

TOKYO GAS GROUP

SUSTAINABILITY FACTBOOK 2022



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About This Factbook

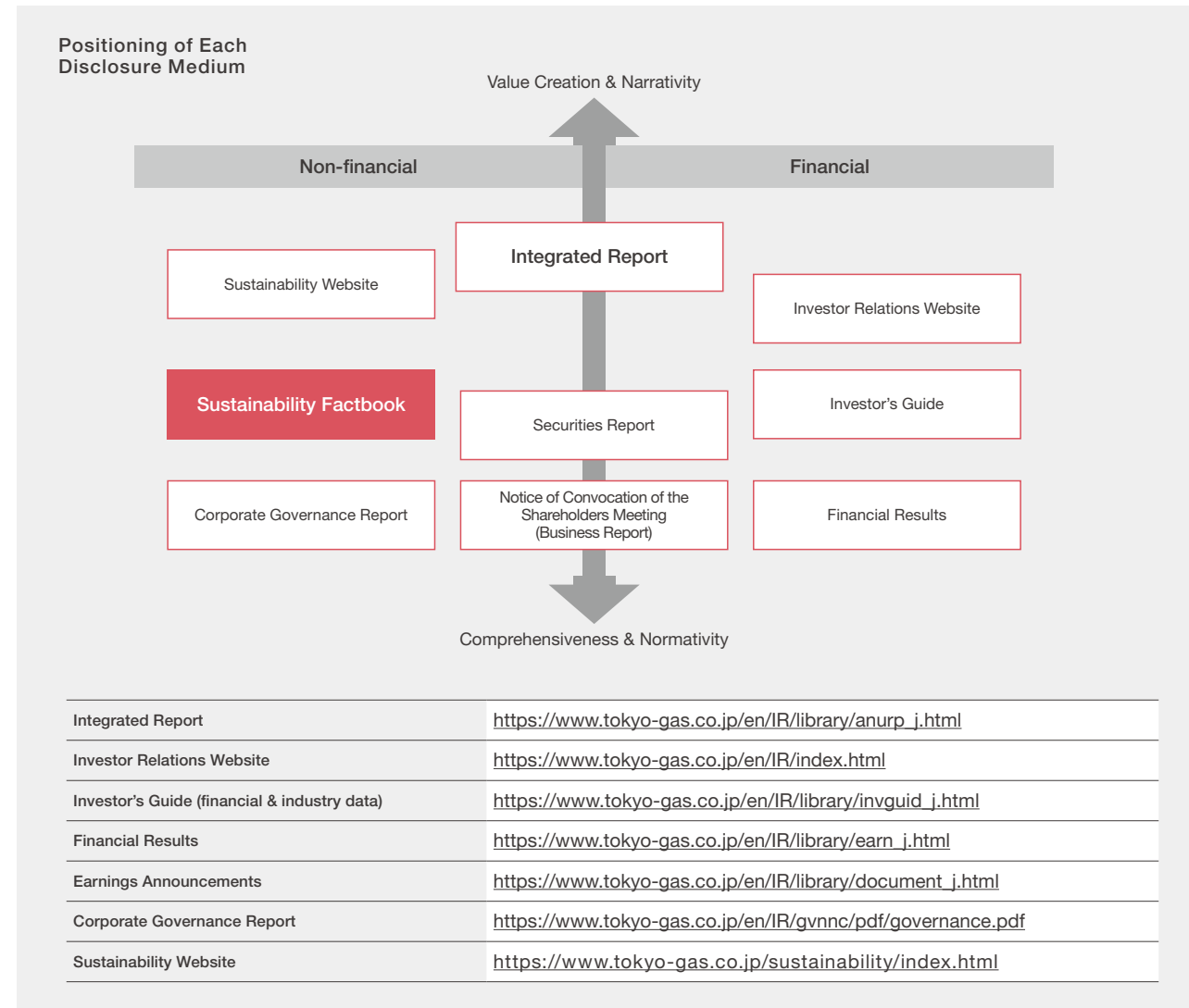
Basic Policy

The Tokyo Gas Group contributes to the achievement of a sustainable society by creating social and financial value from the solution of social issues through its business activities, and by engaging in enduring corporate management. We offer the Tokyo Gas Sustainability Factbook to our stakeholders in the hope that it will aid their understanding of this vision and commitment.

Period	This Factbook contains material primarily from FY2021 (April 1, 2021 to March 31, 2022), with some additional information from other fiscal years.
Scope	The information herein is mainly for Tokyo Gas Co., Ltd. and its subsidiaries, with some information on Tokyo Gas LIFEVAL and partner companies also included in certain sections.
Date of Publication	October 31, 2022 (previous: October 2021; next: October 2023 [tentative])
Referenced Guidelines	<ul style="list-style-type: none"> • GRI Sustainability Reporting Standards • Japanese Standards Association, ISO 26000:2010 • Ministry of the Environment of Japan, Environmental Reporting Guidelines 2018 • SASB Standards
Third-party Assurance	Some of the environmental and social performance data provided in this Factbook have been third-party assured by KPMG AZSA Sustainability Co., Ltd. (a member of the KPMG Japan group) to enhance the credibility of the data. <div style="border: 1px solid red; padding: 2px; display: inline-block; color: red;">Third-Party Independent Assurance Report</div> 

Positioning of Disclosure Media

Tokyo Gas discloses both financial and non-financial information on Tokyo Gas Group activities. This Sustainability Factbook comprehensively reports ESG-related information, including numerical data.



00

Introduction

About This Factbook

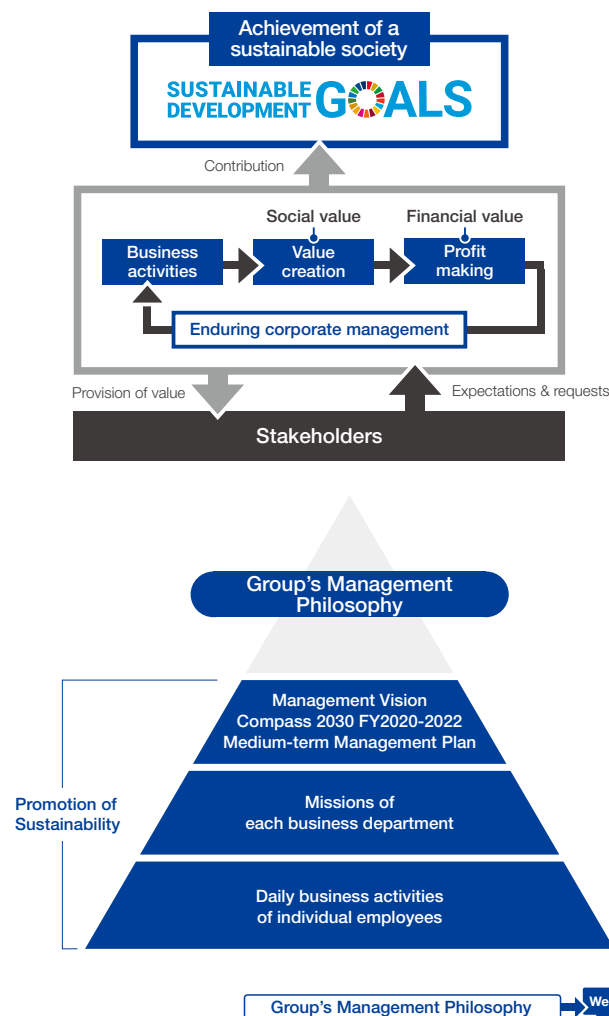
The Tokyo Gas Group's Sustainability



Approach to Promoting Sustainability

The Tokyo Gas Group contributes to the achievement of a sustainable society by creating social and financial value from the solution of social issues through its business activities, and by engaging in enduring corporate management.

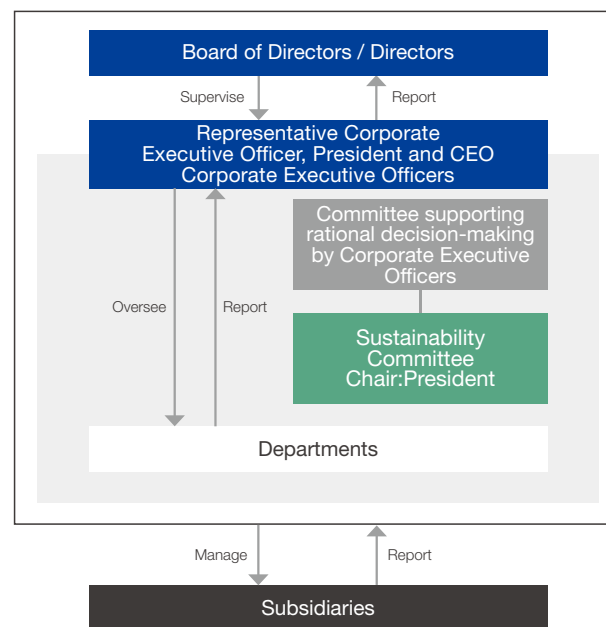
Approach to Promoting Sustainability



Sustainability Promotion System

We position the promotion of sustainability as a core management challenge, and deliberations on related issues are conducted by a committee that supports rational decision-making by Corporate Executive Officers. We have also established the Sustainability Committee as a council for leading and promoting sustainability management across our entire Group. This committee is chaired by the President and reports on important matters to the Board of Directors.

Sustainability Promotion System



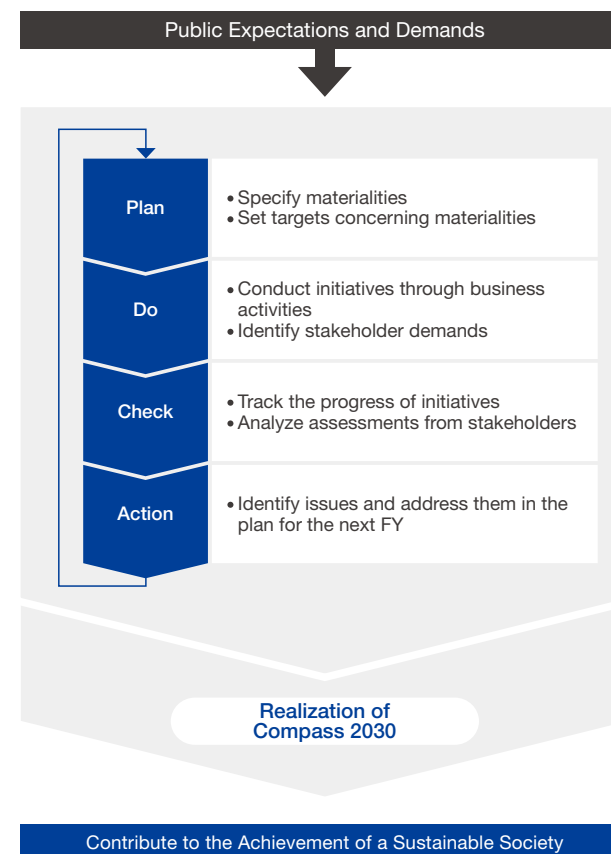
Topics Discussed by Sustainability Committee in FY2021

- Climate change-related trends and changes
- Values of future generations and future market characteristics
- Biodiversity-related trends and changes
- Strengthening disclosure of non-financial information
- Social trends in years up to 2050

Management

While always remaining attuned to changing public expectations and demands, Tokyo Gas specifies materialities (key sustainability issues) in line with the business direction, set targets concerning materialities, and implement initiatives through its business activities. Moreover, we contribute to the achievement of a sustainable society by disclosing information regarding the content and progress of these initiatives and by gathering opinions from wide-ranging stakeholders and reflecting these in our business activities.

PDCA Cycle



The Tokyo Gas Group's Sustainability

Materialities

Materiality Targets and Outcomes

Participation in External Initiatives

UN Global Compact

The UN Global Compact comprises ten principles to be observed by enterprises and organizations in the four fields of human rights, labor, environment, and anti-corruption. Tokyo Gas announced its support of the UN Global Compact in March 2016 as a responsible member of international community promoting sustainability from a global perspective.



[The Ten Principles of the UN Global Compact](#)



Sustainable Development Goals (SDGs)

The Sustainable Development Goals (SDGs) are 17 international goals toward achieving a sustainable world by 2030. They were presented in "Transforming Our World: The 2030 Agenda for Sustainable Development," which was adopted at the September 2015 UN Summit. The Tokyo Gas Group contributes to the achievement of the SDGs by seeking to resolve social issues through its business activities.



Task Force on Climate-related Financial Disclosures (TCFD)

Climate-related risks and opportunities could significantly affect many companies' financial positions and destabilize financial conditions. In order to reduce such risk, in response to the request from the G20, the Financial Stability Board (FSB) established the Task Force on Climate-related Financial Disclosure (TCFD) in December 2015 and the TCFD released its recommendations in June 2017. We regard the TCFD as an effective framework for promoting information disclosure and dialogue with stakeholders on climate-related issues. We therefore signed the statement of support for the TCFD in May 2019. We have been disclosing information in line with the TCFD since FY2020, and will continue appropriately disclosing information regarding the impacts of climate change on our Group business activities, and our efforts to deal with those impacts.



[Information disclosure based on TCFD recommendations \(Integrated Report\)](#)



Materialities

Specifying Materialities

The Tokyo Gas Group specifies materialities (key sustainability issues) by evaluating pertinent issues on two axes—stakeholder expectations and the social impact of our organization and business—with reference to guidelines and other standards. We enhance our activities and initiatives by setting targets and assessing performance for each materiality.

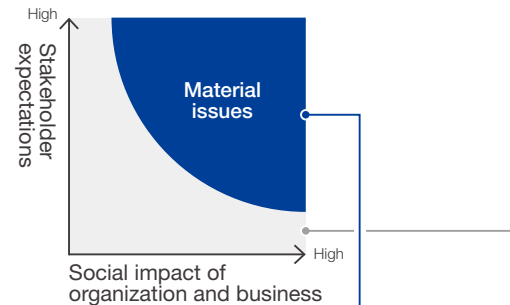
Process for Specifying Materialities

STEP 1	<p>Sort social issues</p> <ul style="list-style-type: none"> Comprehensively identify issues to be examined, referring to international guidelines such as GRI standards and ISO 26000, as well as the SDGs and criteria used by institutions that assess ESG.
STEP 2	<p>Prioritize</p> <ul style="list-style-type: none"> Assess and prioritize each issue on the two axes of stakeholder expectations and social impact of the organization and business. Specify the important issues that the Tokyo Gas Group should address on a priority basis through in-house consultations.
STEP 3	<p>Confirm validity and decide</p> <ul style="list-style-type: none"> Have experts assess the validity of the identified important issues, and specify these as materialities. Decide these with the confirmation of the sustainability promotion body. Set targets for the specified materialities through consultations with the related divisions.
STEP 4	<p>Review</p> <ul style="list-style-type: none"> Conduct activity assessments on the materialities based on the targets and outcomes, and disclose the findings. Conduct a review considering stakeholder feedback, international guidelines, the SDGs, and the criteria used by institutions that assess ESG. Use these for revision of materialities and targets, incorporation into business, and improvement of reporting content.

