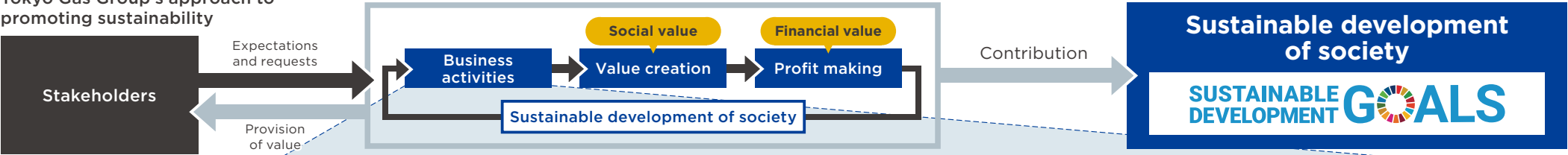


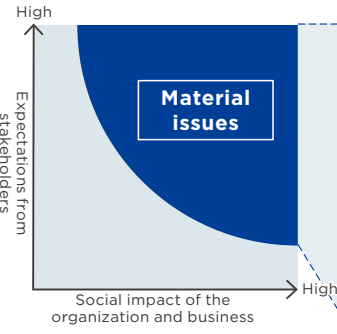
Promoting sustainability and contributing to the realization of the SDGs

The Tokyo Gas Group’s approach to promoting sustainability is to create social and financial value by solving social issues through our business activities, and to carry out an enduring corporate management in order to contribute to the sustainable development of society. Taking this approach, we are working on materiality (key sustainability issues) through our business activities, with the aim of broadly contributing to the realization of the SDGs.

Tokyo Gas Group’s approach to promoting sustainability



Specifying Materialities



With reference to the guidelines, issues to be considered are evaluated by two axes: “Expectations from stakeholders” and “Social impact of the organization and business,” and then specified as materiality (key sustainability issues).

Relationship between materiality (priority issues in terms of sustainability) and the SDGs

Materiality	Issue	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Leadership in the effort to achieve Net-Zero CO ₂ as a leading company dealing in natural gas	Climate change							●		●		●		●				●
	Access to energy							●		●		●		●				●
	Safety and disaster preparedness							●		●		●		●				●
Sound relationships with society	Creation of customer value			●	●	●	●	●		●		●	●	●				●
	Resource efficiency and recycling society						●						●		●			●
	Establishment of relationships with communities	●	●	●	●	●	●				●	●	●	●	●	●	●	●
Actions as a responsible company	Diversity				●	●			●		●							●
	Satisfaction through work and labor productivity				●				●		●							●
	Supply chain management					●			●		●		●	●	●	●	●	●
	Information security										●							●
	Governance and compliance					●					●						●	●

*The relationships portrayed above are subject to revision, as needed, according to changes in the Tokyo Gas Group’s initiatives.

Examples of initiatives

Establishment of highly-resilient infrastructure

The gas supply network of Tokyo Gas is very resilient to disruptive floods and power outages. In fiscal 2019, when Typhoon No. 15 and No. 19 broadly hit our supply area with ferocious rain and wind, our supply network was not severely damaged. Subsequently, in fiscal 2020, we formulated a plan concerning wind and flood damage in the business continuity plan (BCP).



Launch of rental management support service “Mamo ROOM”

“Mamo ROOM” is a service to install sensors in doors for bathrooms and other places in rental housing for the elderly and to notify the rental management company and the resident’s family members when doors have not been opened or closed for a certain period. This contributes to safer living for single elderly people.



House cleaning service

The high-quality cleaning service provided by staff who have passed a training program conducted by Tokyo Gas is intended to alleviate customers’ cleaning tasks and help create freer time. In Japan, where the housework burden is still mainly borne by women, awareness and assessment of housework through this housework support service will help to contribute to gender equality.

