

## Tokyo Gas Group's Interim Initiatives Based on the Emergency Declaration

Tokyo Gas Co., Ltd.

We offer our deepest sympathies to all those who have passed away due to Novel Coronavirus infection, and our thoughts are with all those infected, and those whose lives have been affected.

The Tokyo Gas Group, with the spread of Novel Corona Virus infection, to date, has established a task force (led by Representative Director and President, Takashi Uchida), has given maximum effort towards the stable energy supply and ensuring safety, and has taken necessary measures from the perspective of ensuring the health and safety of our customers and group employees.

Considering the Emergency Declaration that was announced today, by taking appropriate and necessary measures according to changes in the surrounding situation, while responding to customer demands, the Tokyo Gas Group will come together and strive for stable energy supply and to ensure safety. We would like to ask for our customers' cooperation and understanding.

**1. Initiatives for customer-facing services**

Item	Content
Operations at customer's homes	<ul style="list-style-type: none"> <li>• For operations at customer's homes that require fixed time, we will speak with customers beforehand, and we will carry out operations after fully obtaining customer's prior understanding. (Tokyo Gas Group employees are making sure to check their temperature before work and to wear a facemask during operations.)</li> <li>✓ Periodic gas facility security inspections (Based on the law, an inspection of gas facilities is carried out at least once every four years for all customers.)</li> <li>✓ Inspections associated with maintenance services</li> <li>• We will implement operations based on customer requests after thoroughly applying employee infection prevention measures.</li> <li>✓ Gas tap opening and closing (Based on the law, an inspection of gas equipment and opening of gas meters when starting gas use, and the closing of gas meters when stopping gas use are carried out.)</li> <li>✓ Installation and repair of gas apparatus etc.</li> </ul>
Payment Related	<ul style="list-style-type: none"> <li>• Extension of payment deadlines for the gas and electric fee meter readings for February, March, and April</li> </ul> <p><a href="https://www.tokyo-gas.co.jp/important/20200319-01.pdf">https://www.tokyo-gas.co.jp/important/20200319-01.pdf</a></p>
Company Facilities	<ul style="list-style-type: none"> <li>• Gas Science Museum and Gas Museum: Closed (since March 2)</li> <li>• Showrooms closed: Yokohama Showroom, (since March 3) Chu-Bo! Shiodome and Chu-Bo! Yokohama (since February 25) *Shinjuku Showroom closed down on March 19</li> <li>• Tokyo Gas Lifeval, Enesta stores closed on weekends, shortened operating times on weekdays and closure (since April 4)</li> <li>• Cooking classrooms canceled (since February 22)</li> </ul>

**2. Initiatives for stable energy supply and ensuring safety**

Item	Content
Raw Material Procurement	<ul style="list-style-type: none"> <li>• Implementation of loading method without contact when receiving raw materials from LNG and LPG ships</li> </ul>
Manufacture/Supply/	<p>&lt;Avoiding Contact&gt;</p> <ul style="list-style-type: none"> <li>• Shift employees are commuting by car (manufacturing department).</li> </ul>

Emergency Security	<ul style="list-style-type: none"> <li>• Using video conferencing for hand over at time of shift change</li> </ul> <Preparations for if an employee becomes infected> <ul style="list-style-type: none"> <li>• Preparing a working system in the case of infection of a shift employee (Preparation for rearrangement)</li> <li>• Decentralized deployment of necessary personnel of the Security Command Center who receive reports about gas leaks etc.</li> </ul>
Material Procurement	<ul style="list-style-type: none"> <li>• Securing equipment necessary for gas appliance failure repair, gas leaks, and gas meters</li> </ul>

### **3. Initiatives regarding Tokyo Gas Group employees**

Item	Content
Prevention	<ul style="list-style-type: none"> <li>• Measurement of body temperature before work, and making sure that employees do not come to work when they develop a fever (37.5°C or higher) or have similar symptoms</li> </ul>
Work Style	<ul style="list-style-type: none"> <li>• Excluding manufacturing, supply, and emergency safety operations, implementation of staggered work hours (coming to work before 8:00 or after 9:30), and working from home for all employees</li> <li>• To reduce infection risk for Tokyo Gas Group employees, narrowing the necessary personnel and work at the office</li> </ul>
Business trips, Events, Meetings	<ul style="list-style-type: none"> <li>• As a general rule, domestic and international business trips are canceled or postponed.</li> <li>• As a general rule, events held by the Tokyo Gas Group are canceled or postponed.</li> <li>• As a general rule, meetings are replaced by sending documentation or video conferencing.</li> <li>• External and internal social gatherings are banned.</li> </ul>

### **4. Other initiatives**

• Recruiting events where students and employees meet face to face are canceled and are carried out online instead (since March 1).