FY2020-2022 Materialities

In FY2019, the Tokyo Gas Group identified new materialities based on changes in public expectations and demands, as well as the formulation of our management vision Compass 2030. We have organized the materialities for FY2020-2022 into three categories. The pillar is “Leadership in the effort to achieve Net-Zero CO₂ and continuing to create customer value while ensuring stable supply and energy access.” The other two are “Sound relationships with society,” which supports that pillar, and “Actions as a responsible company,” which is the foundation of our business activities.

FY2020-2022 Materialities



FY2020-2022 Materialities

Leadership in the effort to achieve Net-Zero CO₂

- Climate change
- Access to energy
- Safety and disaster preparedness
- Creation of customer value

Sound relationships with society

- Resource efficiency and recycling
- Establishment of relationships with communities
- Diversity & inclusion society
- Satisfaction through work and labor productivity

Actions as a responsible company

- Supply chain management
- Information security
- Governance and compliance

Recognized issues

- Emissions, water discharge, and treatment of waste
- Biodiversity
- Response to water risks
- Occupational safety and health
- Development of good labor-management relations
- Appropriate information disclosure
- Proper management of intellectual property
- Appropriate involvement in public policy
- Economic performance

Opinions from experts



Peter David Pedersen
Representative Director
NELIS (Next Leader's Initiative
for Sustainability)

I think it is really important to directly connect materialities with the bold efforts toward net-zero CO₂ emissions set forth in the management vision Compass 2030, and to make it really clear what the important issues are. The role of the Tokyo Gas Group is to lead the transition to net-zero CO₂ while maintaining the stable supply of energy and resilient social infrastructure. In that sense, I think the specification of the materialities this time was right on the mark. Going forward, I expect the Tokyo Gas Group to show itself as a company working toward the target of limiting average temperature rise to 1.5°C and to reveal how it will participate in the reform of Japan's energy society.

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Sustainability

The Tokyo Gas Group's Sustainability

Materialities

Materiality Targets and Outcomes

Materiality Targets and Outcomes

Leadership in the effort to achieve Net-Zero CO₂

Materiality	Targets concerning materiality (FY2022)		FY2021 Major Outcomes
Climate change	Challenge of achieving net-zero CO ₂ emissions	Contribution to CO ₂ emissions reductions through solutions combining renewable energies with natural gas: contribution to CO ₂ emissions reductions of 6.5 million tons*	<ul style="list-style-type: none"> Contribution to CO₂ emissions reduction: 5.39 million tons
		CO ₂ emissions reduction through expanding renewable energy transaction volume: renewable power source transaction volume of 2 million kW	<ul style="list-style-type: none"> Renewable power source transaction volume: 1.498 million kW
		Contribution to CO ₂ emissions reductions through development of LNG infrastructure business overseas	<ul style="list-style-type: none"> Agreement to establish a joint venture toward participation in on-site energy service business and LNG supply business in Thailand Participation in project to jointly develop renewable energy totaling approx. 1 million kW in the Nordics with Denmark's EWII S/I.
		Contribution to CO ₂ emissions reductions through economized environmental value	<ul style="list-style-type: none"> Issued transition bond in domestic public offering Expanded supply of carbon neutral city gas and substantially 100% renewable energy electricity Began supplying carbon neutral LNG in Japan
		Promotion of technology innovation contributing to decarbonization	<ul style="list-style-type: none"> Launched methanation demonstration testing toward realization of carbon neutrality and decarbonized society in 2050 Developed onsite CCU technology that recycles CO₂ emitted by city gas equipment Developed hydrogen combustion-type continuous combustion furnace for zero-carbon manufacture of lithium-ion battery electrode materials
		Contributions to national efforts to conserve energy and reduce CO ₂ emissions	Streamlining of energy use in business activities Procurement of high-efficiency power sources as electricity retailer
Access to energy	Number of serious supply disruptions: maintain at 0 cases		<ul style="list-style-type: none"> Number of serious supply disruptions: 0 cases
	Natural gas transaction volume: 17 million tons		<ul style="list-style-type: none"> Natural gas transaction volume: 19.18 million tons
Safety and disaster preparedness	Percentage of main and branch gas pipelines with improved earthquake resistance: 89.3%		<ul style="list-style-type: none"> Main/branch gas pipelines with improved earthquake resistance: 89.1%
	Supply Command Center emergency measures drills: maintain 100% participation rate		<ul style="list-style-type: none"> Supply Command Center emergency measures drills: 100% participation rate
Creation of customer value	Promotion of value co-creation related to the environment	Continuously create customer value in line with the change and diversification of customer values	<ul style="list-style-type: none"> Comprehensive partnership agreements with local governments and other entities to advance development of decarbonized cities Launch of electric vehicle recharging service EVrest
	Number of customer accounts (total number of contracts for gas, electricity, and services): 14.8 million		<ul style="list-style-type: none"> Number of customer accounts (total number of contracts for gas, electricity, and services): 12.48 million

* Calculated using FY2013 as the baseline year.

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Sustainability

The Tokyo Gas Group's Sustainability

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Materiality Targets and Outcomes

Materiality Targets and Outcomes

Sound relationships with society

Materiality	Targets concerning materiality (FY2022)		FY2021 Major Outcomes
Resource efficiency and recycling society	Promotion of a resource-efficient recycling society	Promotion of the conservation of biodiversity, collaborating with business partners in the electric power and LNG value chains	<ul style="list-style-type: none"> • Management of ballast water during LNG transport • Reduction of ecosystem impact of gas pipeline laying by promoting the 3Rs for soil excavation (reduction of use of pit sand) • Biodiversity survey of Sodegaura LNG Terminal green areas, and greenification/conservation efforts at all four LNG terminals • ESG risk surveys that include assessment of biodiversity risks across the entire electricity/LNG value chain
		Maintenance of industrial waste recycling ratio: 95% or more	<ul style="list-style-type: none"> • Industrial waste recycling ratio: 98%
		Recycling of plastic waste: Maintain polyethylene pipe recycling ratio of 100%	<ul style="list-style-type: none"> • Polyethylene pipe recycling ratio: 100%
		Water risk countermeasures (maintenance of water consumption volumes, BCP for disasters, etc.)	<ul style="list-style-type: none"> • Timely tracking of actual water use (tap water, industrial water, etc.) versus planned quantity of use
Establishment of relationships with communities	Sound relations with stakeholders regarding the environment	Promoting transmission of information and education concerning the environment, and social contribution activities	<ul style="list-style-type: none"> • Spotlighting of environmental efforts through events hosted by local governments, and through our museums and website; proposal of energy-saving lifestyle solutions • Implementation of environmental and social contribution activities through community cleanups, Mori Sato Umi Tsunagu (Connecting Forests, Villages and Ocean) Project activities, etc. • Implementation of activities such as internal environmental training, provision of information during Environment Month (June), and Environmental Program Promotion Award
		Reinforcement of engagement through the strategic disclosure of ESG information	<ul style="list-style-type: none"> • Disclosure of ESG activities in our Integrated Report and Sustainability Report • Disclosure based on TCFD recommendations
	Continuous implementation of social contribution and volunteer activities		<ul style="list-style-type: none"> • Social contribution activities: 320 activities • Donations provided through redemption of my TOKYOGAS Paccho Points: ¥15,713,800 donated to five projects (4,713,800 points redeemed in 15,338 transactions)
	Continuous implementation of activities to support school education		<ul style="list-style-type: none"> • Teacher training: 7 sessions, attended by 289 participants • Classes taught by Tokyo Gas employees: 561 classes, attended by 16,390 participants
Diversity & inclusion	Promotion of the activities of diverse personnel		<ul style="list-style-type: none"> • Ratio of women in management: Tokyo Gas Co., Ltd., 9.5%; consolidated, 9.9% (as of April 1, 2022) • Usage of programs supporting work/parenting balance: men, 93.9%; women, 100% (FY2021, Tokyo Gas Co., Ltd.) • Ratio of employees with disabilities: 2.64% (as of June 1, 2022; Tokyo Gas Co., Ltd.)
Satisfaction through work and labor productivity	Promotion of systems and work environments leading to job satisfaction		<ul style="list-style-type: none"> • Improvement of quality of management and communication for telework • Development of office environment: Promotion of teleworking, shift to paperless operation and free-address office system, and development of satellite offices • Work time-related initiatives: Introduction of hour-based annual paid leave, expansion of workplaces offering a flextime system without core time
	Promotion of initiatives toward boosting labor productivity		<ul style="list-style-type: none"> • Promotion of business process re-engineering

Action as a responsible company

Materiality	Targets concerning materiality (FY2022)		FY2021 Major Outcomes
Supply chain management	Promotion of supply chain management		<ul style="list-style-type: none"> • CSR survey of suppliers: 483 suppliers surveyed, responses received from 87.2% • Survey ascertained whether policy governing the supply chain was in place, among other findings
Information security	Promotion of information security initiatives		<ul style="list-style-type: none"> • Implementation of information security training and voluntary inspections • Promotion of measures for strengthening supply chain security
Governance and compliance	Enhancement and reinforcement of corporate governance		<ul style="list-style-type: none"> • Transition to a company with a nominating committee, etc.
	Promotion of compliance		<ul style="list-style-type: none"> • Implementation of level-specific compliance training: 1,238 participants • Workplace discussions of compliance topics: 21,956 participants • Service provided by compliance consultation desks: 120 consultations • Conducting of compliance awareness survey

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Sustainability

The Tokyo Gas Group's Sustainability

Materialities

Materiality Targets and Outcomes

Environmental Governance

Basic Policy

The Tokyo Gas Group is working to promote environmental management throughout the Group in accordance with Environmental Policies formulated based on its Management Philosophy, and Environmental Goals that set out challenges to be addressed and set quantitative targets.

The “Environmental Policy,” which serves as the basis for the environmental activities of our group’s employees, has been formulated and implemented since June 2000.

In April 2016, the contents of the policy were additionally revised after deliberations at a committee to support rational decision-making by Corporate Executive Officers, based on the response to environmental issues in accordance with global standards, which are highly expected by society.



Environmental Policies and Environmental Goals

Environmental Policies

Established June 2000
Revised April 2016

Philosophy

The Tokyo Gas Group will promote more sustainable ways of energy use to contribute to the protection of regional and global environments as well as to the sustainable development of society.

Policies

- Reduction of the Environmental Impact of Customers' Energy Use**
We will continue to proactively endeavor to reduce the environmental impact of our customers' energy usage by promoting the use of environmentally friendly natural gas and by offering highly efficient equipment and systems that have a low impact on the environment.
- Reduction of the Total Environmental Impact of Tokyo Gas's Business Operations**
In our commitment to help realize a recycling society, we will practice efficient and effective environmental management and continuously strive to lower the resource and energy intensity of our business activities. We will also proactively reduce waste, reuse/recycle resources, and engage in sustainable procurement. In these and other ways we will comprehensively reduce our environmental impact.
- Strengthening of Environmental Partnerships with Local and International Communities**
We will strengthen our environmental partnerships

with local communities and the global community through a broad array of activities that ranges from participation in local environmental initiatives to international technical cooperation aimed at tackling global warming and other environmental challenges.

- Promotion of Green Technology R&D Programs**
We will proactively engage in R&D on new energy and other environmental solutions in order to protect the environment at the local and global levels.
- Biodiversity Conservation and Sustainable Use**
Recognizing the preciousness of the bounty of nature and seeking to pass it on to future generations, we will monitor our business activities' impact on biodiversity and make improvements where needed so that we can realize sustainable use of natural resources. We will also engage in biodiversity conservation efforts in collaboration with local communities.
- Compliance with Environmental Law and Fulfillment of Social Responsibilities**
We will comply with environmental laws, ordinances, agreements, and other frameworks, and require every employee to fulfill our social responsibilities in line with global standards.

Environmental Goals*

- Strive toward Net-Zero CO₂ emissions
- Promote environmental value co-creation
- Develop a resource-efficient recycling society
- Cultivate sound stakeholder relationships regarding the environment

* Environmental goals are published annually in the targets and outcomes related to materiality.



Promotion System

Our Group annually convenes at least one meeting of the Sustainability Committee, which is chaired by the President, and the Meeting of General Managers Responsible for Sustainability, which is attended by the relevant department managers. These committees lead the Group's environmental management by defining environmental goals, tracking progress toward them, and taking other actions. The outcomes of their meetings are reported to the Board of Directors as needed.



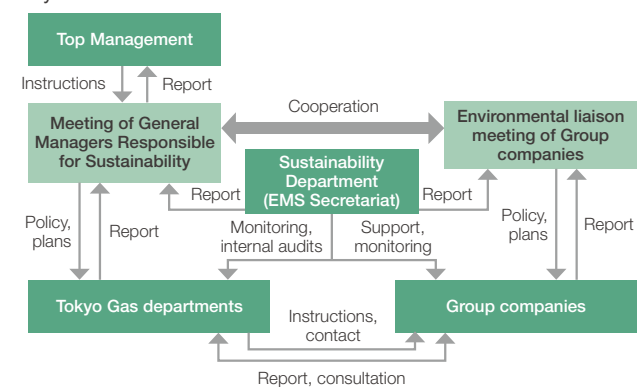
Actions

Environmental Management System

Tokyo Gas has conducted environmental management under the leadership of top management since establishing its Group-wide Environmental Management System (EMS) in FY2005 based on ISO 14001. Since FY2020, we have operated the TG-EMS as a unique EMS that builds on our experience with ISO14001. Implementing PDCA cycles under the EMS makes our environmental protection activities both systematic and substantive, ensuring legal compliance and reduction of environmental impact.

