Elmshorn near Hamburg, is part of the Polish oil and energy group PKN ORLEN S.A., which is the largest enterprise in Central Eastern Europe (CEE), with an annual turnover of EUR 23 billion in 2017.

PKN ORLEN is a leading player on the fuel and energy market and is listed in prestigious global rankings such as Fortune Global 500, Platts TOP250 and Thompson Reuters TOP100.

The Group owns state-of-the-art integrated infrastructure, capable of producing more than 35 million tonnes of various crude oil types per annum and of marketing its products through the CEE-region's largest network of nearly 2,800 modern petrol stations. PKN ORLEN's offering includes over 50 top-quality petrochemical and refining products sold in more than 90 countries around the world on 6 continents. 60 percent of the company's revenues are generated outside the country.

For the last few years, ORLEN has been established as the most valuable brand in Poland. PKN ORLEN is also the only company in the region that has been awarded the prestigious title of 'The Most Ethical Company' for the sixth time in a row by the American Ethisphere Institute.

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