To strengthen our Group's environmental governance, we constructed the system described below and support the operation of EMSs at each Group company.

System Structure



Environmental Governance

Internal Audit, etc.

We conducted an internal audit in accordance with our plan for FY2021. In addition, the assessments of each department's activities verified that TG-EMS operated properly and effectively during FY2021.

Environmental Risk Management System

We have established an enterprise risk management (ERM) system and has explicitly defined serious risks related to climate change within its Risk Management Regulations. Also, the Risk Management Committee, which was established with the aim of improving the management level of the ERM system, checks progress regarding the establishment and operational status of the ERM system, including periodic risk assessments. It also reports to and receives approval from a management committee.

We implement a broad range of specific initiatives pertaining to climate change, including efforts for remaining compliant with relevant laws. These initiatives are carried out with the supervision of top management, and under the PDCA cycle-driven EMSs established across our Group.

All business offices of our Group operate EMSs. We endeavor to improve high-risk operations by setting specific targets and also conduct employee training, including study groups on relevant laws and regulations, to reduce environmental impact by raising environmental awareness. In the event any violations of environmental laws occur, we seek to prevent any recurrence by sharing information and applying the learnings to similar operations across the Group.

Risk Management System

**Management of Chemical Substances, Hazardous Waste, and Pollutants**

Our Group properly manages the chemical substances, hazardous waste, and pollutants handled in its business operations in accordance with environmental laws and regulations.

● Compliance with PRTR Act and Other Laws and Regulations

Our places of business that use Class I Designated Chemical Substances file the reports required by the PRTR Act and the Tokyo environment ordinance.*1

*1 PRTR Act: Act on Confirmation, etc. of Release Amounts of Specific Chemical Substances in the Environment and Promotion of Improvements to the Management Thereof; Tokyo environment ordinance: Environment Ordinance to Ensure Tokyo Citizens' Health and Safety.

● Measures to Address Fluorocarbons

We carry out inspections and other procedures for Class I Specified Products (commercial air conditioners, refrigerators and freezers) that are required by the Act on Rational Use and Appropriate Management of Fluorocarbons. Also, we are advancing the installation of electric chillers that use low GWP*2 fluorocarbons.

*2 GWP: Global warming potential, a rating that indicates the greenhouse effect of a substance as a factor of the greenhouse effect of CO₂.

● Anti-VOC Measures

We strive to reduce volatile organic compounds (VOCs), which are released during the painting of gas holders and other gas facilities, and have shifted to a painting method that achieves lower VOC emissions by utilizing a weaker paint solvent, among other measures.

● PCB Waste Management

We properly store polychlorinated biphenyl (PCB)-containing hazardous waste and process it by the required deadlines in accordance with the Act on Special Measures concerning Promotion of Proper Treatment of PCB Wastes.

● NOx and SOx Measures

The nitrogen oxides (NOx) and sulfur oxides (SOx) released by our business operations are managed in compliance with environmental laws and regulations. We also continuously strive to reduce their emissions through actions such as improvement of combustion processes.

● Combating Soil Pollution

Since FY1999, we have been conducting soil tests and groundwater surveys on land owned by Tokyo Gas, such as former plant sites, with potential soil pollution. When contaminants were found, we proactively disclosed information through reports to the relevant authorities, briefings for nearby residents, press releases, and other channels, and took measures to contain the contamination.

Depending on specific circumstances, we have paved over or excavated and removed contaminated soil to prevent its dispersal. Also, we have installed impermeable walls or pumped out contaminated underground water to prevent it from spreading. We continue to control soil pollution, reporting excavation work to authorities and conducting surveys in accordance with the Soil Contamination Countermeasures Act and relevant ordinances. Furthermore, we ensure that contaminated dirt is not dispersed and that excavated soil is handled properly.

With the revision of the act in April 2010, we have taken action to address soil pollution caused by natural factors or landfill with the same commitment as legally mandated interventions for pollution associated with our business operations.

02

Environment

Environmental Governance

Climate Change

Resource Recycling

Biodiversity

Water Security

Environmental Governance

Education and Awareness-raising**● Environmental Education for Group Employees**

Our Group's system of environmental education for employees comprises: (1) training for new employees to learn about the environmental activities they should practice as soon as they start work, (2) Group-wide training for deepening the basic understanding of environmental issues as well as our Group's environmental initiatives, and (3) EMS training to build the knowledge necessary for environmental management and enhance expertise as leaders and responsible staff at each workplace.

Additionally, we have offered a class for Eco-Cooking instructors to learn eco-friendly diets, and other practical programs that are helpful in reducing environmental impact and facilitating environmental communication.

We encourage employees to learn at their convenience through the corporate intranet about climate change-related issues and developments in and out of the company and considerations for handling waste.

Main Environmental Education Programs in FY2021

EMS education		
	Period	Number of participants
Training for new EMS officers	June	130
Training on environmental laws and regulations	January	294

● Environmental Program Promotion Award System

This is an award system launched in FY1999 to honor workplaces and partner companies that have implemented initiatives that will serve as a model for the Tokyo Gas Group, such as reducing environmental impact, increasing brand value, and contributing to local communities. It also aims to raise environmental awareness within the Group by sharing these good practices. In FY2021, we presented 11 awards, which consisted of 4 Eco-Friendly Business Promotion Awards, 1 Eco-Office Activity Award, 1 Eco-minded Civic Activity Award, 4 Eco-Rookie Awards, and 1 Smart Plastic Award.

Compliance with Environmental Laws

As in the previous year, the Tokyo Gas Group was not involved in any accidents that significantly impacted the environment nor was it cited for any violations of environmental laws or regulations in FY2021. Furthermore, the Group was not subjected to any environment-related fines or penalties.

02

Environment

Environmental Governance

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Climate Change

Basic Policy

As an energy supplier, the Tokyo Gas Group has continued to operate its business on the foundation of the S+3E concept (safety, energy security, economic efficiency, and environment). At the same time, we have been striving to reduce CO₂ emissions by setting specific environmental targets for not only our business operations but also customer sites with the highest emissions levels across our LNG value chain.

In addition, in view of the accelerating trend of decarbonization, etc. following the adoption of the Paris Agreement at COP21, we have set, in our Group's management vision "Compass 2030" formulated in November 2019, "Leadership in the effort to achieve Net-Zero CO₂" as one of the specific challenges to be tackled. In November 2021, we unveiled "Compass Action" as a detailed roadmap for achieving Compass 2030 that lays out our strategies for transitioning to carbon neutrality.

Our Medium- to Long-term Goals for Responding to Climate Change

● Goals for 2030 & 2050

We see CO₂ reduction contribution as a key challenge during the transition leading up to 2050, and have established a medium-range goal of achieving a CO₂ reduction contribution of 17 million tons across all our global business activities by 2030. As a concrete action toward this goal, we have set the target of realizing a renewable power transaction volume of 6 million kW and a natural gas transaction volume of 20 million tons by 2030. Moreover, as part of our efforts to reduce our own emissions, we have also set the goal of achieving net-zero CO₂ emissions under Scope 1 and 2 with regard to city gas production, the buildings we use, and our fleet of vehicles. Also, as a long-term goal, we will seek to attain Net-zero CO₂ across all operations by 2050.

In order to realize Net-Zero CO₂, we will firmly lead the transition to a low-carbon/decarbonized society by offering an energy mix comprising renewable energy and natural gas (including LNG), the latter of which has much potential as a transitional energy source.

● Actions toward a carbon-neutral society

During the transition, we will contribute to the reduction of greenhouse gas emissions in Japan and abroad through diverse actions that make sophisticated use of natural gas. These include switching over to natural gas as a fuel with a low CO₂ emission factor, introducing high-efficiency gas equipment, further evolving smart energy networks, spreading the use of carbon-neutral LNG, and implementing CO₂ capture and CCUS at customer sites.

At the same time, we will further work to achieve Net-Zero CO₂ by 2050 by taking steps to decarbonize gaseous energy. For example, we will establish our own core technologies in methanation and hydrogen production, and we will utilize and introduce synthetic methane (produced by methanation) in ways that effectively leverage existing city gas infrastructure and customer equipment such as gas cogeneration systems.

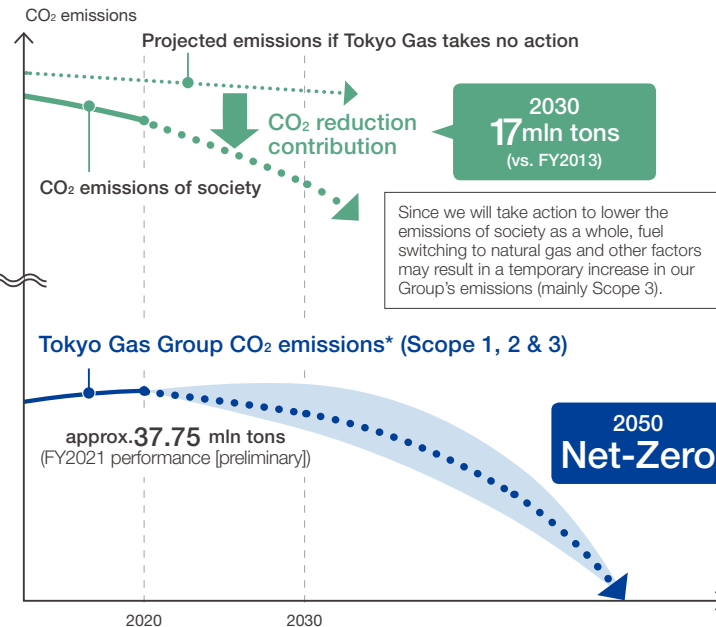
In our electric power business, we will drive decarbonization by expanding the use of renewable power sources. We will also strive toward optimal operation by exploiting digital technologies and by using a mixed approach of centralized power (thermal & renewable energy) and decentralized power (solar, storage batteries, cogeneration, etc.). This will enable us to reduce energy use and CO₂ emissions, improve community resilience, and ensure the availability of balancing power sources.

In our overseas business, we are further contributing to carbon emissions reductions across the entire LNG value chain by deploying our outstanding CO₂-reducing and energy-saving technologies outside Japan as well.

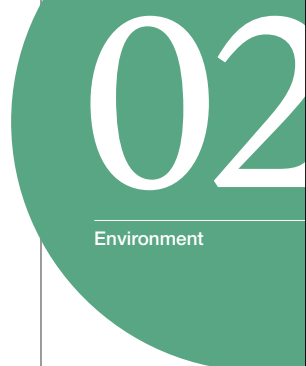
Tokyo Gas Group Management Vision: Compass 2030

	FY2021 Performance	2030
Contribution to CO ₂ emissions reduction (Baseline: FY2013)	-5.39 mln tons	-17 mln tons
Renewable power source transaction volume (end of FY)	1.498 mln kW	6 mln kW
Natural gas transaction volume (FY)	19.18 mln tons	20 mln tons

Goals for 2030 and 2050: Conceptual diagram



* Includes absorption (CCUS, forests) and credit offsets.



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Climate Change

Climate Change Mitigation and Adaptation Measures

● Climate Change Countermeasures **Climate Change Mitigation**

Medium- and Long-term Goals of
Our Climate Change Actions



Initiatives

● Natural Disaster Response **Adaptation Measures**

Climate change-induced disasters, such as typhoons, localized torrential downpours, and storm surges, may damage city gas production facilities and delay or halt LNG transport. We have established disaster countermeasures at production, supply and other facilities, and formulated business continuity plans to prepare for serious accidents caused by a major typhoon, etc., large-scale power outages, outbreaks of disease, and other contingencies. In addition, we believe that diversifying the suppliers of the LNG used to produce city gas will help minimize the risk of supply chain disruption when any single source is affected by a natural disaster.

Our Contributions and Stakeholder Engagement in Climate Change Policies

One of the environmental goals that we have established under our environmental policies is to cultivate sound stakeholder relationships regarding the environment. Through our engagement with stakeholders such as government policymakers and industry groups, we collaborate in efforts for solving climate change challenges and respond appropriately to situations where our policies diverge from the standpoints of other stakeholders.

● **Participation in the Japan Gas Association's Carbon Neutral Challenge 2050**

The Japan Gas Association is a group of city gas utilities that seeks to promote the sound growth of city gas utilities and to contribute to society by expanding the use of natural gas, ensuring the safe and stable supply of energy, and addressing environmental challenges. The JGA has formulated "Carbon Neutral Challenge 2050" to clearly define its commitment to achieving carbon neutrality, and has established the Carbon Neutral Committee as an organization for advancing carbon neutrality measures. As a member of the association, Tokyo Gas actively contributed to the drafting of Carbon Neutral Challenge 2050. Also, the President of Tokyo Gas serves as the chair of the Carbon Neutral Committee, overseeing action plan progress tracking, exchanges of opinions on initiatives, discussions of specific proposals, and other matters for realizing Carbon Neutral Challenge 2050. Through our participation, we are promoting carbon neutrality across the industry.

● **Participation in Keidanren Carbon Neutrality Action Plan (formerly Commitment to a Low Carbon Society)**

Keidanren (Japan Business Federation) is independently and actively carrying out initiatives for reducing greenhouse gas emissions in industries and companies. It has also formulated the Keidanren Carbon Neutrality Action Plan to spell out priority goals for working toward carbon neutrality in 2050, in response to the international community's rising expectations in this area in recent years. These actions have become a key pillar for the business world's role in the Plan for Global Warming

Countermeasures and other plans established by the Japanese government. Tokyo Gas is a member of industry groups taking part in the Keidanren Carbon Neutrality Action Plan—namely, the Japan Gas Association and the Electric Power Council for a Low Carbon Society—and is advancing efforts to reduce greenhouse gas emissions and achieve other progress toward the goals set by each industry's plans.

Support for TCFD Recommendations and Information Disclosure

Climate-related risks and opportunities could significantly affect many companies' financial positions and destabilize financial conditions. In order to reduce such risk, in response to the request from the G20, the Financial Stability Board (FSB) established the Task Force on Climate-related Financial Disclosure (TCFD) in December 2015 and the TCFD released its recommendations in June 2017.

We regard the TCFD as an effective framework for promoting information disclosure and dialogue with stakeholders on climate-related issues. We therefore signed the statement of support for the TCFD in May 2019. In FY2020, we began disclosing information on the impact of climate change on the Group's business activities and the measures we are taking.

Information disclosure based on TCFD recommendations
(Integrated Report)

**Promotion System**

For details on our sustainability promotion system, see the following page.

Sustainability Promotion System



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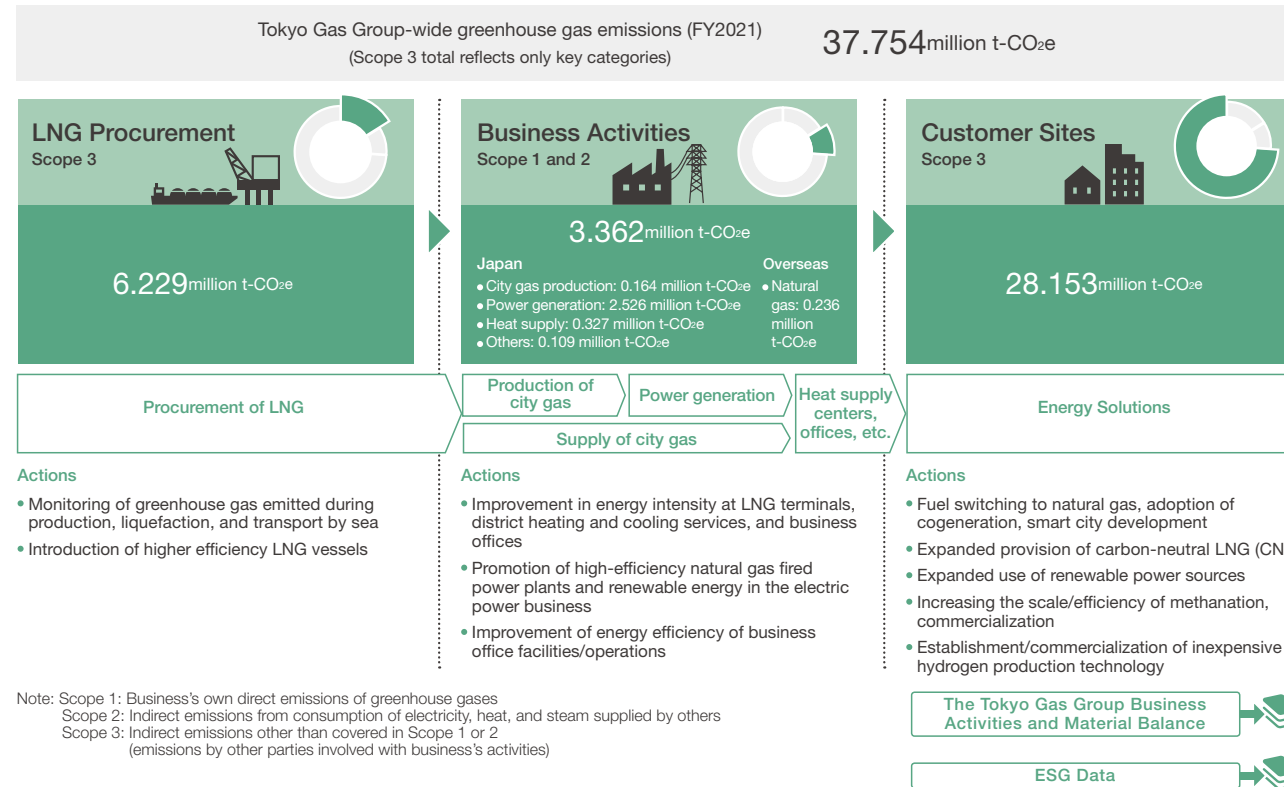
Climate Change

Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)	FY2021 Major Outcomes
Climate change	Contribution to CO ₂ emissions reductions through solutions combining renewable energies with natural gas: contribution to CO ₂ emissions reductions of 6.5 million tons ^{*1}	<ul style="list-style-type: none"> Contribution to CO₂ reduction: 5.39million tons
	CO ₂ emissions reduction through expanding renewable energy transaction volume: renewable power source transaction volume of 2 million kW	<ul style="list-style-type: none"> Renewable power source transaction volume: 1.498 million kW
	Contribution to CO ₂ emissions reductions through development of LNG infrastructure business overseas	<ul style="list-style-type: none"> Agreement to establish a joint venture toward participation in on-site energy service business and LNG supply business in Thailand Participation in project to jointly develop renewable energy totaling approx. 11 million kW in the Nordics with Denmark's EWI S/I
	Contribution to CO ₂ emissions reductions through economized environmental value	<ul style="list-style-type: none"> Issued transition bond in domestic public offering Expanded supply of carbon neutral city gas and electricity that is 100% effective renewable energy electricity Began supplying carbon neutral LNG in Japan
	Promotion of technology innovation contributing to decarbonization	<ul style="list-style-type: none"> Launched methanation demonstration testing toward realization of carbon neutrality goal in 2050 (decarbonized society) Developed onsite CCU technology for capturing CO₂ emitted by city gas equipment and using it as a resource Developed hydrogen combustion-type continuous combustion furnace for zero-carbon manufacture of lithium-ion battery electrode materials
Contributions to national efforts to conserve energy and reduce CO ₂ emissions	<ul style="list-style-type: none"> Streamlining of energy use in business activities Procurement of high-efficiency power sources as electricity retailer 	<ul style="list-style-type: none"> Electricity demand leveling rating intensity (5-year average rate of change): 99.9% Achieved indices (A, B) in electricity supply operations (power plants) Specified business operator: Class A Percentage from non-fossil-fuel power sources: 5.48%

*1 Base year: FY2013

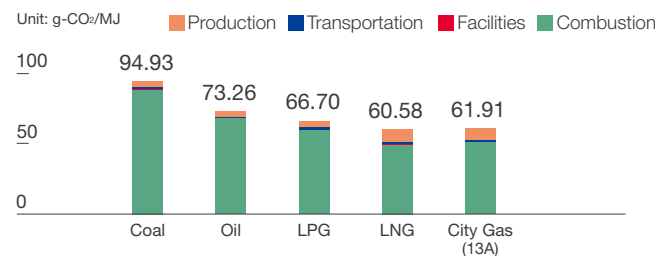
The Tokyo Gas Group's Greenhouse Gas Emissions(FY2021)



Environmental Advantages of Natural Gas in Terms of Lifecycle CO₂ Emissions

Regarding greenhouse gas emissions from fossil fuels, it is important to evaluate not only during combustion, but also during the life cycle, including emissions from each stage of extracting, processing and transportation. From the comprehensive perspective, natural gas generates the lowest CO₂ emissions of any fossil fuel.

Environmental Advantages of Natural Gas in Terms of Life Cycle CO₂ Emissions



Source: "Future Forecast for Life Cycle Greenhouse Gas Emissions of LNG and City Gas 13A" (Japan Society of Energy and Resources, presentation report 28 (2), 51-56, 2007)The life cycle greenhouse gas emissions of city gas (13A) announced by the Japan Gas Association in July 2020 are 60.54 g-CO₂/MJ.



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Actions

We are striving to reduce CO₂ emissions by setting specific environmental targets for not only our operations but also customer sites with the highest emissions levels across our LNG value chain. At the same time, we have set the long-term goal of achieving Net-Zero CO₂. To achieve our targets, we are taking actions such as promoting fuel switching to natural gas (which has low CO₂ emissions), expanding the use of smart energy systems and renewable energy power sources, and developing technologies for methanation and hydrogen production. We are also working to conserve energy in our business activities by adopting energy-saving equipment and thoroughly practicing operational management.

Contributing to Customer CO₂ Emissions Reduction

● Residential Sector

We are continuing to develop our highly efficient Eco-JOES water heaters and ENE-FARM residential fuel cells and advancing their wider adoption. We are also further contributing to the reduction of greenhouse gas emissions by promoting a service that purchases surplus electricity from residential solar generators, and the Always Solar service, which installs solar generating systems with no startup costs for the site owner. At the same time, we are offering energy-saving lifestyle solutions that encourage greater energy conservation practices in the residential sector.

● Commercial Sector

Our efforts in the commercial sector include promoting the use of highly efficient gas heat pumps (GHPs), an energy-saving GHP operation service, Smart Multi hybrid air conditioners and their ENESINFO optimal control service, and the Natural Chiller building air conditioning system, which utilizes the heat of water vaporization. Since the Natural Chiller system can take advantage of renewable energies (solar heat, etc.) and low-temperature untapped energy sources (sewage water, river water, seawater, groundwater, etc.), it enables additional reductions in energy use and CO₂ emissions. We also provide medical centers and other facilities across Japan with energy

services that use gas cogeneration systems and other energy-efficient equipment. These services not only achieve reductions in CO₂ emissions and energy consumption at those sites, but also help to strengthen the nation's energy resilience. Moreover, we support food service establishments by offering Suzuchu cool kitchen equipment with highly efficient ventilating and cooling designs that reduce the air conditioning needs of commercial kitchens.

● Industrial Sector

We are helping to achieve tremendous CO₂ emissions reductions in the industrial sector through fuel switching to natural gas and replacement of existing systems with highly efficient industrial furnace burners (regenerative burner systems) and highly efficient steam boilers.

We further respond to customer needs for solutions that lower their energy use, CO₂ emissions, and costs by developing and deploying cogeneration systems (a type of distributed en-ergy system) and providing energy services.

In addition, we have teamed up with Noritake Co., Ltd. to commercialize the world's first hydrogen combustion-type continuous combustion furnace for making lithium-ion battery (LiB) electrode materials. This system decarbonizes the extremely energy-intensive process of LiB electrode material production.

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● Smart Energy Networks

We help customers to lower their energy use, CO₂ emissions, and costs by providing them with services such as Owl net, which visualizes energy use at manufacturing plants, and remotely monitors and optimally controls the plant equipment, as well as TG Green Monitor, which visualizes the energy use of commercial buildings.

Our support for urban development includes utilizing gas cogeneration system-driven distributed energy systems and local renewable and untapped energy sources to build networks that link heating, electricity, and information. It also includes expanding the creation of smart energy networks that leverage state-of-the-art information and communication technologies to optimally manage the area's heating/power supply and demand. This approach not only promotes the reduction of energy use and CO₂ emissions across the area, but also improves the city's energy resilience, creates value added, and contributes to the achievement of the SDGs. Smart energy networks are already operating in the northern district adjacent to the East Exit of Tamachi Station, Toyosu Wharf District, Kiyohara Industrial Park, Nihonbashi Smart Energy Project, Toyosu Smart Energy Project, and Kagoshima City's Kirameki Terrace, among other locations. Also, our Advanced Smart Energy Network, which further increases the value of smart energy by leveraging CCU, virtual power plants (VPPs), and other decarbonization technologies, will contribute to the realization of a carbon-neutral society and sustainable urban development in the years to come.

● Support for Introducing Renewable Energy

We operate the power purchase agreement (PPA)-based solar power generation service Solar Advance across Japan. The control technologies we have developed in our Energy Services business enable self-wheeling so that surplus renewable energy does not go to waste, thus enhancing its utility value.

● Methanation

As part of our efforts to help realize Net-Zero CO₂, we are working to commercialize a methanation process whereby methane, the main constituent of city gas, is synthesized from hydrogen and CO₂, with the hydrogen being manufactured using renewable power. In FY 2021, we launched a small-scale methanation verification project at one of our sites. We are also testing regional collaboration with the City of Yokohama, which uses the methane produced by the verification project, and are developing an innovative methanation technology under a national project with the aim of further lowering the cost of synthetic methane. In addition, we are studying possibilities with other companies for launching a medium-scale verification project in Japan toward real-world deployment and expansion of the synthetic methane market. We are also in discussions with a domestic trading company and a foreign state-operated energy firm to build an overseas supply chain for realizing large-scale import of synthetic methane in the future.

● Development of Low-cost Water Electrolysis Technologies

Hydrogen is well-suited for storage and transport. Like renewable energy, it promises to be a key area of decarbonization technology, serving to complement the role of renewables. We are currently pursuing technological development toward the low-cost manufacture of a water electrolysis cell stack that will be used to cheaply produce hydrogen using renewable power. This project combines the technologies we have cultivated in introducing the world's first residential fuel cell with a manufacturing technology of SCREEN Holdings Co., Ltd., a world-class producer of semiconductor devices. We are seeking to contribute to the direct use of hydrogen in the future and to reduce the cost of hydrogen as a raw material for methanation.

● Establishing Infrastructure for Hydrogen Supply

We construct and operate hydrogen stations to popularize fuel cell vehicles (FCVs) and help establish the infrastructure for supplying hydrogen, with an eye on creating a hydrogen-powered society. Tokyo Gas produces hydrogen through the conversion of city gas, which emits only a limited amount of CO₂ and has a low impact on the environment.

Since February 2018, we have participated as an infrastructure company in Japan H₂ Mobility, LLC (JHyM), which was jointly established by 11 companies to create "a virtuous cycle between FCVs and hydrogen stations." We will construct and operate hydrogen stations in collaboration with JHyM. We will also continue to pursue efforts to create a sustainable hydrogen society in collaboration with other companies.

● Popularization of Natural Gas Vehicles

We have been working on popularizing the use of natural gas vehicles (NGVs), which feature low CO₂ emissions. NGVs, fueled by natural gas instead of diesel or gasoline, emit only small amounts of nitrogen oxides (NOX) and release virtually no black smoke, particulate matter (PM) or sulfur oxides (SOX), which are known to cause respiratory diseases such as asthma. They release about 10% to 20% less CO₂ emissions than gasoline vehicles and are recognized as eco-friendly vehicles.

The transportation sector currently depends on petroleum for as much as 98% of its fuel needs. The adoption of natural gas as a fuel in this sector will diversify its fuel sources, and thus help to improve Japan's energy security. Moreover, nearly all the gas supplied by natural gas stations is compressed at medium pressure, and the gas pipelines are designed to fully withstand earthquakes on par with the Great East Japan Earthquake. As a result, natural gas can continue to be supplied as vehicle fuel following a disaster, and thus greatly contributes to the resilience of the transportation and distribution sectors.

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Reduction of CO₂ Emissions in Business Operations**● LNG Procurement**

We are taking action to ascertain the global warming effect of the LNG we procure, liquefaction terminals, and other LNG operations. We are also introducing highly efficient LNG vessels for our maritime transport operations.

● City Gas Production and Supply

The energy efficiency in producing city gas from LNG stands at 99% or more.

Energy loss is also extremely low in city gas supply because the gas is transmitted directly through pipelines to consumption areas. In addition, we are making further efforts to save energy, such as by using LNG cold energy.

Methane emissions released by our business operations mainly come from city gas production and gas pipeline construction work. We are firmly making progress in our efforts to reduce these emissions, including recovering and cutting the amount of sampling gas used in analysis of produced gas, preventing venting during the startup and shutdown of calorific value adjustment systems, and planning pressure reductions to curb methane emissions during pipeline construction work.

● Electric Power Business

All Tokyo Gas Group power plants are highly energy-efficient natural gas-fueled power plants. Generating electricity at highly efficient power plants in place of conventional thermal power plants helps reduce CO₂ emissions.

Moreover, the Tokyo Gas Group has been involved in solar power, onshore wind power, and biomass power generation both domestically and internationally, and is actively supplying power derived from renewable energy sources. In addition to our ongoing efforts to further develop and procure renewable power sources in collaboration with business partners, we will become more actively involved in offshore wind power, which has strong growth potential.

● District Heating and Cooling Services

We operate district heating and cooling services, including small-scale heat supply, in some 40 districts. We supply steam and hot/cold water with gas cogeneration systems consisting of

absorption chillers and boilers, powered by natural gas. We seek to enhance energy efficiency by fine-tuning operations and working to achieve even higher efficiency with our equipment.

In addition, we are striving to maximize the utility value of renewable energy by operating VPPs with automatic integrated control that combine the solar power generators and storage batteries installed at our places of business and the large-scale gas cogeneration systems of our district heating and cooling centers with high-precision forecasting of power generation output and building power load.

● Business Offices

Energy-saving efforts at our Hamamatsucho Head Office Building started as early as 1984 with the introduction of gas cogeneration. In FY2008, we upgraded the system to the best available technology, which has been contributing to significant energy savings and reductions in the greenhouse gas emissions of our business activities. We are striving to achieve net-zero carbon emissions at all the buildings we use by 2030 through various actions, including replacing aging buildings with energy-saving, environmentally friendly ones. We also strive to conserve energy through operational improvements. Each of our buildings has an energy-saving committee that discusses and promotes activities for encouraging each of our employees to promote energy-saving activities. In addition, we run energy conservation campaigns in the summer and winter, when power use peaks. We further promote energy savings by switching to more efficient lighting equipment at our offices and facilities, such as LED and high frequency-ballast fluorescent lights. Our Gas Science Museum purchases electricity generated by renewable energy under the FIT* program with non-fossil fuel certification to cover a portion of the electricity used at the facility. The remainder is generated by highly efficient fuel cells using clean natural gas.

* A Green Menu offered under the ENNET program based on a CO₂ emission factor of zero. Of electricity provided under the program, Tokyo Gas purchases electricity from renewable energy sources under the FIT program with non-fossil fuel certification.

● Reducing CO₂ Emissions with Our Stakeholders

We carry out diverse initiatives with stakeholders, including forest preservation activities at the Tokyo Gas Forest and environmental/social contributions under the Mori Sato Umi Tsunagu (Connecting Forests, Villages and Ocean) Project.

We are also developing technologies that make use of biomass. We plan to promote the wider use of biomass and its diffusion by working on the biogas utilization technologies we have developed through combustion of city gas and biogas as well as technologies for extracting biogas through less costly and more efficient methane fermentation of biomass, such as food waste, and upgrading biogas to a higher quality gas by removing impurities.

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Resource Recycling

Basic Policy

The Tokyo Gas Group has established the Advancing Resource Efficiency and a Recycling Society environmental goals based on its Environmental Policies to promote resource recycling, and rigorously practices the 3Rs of reduction, reuse, and recycling of waste across the Group. Specifically, we seek to maintain or raise recycling rates for industrial waste products, reduce the amount of soil excavated during gas pipeline construction, reuse old gas meters, and recycle used gas pipes (steel, cast-iron, and polyethylene pipes), incorporating resource recycling into every stage of our business activities. In addition, we strive on a daily basis to limit paper waste at our places of business, including by reducing the amount of copier paper used and recycling used paper.

Promotion System

For details on our sustainability promotion system, see the following page.



Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)		FY2021 Major Outcomes
Resource efficiency and recycling society	Promotion of a resource-efficient recycling society	Maintenance of industrial waste recycling ratio: 95% or more	● Industrial waste recycling ratio: 98%
		Recycling of plastic waste: Maintain polyethylene pipe recycling ratio of 100%	● Polyethylene pipe recycling ratio: 100%

Actions

Promoting the 3Rs

● Waste Reduction

Construction of underground gas pipelines entails excavating roads and refilling the gaps with pit sand. Reducing the use of pit sand mitigates the impact of environmental destruction on ecosystems and lowers CO₂ emissions generated by the vehicles transporting sand to construction sites. The Tokyo Gas Group strives to reduce the volume of excavated soil and the use of pit sand by laying pipes in shallow, narrow trenches

and by using the non-open-cut construction method.

To reduce the use of pit sand further, we are pursuing 3R efforts such as increasing the use of excavated soil (reuse), improved soil, recycled road surface materials (recycle), and Eco-balls (reduce, reuse) for refill work.

● Reuse

We have played a leading role in reusing gas meters immediately after initial introduction of gas meters, prior to other gas service companies and companies in other industries.

Gas meters installed at customer sites are regularly replaced before the expiration of their 10-year certified life. However, we collect such retired gas meters, replace consumable parts, recalibrate them and reuse them for up to three cycles, which means they can be used for up to 30 years.

Gas meters used for three cycles are materially recycled through our own channel and are reused as material for new products.

● Recycling

In FY1994, we established a system for recycling used gas pipes, which are recovered during gas pipeline installation work. We have achieved an annual recycling rate of 100% for polyethylene (PE) pipes*1, which are recycled into raw materials for plastics, and for steel and cast-iron pipes that are reused as materials for metals. We also reuse some of the recycled PE pipe material for in-house purposes, such as making instruction tags that show how to restart gas delivery after emergency shut-off.

*1 PE pipes have been in widespread use since the Great Hanshin-Awaji Earthquake in 1995 because of their earthquake resilience and corrosion-resistant properties.

Dealing with Waste at Customer Sites

We promote the 3Rs at customer sites as well by controlling waste generation through the business value chain from the design stage, reducing container and packaging waste, to collecting used appliances.

● System for Collecting and Recycling Waste such as Used Gas Appliances (SRIMS)

We collect used gas appliances and waste resulting from work done at customer sites, such as gas equipment

replacement/installation and home renovation. Since August 1994, we have been operating our own Saving & Recycling Innovative Model System (SRIMS), which offers the combined benefits of reducing environmental impact and cutting costs. Under the system, we collect waste when we deliver gas appliances, parts, and piping materials to partner companies.

● Assisting Recycle Home Electric Appliances

The so-called “A Group,” mainly organized by Panasonic Corporation and Toshiba Corporation, collects and recycles Tokyo Gas-brand household gas air conditioners and clothes dryers. These are eligible for recycling under the Act on Recycling of Specified Kinds of Home Appliances (Home Appliance Recycling Act).

Reducing Waste of Containers and Packaging

We have made it a rule to collect discarded containers and packaging to reduce waste at customer sites when partner companies sell and install gas appliances.

Collected containers and packaging are recycled in the SRIMS.

In addition, we work to reduce the quantity of containers and packaging for gas appliances. These efforts include reducing cushioning through the redesigning of cardboard packaging, cutting back on the use of cardboard through shrink wrapping in plastic film, and adopting returnable packaging, in which packaging materials are collected and reused repeatedly.

Collaborating with Other Companies to Reduce Pollution, Waste, and Resource Consumption

We collaborate with Calbee, Inc. to reduce resource consumption at their Shin-Utsunomiya Factory, which is a customer of our smart energy network at Kiyohara Industrial Park. Tokyo Gas Engineering Solutions Corporation (TGES) has introduced as an energy service a biogas power generation system that is fueled by biogas (mainly consisting of methane) produced by the factory’s wastewater treatment process. This program is expected to achieve an annual greenhouse gas emissions reduction equivalent to approximately 2,000 t-CO₂.reused repeatedly.



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Biodiversity

Basic Policy

Recognizing the critical value of nature's blessings and to ensure that we continue to enjoy these blessings into the future, the Tokyo Gas Group has established "Biodiversity Conservation and Sustainable Use" as an environmental policy. Based on this policy, we strive to understand and alleviate the impact of our business activities on biodiversity, promote the sustainable use of resources, and partner with local communities in biodiversity conservation activities. In addition, Tokyo Gas is a promotion partner of the "Declaration of Biodiversity by Keidanren (Japan Business Federation)" initiative.

Promotion System

For details on our sustainability promotion system, see the following page.



Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)	FY2021 Major Outcomes
Resource efficiency and recycling society	Promotion of a resource-efficient recycling society	<ul style="list-style-type: none"> • Management of ballast water during LNG transport • Reduction of ecosystem impact of gas pipeline laying by promoting the 3Rs for soil excavation (reduction of use of pit sand) • Biodiversity survey of Sodegaura LNG Terminal green areas, and greenification/conservation efforts at all four LNG terminals • ESG risk surveys that include assessment of biodiversity risks across the entire electricity/LNG value chain

Actions

Measures in Our LNG Value Chain

We are working to conserve biodiversity by accurately understanding the impact of each segment of our LNG value chain, from natural gas procurement to transportation, production and supply.



● Procurement

Our LNG suppliers implement measures to conserve biodiversity around their LNG projects, including afforestation projects and efforts to protect endangered species, forests, and marine ecosystems.

For example, in our LNG project in Malaysia, we installed 1,500 artificial reef balls in a national park. It was

subsequently confirmed that sea turtles last seen along the park's coast in 2010 have been returning since 2015 to lay eggs. And in our LNG project in Australia, we are working jointly with the Australian Institute of Marine Science to record the status of the coral reef and marine life in the area of our business activities and to conduct research on bleaching and rehabilitating the coral reef.

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Biodiversity

● Transport

Concerns have risen over the potentially adverse ecosystem impact of aquatic organisms contained in the ballast water* of LNG vessels, as they are transported outside their normal habitat and discharged at ports where LNG is loaded. Although we have already taken some steps, such as discharging ballast water on the high seas, we are also installing ballast water treatment equipment on LNG vessels that we own and manage to reduce the impact on ecosystems under the International Convention for the Control and Management of Ship's Ballast Water adopted by the International Maritime Organization (IMO), which came into effect in September 2017.

* Seawater taken into a vessel as a counterweight to maintain stability after LNG is unloaded.

● Production

The Tokyo Bay area is an extensive nexus of water and greenery that is populated by a diverse array of organisms. Regions like this are important stopovers or habitats for many forms of wildlife, including migratory birds and insects. Our Sodegaura LNG Terminal has a relatively large amount of green space among the various installations operating in the Tokyo Bay industrial belt, and thus is a significant interface of aquatic and green environments in that area. For this reason, we implement green space management practices that support biodiversity.

With the support of the nonprofit organization Jumoku Kankyo Network Society, we regularly conduct assessments of the biodiversity impact of our green space maintenance and management, thin trees to improve land surface exposure to sunlight, and utilize the resulting timber as habitats for insects or compost it with grass clippings for use as fertilizer.

As a result of these and other actions, our green spaces have been confirmed to be feeding grounds, stopovers, and habitats for diverse wildlife, including butterflies, various insects that live in soil, and birds such as zitting cisticolas and little ringed plovers. In addition to improving biodiversity, our efforts have also reduced waste and chemical fertilizer use through the effective use of timber from felled trees.

● Supply

When laying new pipes, we strive to reduce the ecosystem impact by using approaches that minimize the amount of soil excavated and pit sand used as backfill, such as by digging trenches that are shallower and narrower than customary, or by using non-open cut construction, which avoids making cuts in roads.

● Offices

We plant trees on rooftops and create green curtains at our offices and museums.

Biodiversity Impact Assessment

Natural gas extraction and construction of LNG terminals or power stations have a considerable impact on the landscape and natural environment. We review the state of biodiversity conservation at overseas gas fields from which it procures LNG and confirms that local ecosystems are being considered. In Japan, we conduct the required environmental assessments for the construction of LNG terminals and power plants and cooperate with nongovernmental organizations to undertake such activities as managing green spaces with due consideration for ecosystems.

Biodiversity Activities with Our Customers and Local Communities

We have been making efforts to conserve biodiversity through the forest preservation activities at Tokyo Gas Forest, which opened in 2005, and the Mori Sato Umi Tsunagu (Connecting Forests, Villages and Ocean) Project, which started on June 1, 2017.

● Biodiversity Conservation Activities at Tokyo Gas Forest

We have been monitoring the environment at the Tokyo Gas Forest since 2007 in an effort to conserve biodiversity. We have confirmed a total of 447 species of living organisms in the forest (351 plants, 17 mammals and 79 birds) based on our flora survey and biota monitoring conducted in 2018. We are steadily accumulating data on how we managed the trees, and on the number of animals and birds. This information is very useful when we draw up new plans for forest and biodiversity conservation.

● Environmental and Social Contribution Activities in the Mori Sato Umi Tsunagu (Connecting Forests, Villages and Ocean) Project

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Water Security

Basic Policy

Recognizing water risks as a key management concern, we set water risk Environmental Goals, conduct water stress and risk studies, and address issues such as flooding and water management.

Promotion System

For details on our sustainability promotion system, see the following page.

Sustainability Promotion System 

Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)		FY2021 Major Outcomes
Resource efficiency and recycling society	Promotion of a resource-efficient recycling society	Water risk countermeasures (maintenance of water consumption volumes, BCP for disasters, etc.)	<ul style="list-style-type: none"> Timely tracking of actual water use (tap water, industrial water, etc.) versus planned quantity of use

Actions

Water Management and Planning for Reducing Water Use/Intake and Water Discharge

We are striving to use water resources sustainably by monitoring the volume of water used in our Group-wide business activities, taking action to reduce water consumption, and appropriately managing water discharge. We rigorously measure the quantity of tap water, industrial water, and other water we use, and regularly monitor usage to ensure that water is not being wasted. Our management of pollutants in water discharge released by our specified workplaces subject to the Water Pollution Prevention Act, ordinances, and other regulations includes chemical oxygen demand (COD)* testing and is carried out in compliance with environmental laws and regulations.

* Chemical oxygen demand (COD): A measure of the amount of oxygen required to chemically break down pollutants in water discharge. It is used as an indicator of pollutant concentration.

Reporting on Water Resource Usage, Management, and Planning

The total quantity of freshwater (tap water and industrial water) used by the entire Tokyo Gas Group in FY2021 decreased as a result of the closing of some places of business.

We are working to reduce process water consumption at LNG terminals, district heating and cooling centers, and power plants through such means as optimizing boiler operation, reducing steam loss, and replacing chillers with more efficient electric turbo types. To reduce our use of tap water at offices and similar facilities, we are increasing our use of recycled water, installing water-saving toilets, and encouraging employees to conserve water. Regarding water discharge, we measure discharges and manage water quality through the use of indicators, such as pH, COD, and nitrogen and phosphorus concentrations, in accordance with national laws and regulations, local government ordinances, agreements and other rules.

We use seawater mainly at LNG terminals and power plants as a heat source and then return the entire amount to the sea.

Environmental Data 

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Water Stress/Risk Studies and Engagement

For the three years from FY2016 through FY2018, we combined the use of such international indicators as the WRI Aqueduct, WWF-DEG Water Risk Filter, and WWF-DEG Water Risk Filter (Map) to conduct comprehensive assessments and analyses on current risks at our key operating centers in Japan and abroad, such as water demand, flooding, public health, and biodiversity as well as future risks, including the impact of climate change and securing water resources. The results showed that there currently are no major water stress or risk issues at LNG supply source projects or the Group's key operating centers in Japan and abroad.

In FY2019, we began using RepRisk to gauge the water risks and other ESG risks of our overseas projects. RepRisk is a database used by the Government Pension Investment Fund (GPIF) and other institutions to set ESG investment indices. This service employs AI to automatically collect ESG data on past projects, and expert analysts score the ESG risks. Through this service, we determined that there were no major water stress or risk issues in our overseas projects in FY2021.

Going forward, we will continue addressing any risks that may be identified in the future through remedial actions driven by engagement with the risk-affected site.

As part of our supply chain engagement, we are also working to identify any potential risks at our domestic suppliers by conducting a questionnaire that includes questions on their efforts to reduce water use.

Water-related Disaster Preparedness

To ensure stable energy supply, we have taken steps to protect production, supply, and other vital facilities from flooding associated with climate change, such as typhoons, localized torrential downpours, and storm surges, as part of our overall actions against natural disasters and climate change.

Our efforts for protecting production facilities have included elevating electrical systems and other key equipment at our four LNG terminals in the Tokyo Bay area and on the coast of Ibaraki Prefecture. The equipment has

been raised to a height greater than the predicted maximum tsunami height. Our operational preparedness actions include formulation of a business continuity plan for preventing suspension of supply in water-related disasters, and implementation of measures for sustaining city gas production based on the plan.

Our supply-related preparedness actions include subdividing areas with risk of liquefaction or tsunami damage into blocs to prevent damage from affecting a wide area.

Collaboration with Other Companies in Reducing Water Consumption

We work together with other companies and our customers to reduce water consumption.

For example, we make effective use of heated cooling water exiting from the power generation systems at some customer plants where we have installed LNG satellite terminals. This water is used as a heat source for the vaporizer that regasifies the LNG stored on site for supplying natural gas to the customer. As this process restores the water to its normal temperature, the water can then be reused to cool the power generation systems. The recirculation of water means that no tap water or industrial water needs to be used for regasification. By collaborating with customers in this way, we are able to reduce water consumption.

In addition, the water treatment consultation services we provide to customers and other clients offer energy-saving solutions that include ways to lower water consumption. We are also achieving tremendous reductions in water consumption and water discharge output through actions such as improving the water reclamation rate of water purification systems with reverse osmosis membranes, and decreasing the amount of supplemental water used in cooling towers.

Compliance with Regulatory Standards

As in previous years, the Tokyo Gas Group had no violations of water-related regulatory standards in FY2021. Furthermore, the Group was not subjected to any water resource-related fines or penalties.

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Environment

Environmental Governance

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Resource Recycling

Biodiversity

Water Security

Access to Energy

Basic Policy

As a company that has played a key role in supplying Japan with energy in mainly the Tokyo metropolitan area, we continue striving to maintain access to affordable and reliable energy with a firm commitment to the principle of S+3E: safety, energy security, economic efficiency, and environment.

Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)	FY2021 Major Outcomes
Access to energy	Number of serious supply disruptions: maintain at 0 cases	<ul style="list-style-type: none"> Number of serious supply disruptions: 0 cases
	Natural gas transaction volume: 17 million tons	<ul style="list-style-type: none"> Natural gas transaction volume: 19.18 million tons

Actions

Expansion of Natural Gas Transaction Volume

As LNG demand continues to increase worldwide, we will seek to optimize LNG supply and demand and expand our natural gas transaction volume. To do this, we will leverage our LNG-related assets (LNG terminals, LNG vessels, contracts, etc.) and deepen cooperation with other companies. As our KPI, we have set a natural gas transaction volume target of 20 million tons in 2030.

Currently, we are stepping up our partnering with various LNG buyers, while increasing the flexibility of procurement and sales contracts. Moreover, we are leveraging our LNG vessels, LNG terminals, thermal power plants, and other Group assets to expand our use of LNG swaps in an effort to enhance LNG transport efficiency and reduce costs.

Stable Production of City Gas

We have realized stable production of city gas by adopting highly reliable facilities and incorporating dual redundancy in the key systems at our four LNG terminals: the three Tokyo Bay area terminals (Negishi, Sodegaura, and Ohgishima) and the Hitachi LNG Terminal. With this network, the four terminals back each other up, thus enabling us to continue stably supplying city gas even if one of the terminals experiences a power outage or other disruption.

To maintain the high quality of the city gas we supply to our customers, our daily operations include carrying out the legally required periodic measurements of the calorific value, combustibility, and other characteristics of the gas, continuous monitoring to further improve quality, and maintenance and management of equipment through periodic repairs, daily inspections, and other actions.

Stable Supply of City Gas Tokyo Gas Network

● Pipeline Network Development

We are continuing to develop our gas pipeline network to further enhance our ability to stably supply gas, including by networking our LNG terminals with high-pressure pipelines and by constructing medium- and low-pressure pipelines in the high-demand northern Kanto Region. Going toward 2030, we will work to strengthen the resilience of the natural gas infrastructure in the Tokyo metropolitan area through stronger cooperation with local governments and other infrastructure companies.

● Remote Monitoring of City Gas Production/Supply Facilities

The Supply Command Center monitors and controls our city gas production and supply facilities in the Tokyo metropolitan area 24 hours a day, 365 days a year using a highly reliable dedicated wireless transmission network.

Ensuring the Stability of Power Sources

We are establishing an optimal power source portfolio that combines our own power sources with power purchased from other companies.

We are able to realize the stable supply of power largely because we follow these policies in our construction of natural gas-fired power plants: (1) locating the plants close to demand areas, (2) using high-efficiency power generators to reduce the load on the environment, and (3) locating power plants near our LNG terminals to achieve efficient and stable management maximizing synergies. Our power plants monitor their operations and carry out daily and periodic inspections as part of their efforts to continue stably supplying electricity.

Overseas Initiatives

In Asia, where the demand for natural gas is rising, we are leveraging our strengths and performance record in the LNG sector to contribute to the development of LNG infrastructure. Our actions include accelerating business expansion in mainly mid/downstream segments through collaboration with major local players, and increasing the effective use of natural gas. We are also working to expand the scale of renewable power sources overseas as well.

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Safety and Disaster Preparedness



Basic Policy

Securing customer safety is our fundamental mission as an energy company, and is considered a critical undertaking requiring the direct involvement of our top management. To ensure that customers can count on having safe access to gas 24 hours a day, 365 days a year, we firmly implement earthquake disaster countermeasures under the three pillars of prevention, emergency, and recovery, and if a disaster occurs, we work to minimize the impact on customers. We have also developed a full system for minimizing the impact of storm and flood damage on customers.

Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)	FY2021 Major Outcomes
Safety and disaster preparedness	Percentage of main and branch gas pipelines with improved earthquake resistance: 89.3%	<ul style="list-style-type: none"> Main/branch gas pipelines with improved earthquake resistance: 89.1%
	Supply Command Center emergency measures drills: maintain 100% participation rate	<ul style="list-style-type: none"> Supply Command Center emergency measures drills: 100% participation rate

Actions

Earthquake Disaster Countermeasures Tokyo Gas Network

● Prevention Measures

In order to ensure strong earthquake resistance of our gas production and supply systems, we reinforce LNG tanks, gas holders, gas pipelines, and other facilities themselves, and implement multiple layers of safety measures. Our main facilities are designed to withstand earthquakes as powerful as the 7.3-magnitude Great Hanshin-Awaji Earthquake in 1995 and the 9.0-magnitude Great East Japan Earthquake in 2011.

● Emergency Measures

We promptly shut off gas supply during major earthquakes in order to prevent secondary disasters. Our gas meters for homes are equipped with safety devices that automatically shut off the gas supply to each home or building when they detect earthquakes measuring 5 or greater on the Japanese seismic scale. Also, all the approximately 4,000 district pressure regulators in our supply area are equipped with seismographs so that gas supply can be locally shut off in each district affected when a major earthquake is detected. Moreover, customer inconvenience is minimized by the division of the gas pipeline network into small blocks so that gas supply to unaffected areas can continue uninterrupted.

● Recovery Measures

Tokyo Gas strives to restore gas supply as soon as possible by making full use of IT systems and cooperating with other gas utilities nationwide. Immediately after an earthquake occurs, our earthquake disaster prevention system SUPREME collects data from all district pressure regulators and rapidly determines the optimal recovery method. Furthermore, since FY 2014 we have introduced a system for remotely operating district pressure regulators toward realizing same-day gas supply restoration in areas with no earthquake damage. In addition, we are able to provide emergency supply of gas to hospitals and other critical facilities that require rapid restoration of supply, using mobile gas equipment to provide gas as a relief measure until normal supply is recovered.

Storm and Flood Damage Countermeasures Tokyo Gas Network

Our gas supply facilities have an airtight design that impedes water intrusion, and our district pressure regulators do not require electrical power to operate. Because of this, gas supply is, in principle, maintained even in the event of floods or power outages. Whenever a major typhoon or other large storm is forecast to approach our supply area, we set up a response formation in advance. If an emergency occurs or is expected to occur, we swiftly respond as needed, including by escalating the response level.

Preparing for Major Disasters

We have formulated business continuity plans for implementation in emergencies. We regularly review all of our more than 600 operational procedures to prioritize our disaster response actions, so that we can efficiently shut off gas supply to prevent secondary disasters while continuing to safely supply less affected areas. When the gas supply to an area is interrupted, we promptly suspend nonessential operations and assign their personnel to recovery operations, and take other company-wide actions to restore service as quickly as possible.

We also take action to further develop diverse disaster responses systems. For example, we run an emergency dispatch system 24 hours a day, 365 days a year in order to prevent accidents stemming from gas leaks and similar contingencies, conduct an annual comprehensive disaster prevention training exercise designed to enhance disaster response capabilities, and maintain stores of equipment and materials needed for recovery measures.

Disaster-resilient Urban Design

Tokyo Gas Real Estate Co., Ltd. engages in urban development aimed at strengthening disaster resilience. As part of flood damage countermeasures in areas identified by hazard maps as having a high risk of flooding, the company designs new buildings to be flood-resistant by installing safety features such as flood barriers and backflow prevention valves during construction. Large office buildings are equipped with emergency power generation facilities that immediately go into operation and maintain the power supply when the regular power service is disrupted by extraneous contingencies such as fires, earthquakes, typhoons, or power plant accidents. In addition, seismic damping/control features are built into skyscrapers minimize damage from swaying caused by major earthquakes, so that occupants can enjoy a safe and reassuring environment. The company has also established a system at Shinjuku Park Tower and msb Tamachi Station Tower N to provide refuge to commuters who are unable to safely return home following a major disaster, in coordination with local authorities.

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Stakeholder Engagement

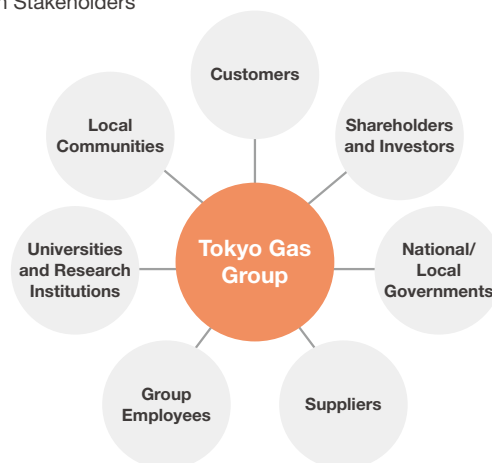
Basic Policy

The Tokyo Gas Group engages with diverse stakeholders in the conduct of its business activities. Based on our Group's Management Philosophy and Tokyo Gas Group: Our Code of Conduct, all Group officers and employees seek to develop sound relationships with stakeholders and to work toward achieving a sustainable society.

Purpose of Engagement

As one judgment factor for decision-making in conducting our business activities, or to maximize value creation and minimize any negative impacts, it is necessary to understand stakeholders' expectations and assessments of the Tokyo Gas Group, as well as the responsibilities we should fulfill toward stakeholders. We also emphasize building up appropriate relations and partnerships with stakeholders and enhancing the transparency of our business activities. We engage with stakeholders through interactive communication to achieve these goals.

Main Stakeholders



Identifying Our Stakeholders

In order to make our engagement more meaningful, we identify stakeholders from the perspectives of (1) being, or possibly being, directly or indirectly impacted by the decision-making or business activities of the Tokyo Gas Group, or impacting, or possibly impacting, the Tokyo Gas Group, (2) economic, social, and environmental responsibility, and (3) providing diverse perspectives on our management, products, and services.

Stakeholder Engagement

The division or operating center with the closest relations with a particular stakeholder becomes the responsible contact and engages with the stakeholder through interactive communication. The results of engagement are shared with the relevant divisions, and with relevant committees as necessary, and are used to guide actions for further improvements. We disclose information through our website and execute the PDCA cycle. We also promote understanding of stakeholder engagement among our employees through trainings, etc.

Stakeholders	Main Expectations and Requests	Main Communications Methods
Customers	Safe and stable supply of energy, appropriate disclosure, environmentally friendly products and services	Customer contact opportunities, calls to Customer Center, website
Shareholders and Investors	Increase of corporate value, fair shareholder returns, timely and appropriate disclosure	General Shareholders Meetings, financial results briefings, IR events and one-on-one meetings, IR website
Local Communities	Solution of social issues in the community, sustainable urban development, provision of information and awareness-raising on disaster prevention and the environment	Service formation closely tied to the community, community disaster prevention and environmental events, volunteer activities
National/Local Governments	Payment of taxes, compliance with laws and regulations, cooperation with public policies to solve social issues	Participation in policy boards, etc., participation in business and industry associations, dialogue with local governments
Suppliers	Fair and equitable business transactions, development of better partnerships and information sharing	Disclosure and sharing of Purchasing Guidelines for Suppliers, etc., briefings for suppliers, surveys of CSR initiatives
Universities and Research Institutions	Collaboration and innovation in solving social issues and building a better way of life and society	Diverse forms of joint research and information exchange
Group Employees	Job satisfaction, human resources development, promotion of diversity & inclusion, occupational health and safety	Workplace visits by the president, intranet, labor-management consultations, health support

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Establishment of Relationships with Communities



Basic Policy

The Tokyo Gas Group has established the Social Contribution Guidelines for advancing efforts to create a sustainable society together with local communities. The three priorities of the guidelines are grounded in the Group's Management Philosophy and the defining characteristics of our businesses, and are aligned with goals outlined in our management vision, particularly "Disaster-resilient lifestyles and urban design," "Net-Zero CO₂," and "Resolving problems in daily life and businesses."

Social Contribution Guidelines

Basic Policy

At the Tokyo Gas Group, we aim at the realization of a sustainable society where diverse people can live comfortable and fulfilling lives. To those ends, we work together with local communities to resolve social issues and pursue activities that can only be implemented by the Tokyo Gas Group as a company that people continue to trust and choose.

Three Priorities

- 1 **Building lifestyles and communities that are safe and secure**
- 2 **Building lifestyles and a society that are environmentally friendly**
- 3 **Building an enriched culture of everyday life**

Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)	FY2021 Major Outcomes
Establishment of relationships with communities	Sound relations with stakeholders regarding the environment	<ul style="list-style-type: none"> Spotlighting of environmental efforts through events hosted by local governments, and through our museums and website; proposal of energy-saving lifestyle solutions Implementation of environmental and social contribution activities through community cleanups, Mori Sato Umi Tsunagu (Connecting Forests, Villages and Ocean) Project activities, etc. Implementation of activities such as internal environmental training, provision of information during Environment Month (June), and Environmental Program Promotion Award
	Reinforcement of engagement through the strategic disclosure of ESG information	<ul style="list-style-type: none"> Disclosure of ESG activities in our Integrated Report and Sustainability Report Disclosure in line with TCFD recommendations
	Continuous implementation of social contribution and volunteer activities	<ul style="list-style-type: none"> Social contribution activities: 320 activities Donations provided through redemption of myTOKYOGAS Paccho Points: ¥15,713,800 donated to five projects (4,713,800 points redeemed in 15,338 transactions)

Actions

Building lifestyles and communities that are safe and secure

The Tokyo Gas Group supports the improvement of community disaster preparedness in various ways, including by providing disaster prevention programs and taking part in local disaster drills. We also play our part in helping to enhance the livability of local communities through active collaboration with the local government and residents in neighborhood beautification and cleanup projects, and through crime prevention measures such as attaching crime prevention stickers to company vehicles, and having our periodic safety inspection and meter reading staff wear crime prevention armbands and badges.

Building lifestyles and a society that are environmentally friendly

We run the Mori Sato Umi Tsunagu (Connecting Forests, Villages and Ocean) Project, which seeks to mitigate global warming and protect biodiversity through actions targeting forests, villages, and the ocean. In addition, we plant, thin, and care for trees at the Group-owned Tokyo Gas Forest under a forest management plan.

Building an enriched culture of everyday life

We have engaged in food education since 1992 to help people of all generations to acquire the ability to live happy, enriched lives through the power of food. We have collaborated with a broad range of stakeholders, including food experts, other companies, and local governments, to propose food-related solutions to social issues. In addition, we have run the Eco-Cooking*1 program to promote eco-friendly practices within the context of everyday food culture. As of March 2022, 4,230 program instructors were active across Japan.

*1 Eco-Cooking is a registered trademark of Tokyo Gas Co., Ltd.

School Education Support Activities Tokyo Gas Network

We teach children about the importance of energy and the environment, cultivate their zest for life, which is the goal of school education, and support their personal growth.

● Workshops for Teachers

We hold workshops for teachers that incorporate facility tours and group work to provide them with information about the relations between city gas and other energy sources and environmental issues that they can use in their own lesson plans. We held seven of these workshops in FY2021, and these were attended by 289 teachers.

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Establishment of Relationships with Communities

● Classes in Schools

We have been dispatching employees to teach classes in schools since 2002. In addition to offering our visiting lecture programs “The Journey of Gas to Your Home,” “Keep Gas Safe & Secure: Disaster Preparedness,” “The History of Gas and Changing Lifestyles,” “What Are Fuel Cells?” “Let’s Start Eco-Cooking,” and “Working for a Gas Company” (career talk), as well as lessons on the SDGs, we also posted videos of the lectures and other content on our website to enable children to study on their own amid the coronavirus pandemic. In FY2021, 561 visiting lectures were held for 16,390 pupils, bringing the running total of participants to 1,169,606.

Next-generation Education at Our Museums Tokyo Gas Network

We operate the Gas Science Museum, which features hands-on exhibits for learning about the energy that supports everyday life and about societal challenges such as global warming, as well as the Gas Museum, which showcases the history of the gas industry and the ways that gas is tied to daily living. By offering these museums as opportunities for field trips and other learning experiences, we contribute to the education of the next generation.

Gathering Customer Feedback

We acquire information on customer opinions through phone calls, face-to-face contact, and other channels, and maintain a database of this information, which is shared with top management and relevant departments. We received 6,476 items of customer feedback in FY2021, comprising 478 expressions of gratitude, 5,331 systems-related requests, and 667 complaints. Also, we use awareness surveys to gauge customers’ perceptions and expectations regarding our Group, and share the results internally. We utilize these various forms of feedback as follows: expressions of praise and gratitude are shared as examples of what we are doing right; for complaints about employee etiquette and other concerns, we ascertain the facts of the matter, analyze the cause, and examine measures for preventing recurrence; and requests related to services and systems are addressed through actions such as a review of the content of the operation/service and consideration of new measures.

Contributing to Local Economies and Employment

We strive to contribute to the local economies of our overseas operating sites by proactively hiring local talent. We currently employ more than 200 personnel recruited locally, and expect this number to grow in the coming years. We also contribute to local communities by providing them with a stable supply of energy.

Identifying the Interests of Local Communities

Our commitment to building relations with local communities includes receiving feedback from community members via phone and the Internet. In addition, Tokyo Gas Network branch companies/offices identify the interests of their local community by listening to and communicating with a broad spectrum of local stakeholders, including local governments and residents. We also hold briefings and dialogues with local governments and residents whenever we carry out projects to construct LNG terminals or power plants.

Support for Employee Volunteer Activities

● **Volunteers at the Olympic and Paralympic Games Tokyo 2020**
In FY2021, 62 Group employees served as volunteers supporting the running of the Olympic and Paralympic Games Tokyo 2020.

● Para Sports Events Volunteers

As part of our support for para sports, we have been providing volunteers for para athletic competitions since 2015. The volunteers help set up and clear venues, staff reception desks, and serve as interpreters. In FY2021, five Group employees took part as volunteers in the Japan Para Wheelchair Rugby Championship.

● Collecting Spoiled Postcards and Used Stamps

The Tokyo Gas Group began collecting spoiled postcards from FY2003 and used stamps and cards from FY2017. The used stamps and cards are donated to the Minato Council of Social Welfare for redemption into money that is used to promote welfare and volunteer activities in local communities. The spoiled postcards, which are also redeemed for money, are donated to the Darunee Scholarship Fund administered by EDF-Japan, which supports the education of disadvantaged children in Vietnam, Thailand, Myanmar, Laos, and Cambodia through international one-on-one educational sponsoring.

● Community Service Leave Program

As a mechanism to facilitate employee volunteerism, Tokyo Gas has a program that enables personnel to take short-term or long-term leave for community service.

Toward the Realization of an Inclusive Society

The Tokyo Gas Group endeavors to help realize an inclusive society where all members respect one another and can live with peace of mind. Accordingly, we offer diverse tools that serve the needs of customers with disability, such as Braille pamphlets or a sign language-interpreted video that explains how to reset a gas meter after emergency shutoff. We also provide lifestyle solutions, urban design, and services that cater to the needs of diverse customers. Examples include our adoption of smartphone multilingual translation app that facilitates communication with international customers, and our incorporation of universal design in the renovation of our museums, based on consultation with people with disability.

We also strive to enhance our employee awareness of inclusivity through various initiatives, such as providing them with opportunities to experience para sports or watch para competitions online, and encouraging them to receive basic training on how to assist and engage with seniors and people with disability. To date, some 1,000 employees have undergone this training.

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Basic Policy on Personnel Affairs

Tokyo Gas develops its personnel affairs measures with the understanding that people are the source of corporate vitality and that the company cannot grow without the personal growth of our employees. We strengthen human resources through hiring and training and prepare a work environment where employees with different values can fully manifest their abilities to create and provide diverse value for customers and boost competitiveness. Tokyo Gas uses a completely performance-based compensation system.

We aim to boost employee motivation and satisfaction through compensation that rewards results, and to become an organization that is lively and dynamic.

Basic Policy on Human Resources Development

Our human resource development policy is founded on the belief that people grow through their work. We also believe that personal skills evolve best not through training regimens imposed by the company, but through opportunities where growth is driven by the employee's own motivation to advance. We take a tripartite approach to skills development: on-the-job training serves as the core method, and is complemented with off-the-job training, plus the employee's own self-improvement efforts.

We strive to equip our employees with the specialized skills needed in their field, and with general skills such as management and basic business competencies. Our aim is to cultivate human resources who can boldly take on challenges and get the job done even when faced with unfamiliar hurdles and various difficulties, and who can produce results by embracing diversity and collaborating with their colleagues. We believe that it is important for us as a company to help each employee advance along the ideal growth trajectory that they have mapped out for themselves.

Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)	FY2021 Major Outcomes
Satisfaction through work and labor productivity	Promotion of systems and work environments leading to job satisfaction	<ul style="list-style-type: none"> Improvement of quality of management and communication for telework Development of office environment: Promotion of teleworking, shift to paperless operation and free-address office system, and development of satellite offices Work time-related initiatives: Introduction of hour-based annual paid leave, expansion of workplaces offering a flextime system without core time
	Promotion of initiatives toward boosting labor productivity	<ul style="list-style-type: none"> Promotion of business process re-engineering

Actions

Evaluation System

For our goal management, we have adopted a system that ensures each employee understands the company and division goals and the employee's own roles and responsibilities, and that sets individual performance goals and evaluates goal achievement and contribution to the organization to determine appropriate compensation. In addition to evaluation based on goal management, we also assess performance using "role achievement evaluation," which tracks the achievement of expected roles and is used for skills development and training, and by using "360-degree evaluations" (behavioral diagnostics, multifaceted evaluation) by colleagues and subordinates as well as superiors.

Developing Basic and Common Abilities

In addition to job transfers/rotations for professional development and one-on-one coaching by supervisors, we conduct Group-wide trainings for cultivating young employees, developing management skills, and supporting career planning. In our overseas study and self-directed learning programs, we encourage employees to seek degrees and certification, and support them in those efforts. In recent years, we have been particularly seeking to encourage our people to take the initiative in their learning journey. To do this, we are strengthening opportunities for employees who want to challenge themselves, including by enhancing our Next-Generation Leaders Development Program and Self-development Support Program, both of which are open to voluntary application by those interested. Tokyo Gas Group employees also participate in some training to foster common abilities across the Group.

Training Programs

Training	Objectives & Content
Three-year Common Training Program for Young Employees	Training for new recruits and other young employees to equip them with the mentality and fundamental knowledge they need to have as professionals and members of Tokyo Gas
Staff Support Skills Improvement Program	Training for managers to improve their management skills in ways that leverage team diversity to produce organizational results
Program for Recent Promotions	Program for recently promoted employees to instill awareness of their new expected roles and the skills needed, with the aim of having them map out their own vision for their future
Next-Generation Leaders Development Program	Training for fostering leadership with a high and broad perspective for times of change mainly through exchanges with other companies within and outside the Group
Focused General Business Skills Development Program	Training in key skill areas essential for business development going forward, such as accounting, finance, and DX.
Study Abroad System	Program for study abroad at graduate schools or other institutions to enable employees to broaden their views, gain business knowledge, and develop networks of contacts
Self-development Support Program	Program for supporting external training and correspondence courses that employees take in order to autonomously and continuously develop the skills they personally need for their jobs.
Career Design Program	Program for enabling employees to actively plan their career development, based on an accurate understanding of their selves

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Specialized Skills Development**● Development of Residential Services Human Resources**

Our Human Resources Development Centers provide education and training for the Tokyo Gas Group, mostly for employees in the residential services field, through some 70 courses. The courses include technical training to guarantee quality in field operations based on internal credential systems, training for acquiring the fundamental knowledge of products/installation and the skills needed to repair plumbing, and e-learning courses for credential renewal, among other courses.

● Development of Pipeline Human Resources Tokyo Gas Network

Tokyo Gas Network strengthens specialized skills in the pipeline field by providing on-the-job training centered on day-to-day guidance and off-the-job training at our training centers and elsewhere to ensure the development of human resources who are able to contribute to the safe and stable supply of gas. The human resources development programs we provide in this area consist of the Technology and Technical Skills Recognition System, whereby work is performed by employees certified as having a certain level of technologies and technical skills, and the Meister Instructor System, an in-house credential system that supports the development of personnel by certifying employees with a high level of skills. We also operate five training centers for different lines of work that offer regular courses, customized training, and on-site training. In addition, we implement skills development training for personnel responsible for expanding the use of city gas. This training seeks to improve specialized knowledge and expertise mainly through on-the-job training and workshops.

● Development of Production Human Resources

The Tokyo Gas Group actively promotes knowledge management by sharing and utilizing the valuable know-how, technology, and skills it has acquired over many years of operating LNG terminals. This strengthens each worker's skills and technical expertise, and thus enhances both their competencies and performance. In addition, we systematically and effectively develop our human resources so that skills are smoothly transferred to each succeeding generation. These knowledge management and talent development programs undergo a detailed PDCA cycle that includes periodic committee meetings in order to further improve their content and efficacy.

Development of Human Resources at Group Companies

The Tokyo Gas Group conducts training for subsidiaries to reinforce the development of human resources and advance networking at Group companies.

Training Programs for Tokyo Gas Group Companies

Training	Objectives & Content
Training for Newly Appointed Directors	Training for newly appointed directors to help them acquire the required knowledge to understand the importance of corporate governance for the Tokyo Gas Group
Training for Reform Execution Leaders	Training for managers so they can learn the leadership skills for driving the organization forward, with the aim of facilitating the self-development of their management abilities and business perspective through examination of their own challenges
Training for Newly Appointed Managers	Training for enabling managers to acquire performance assessment and staff training skills and learn about diversity management, so as to gain fundamental management knowledge and recognize their roles as managers

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Labor Standards

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We have prescribed in Tokyo Gas Group: Our Code of Conduct that we will respect human rights, prohibit child labor and forced labor, and not discriminate or harass anyone on the basis of race, nation, religion, gender, age, origin, nationality, disability, education, social status, sexual orientation, gender identity, or other such grounds. In addition, our executives and managers pledge to lead from the front and constantly conduct business in compliance with laws, internal rules and regulations, and socially accepted rules. We have also developed our labor standards in line with the code, comply with labor-related laws and regulations, respect the rights of employees, and carry out various initiatives for this purpose. We comply with minimum wage requirements, and in relation to equal pay for equal work, we have established a pay structure based on role qualifications that makes no distinction between genders. In addition to complying with laws concerning working hours, we proactively make efforts to prevent long working hours and to lead a shift to work styles more attentive to the value of time, positioning these endeavors as key challenges requiring the involvement of management.

Accession to the UN Global Compact

The Tokyo Gas Group declared its support for the UN Global Compact in March 2016 to demonstrate its full commitment to protecting human rights, respecting the rights of workers, preserving the global environment, and working against corruption. We support these fundamental principles on labor: freedom of association and the effective recognition of the right to collective bargaining, the elimination of all forms of forced or compulsory labor, the effective abolition of child labor, and the elimination of discrimination in respect of employment and occupation.

Actions

Prevention of Excessive Working Hours

In addition to complying with laws concerning working hours, we proactively make efforts to prevent long working hours and to lead a shift to work styles more attentive to the value of time, positioning these endeavors as key challenges requiring the involvement of management. Our aim here is to enable each and every employee to work vibrantly and utilize their talents to the fullest. We also implement

a wide range of initiatives to strengthen our competitiveness through the development of work environments supportive of diverse work styles and through improvement of productivity.

Building Positive Labor-Management Relations

Our labor agreements affirm, and prescribe respect for the basic rights of unionized labor, namely, the rights to organize, bargain collectively, and act collectively.

Our labor union operates under a union shop system. All employees except for those in management are members of the Tokyo Gas Labor Union based on a union shop agreement*¹ and therefore the labor union participation rate of subject employees is 100%.

The Company and the union build up sound and amicable labor-management relations based on mutual understanding and trust, and engage in frank exchanges of opinions regarding

management issues and working conditions such as workplace safety and wages through regular labor-management discussions. We also form and abide by minimum wage agreements with non-union contract employees as well. At our overseas sites, we observe the local laws and regulations, and respect workers' rights.

*¹ Union shop agreement: A labor agreement under which workers employed by the company must join a certain labor union within a certain period of time.

Education and Awareness-raising

In order to encourage each Group employee to put into practice labor standards stated in our code of conduct, we provide them with information resources such as copies of our code of conduct, and regularly carry out educational and awareness-raising activities. We have also prepared an English version of Tokyo Gas Group: Our Code of Conduct and distribute copies at our overseas sites.

Major Initiatives for Reforming Work Styles

Item	Key Actions
Prevention & Reduction of Long Working Hours	We manage the working hours of employees on a daily basis, confirm the conditions during the month, and seek improvements when employees accumulate a given number of hours of overtime.
Flex-time System (Super Flex-Time System)	This system enables employees to decide the starting and ending times of their daily work schedule to tailor it to their current workload and other conditions. It has been adopted at 90% of our workplaces, excluding those with shift workers, etc. In principle, flex-time workers need to be at work during core time (10 a.m. to 3 p.m.), but we also offer a flex-time system without core time (super flex-time system) that is available for eligible employees under special operational conditions or when the work schedule has predictable fluctuations.
Hour-based Annual Paid Leave	Employees are allowed to use their annual paid leave on an hourly basis.
Leave-on-Time Day & Refresh Day	In order to prevent employees from working long hours and motivate them to personally select a work style that fits their workplace and situation, every workplace designates a Leave-on-Time Day and a Refresh Day each month, and encourages the staff to leave work at the end of regular hours, utilize the flex-time system, and take hour-based annual paid leave and half-day leave.
Business Process Re-engineering	We strive to enhance the efficiency and sophistication of Group operations by reviewing the operations of each department from the process level and making active use of digital technology
Promotion of Teleworking	A teleworking system has been put into effect at all workplaces since FY2019. Tools have been developed to help employees to make proper use of the teleworking system and enhance their productivity, and guidebooks on how to use those tools have been made available.
Arrangement of Workplaces	We have adapted our offices into paperless, free-address workplaces, established our own satellite offices, and leased external satellite shared offices in order to create an environment that enables employees to get their work done without being encumbered by locational restrictions.
Provision of tools that do not limit where employees work	We have accelerated approval processes by enabling electronic approvals to be given via laptop computer and smartphone.

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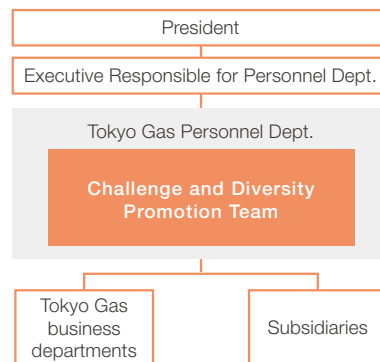
The Tokyo Gas Group promotes workplace diversity and inclusion toward becoming a corporate group where employees excel by fully applying their knowledge, abilities, and experience.

- (1) We aim to be an organization where employees show mutual respect for diverse work styles while enhancing productivity.
- (2) Our promotion of diversity and inclusion begins with promoting the professional careers of women. Going forward, we will continue to actively promote the advancement of women.

Diversity & Inclusion Promotion System

The advancement of diversity and inclusion has been positioned as a core commitment of the Tokyo Gas Group's top management. We have been promoting diversity in working styles and talent in order to evolve into a vibrant organization where each and every employee can use their knowledge, abilities, and experiences to the fullest. We have also formed a Challenge and Diversity Promotion Team that works together with management to promote diversity and inclusion across our entire group.

Diversity & Inclusion Promotion System



Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)	FY2021 Major Outcomes
Diversity & Inclusion	Promotion of the activities of diverse personnel	<ul style="list-style-type: none"> • Ratio of women in management: Tokyo Gas Co., Ltd., 9.5%; consolidated, 9.9% (as of April 1, 2022) • Usage of programs supporting work/parenting balance: men, 93.9%; women, 100% (FY2021, Tokyo Gas Co., Ltd.) • Ratio of employees with disabilities: 2.64% (as of June 1, 2022; Tokyo Gas Co., Ltd.)

Actions

Education and Awareness-raising

We hold various seminars and other activities to further enhance the diversity awareness and behavior of Group employees. In FY2021, we hosted learning opportunities such as the Diversity & Inclusion Lecture to deepen understanding of diversity, seminars supporting the utilization of diverse talent and work-life balancing, and a wide array of online seminars for managers and other personnel.

Recruiting Diverse Talent

When recruiting new talent, we assess each candidate mainly on the basis of their character and capabilities, without regard for gender, nationality, or other such distinctions. In the hiring of recent graduates, we seek out people with diverse values and experiences not only through our traditional hiring practices, but also through a free-style approach in which candidates give presentations, and by targeting data analysts who can help advance our digital transformation. We also actively recruit experienced workers who can function as the expert talent needed to successfully run the many different business operations envisaged by Management Vision Compass 2030.

We use our recruitment website and events to communicate information on our corporate programs supporting the utilization of diverse talent and flexible work styles. The aim of this is give candidates with diverse values the confidence to apply for job opportunities at our organization.

Promoting the Advancement of Female Employees

A pivotal element of our efforts to leverage diverse talent at Tokyo Gas is further advancing the roles of female employees through the ongoing implementation of the women's

empowerment action plan we formulated in FY2021.

We carry out various Group-wide initiatives to cultivate the employee awareness and organizational culture essential to women's empowerment, including holding career development seminars for female employees and their supervisors. Group companies also run their own sets of programs for helping personnel to balance work and family responsibilities. This support includes childcare leave, shorter work hours for parents

Action Plan for Empowering Women

Period April 2021 to end-March 2026

Goals & Actions

Goal 1 Raise ratio of women in management to 11% or higher by FY2025

Create empowering opportunities

We will further expand the role of women by providing opportunities to lead teams and otherwise serve in responsible positions that build decision-making experience.

Support career formation

We will help women to play more active roles by providing career development and management training to female employees and their supervisors.

Provide diverse encounters with role models

We will hold seminars and other events to put female employees in contact with role models, and encourage them to take advantage of the mentoring program.

Goal 2 100% utilization of work/parenting balance programs by male and female employees (including special leave)

Promote flexible work styles

We will enable flexible work styles that cater to diverse patterns of living and working.

Support work/parenting balance

We will enhance our support and awareness-raising measures for helping employees to balance work and parenting responsibilities.

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of small children, leave for employees who need to accompany their spouse on an overseas assignment, and programs for welcoming back workers who resigned in order to tend to a life event. We empower women through other forms of support as well, including a mentoring program, provision of uniforms and equipment designed to better accommodate women (such as lightweight designs), various seminars, and roundtable discussions for helping women to network.

Support for Balancing Work with Childcare and Nursing Care

We provide systems for childcare leave, shorter work hours for parents of small children, and nursing care leave that exceed statutory requirements. For employees seeking to balance work with nursing care, we made revisions that enable them to work with greater flexibility by introducing a flex-time system for nursing care with no core time periods. We also offer systems that allow employees to take leaves of absence for fertility treatment, to attend events at their children's and grandchildren's schools, and to provide nursing care for family members. These systems are widely used by employees. We have introduced other arrangements to further increase the options for employee work styles, including leaves to allow employees to accompany spouses working overseas and various systems offering shorter work hours for employees receiving medical treatment.

Support for Childcare by Male Employees

The Tokyo Gas Group recognizes that the active participation of male employees in childcare is extremely important for employees to work with vitality and improve their performance. We provide a five-day special leave within 180 days after a spouse gives birth. In FY2021, 93% of the eligible employees made use of this leave. In addition, we hold seminars and lectures on work-childcare balancing for male employees raising young children and for their supervisors.

Supporting Career Development for Employees in their 50s

Since 2016, Tokyo Gas has run the Grand Career Support System to provide detailed support for developing the careers of employees who are in their 50s. This initiative seeks to raise their motivation and performance by clarifying the work

they can contribute to through training, one-on-one meetings with supervisors, and interviews with career consultants in the Personnel Department. We are creating an environment so that employees can continue to work actively after becoming 60 years old by appointing career consultants from various divisions with work expertise and enhancing career consultation offices.

Employment of Persons with Disabilities

At Tokyo Gas, the ratio of persons with disabilities employed was 2.64% as of June 2022, which exceeds the statutory rate, and these individuals are actively engaged at each workplace. Working through our Liaison Committee to Promote Employment of Disabled People, we strive to foster understanding for creating more opportunities for persons with disabilities so they can succeed professionally, and continue to develop safer, more accessible working environments. We opened a farm in 2018 to provide a safe and vibrant workplace for persons with intellectual and mental disabilities.

Initiatives Addressing LGBTQ Discrimination

Tokyo Gas Group: Our Code of Conduct, which defines the values and standards of behavior expected of everyone at the Tokyo Gas Group, explicitly prohibits discrimination and harassment on the grounds of sexual orientation or gender identity. Top management's commitment to diversity and inclusion clearly states that we are committed to be a corporate group where every employee can excel, regardless of sexual orientation or gender identity. The Tokyo Gas Group provides a sound working environment by setting up consultation offices to address employee concerns related to the personnel system and benefits. These are in addition to our consultation offices for issues related to compliance and communications in the workplace. We also organize human rights training and talks by outside lecturers on LGBTQ themes.

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Basic Principles

Occupational health and safety, which protects workers' lives and wellbeing, is the foundation of a company's existence and a fundamental corporate social responsibility. The Tokyo Gas Group believes that the "safety, security, and reliability" that we advocate for our customers as our corporate brand can only be accepted when we consistently secure our own occupational health and safety, and we view this as the most important corporate management issue.

The Tokyo Gas Group places the highest priority on ensuring health and safety. We enforce compliance, including adherence to all related laws and regulations, and make every effort to eliminate the risk of occupational accidents and to ensure a high level of health and safety toward becoming a company that excels in health and safety.

Basic Policy

To put its Basic Principles into practice, the Tokyo Gas Group takes concerted action to promote health and safety in line with policies presented by workplace leaders in each organization based on the Tokyo Gas Group's Group-wide Policy. This policy, which is revised every year, applies to all members of our Group, including subsidiaries and contract employees.

FY2022 Tokyo Gas Group's Group-wide Policy

All employees, from top management down, will actively promote health and safety activities to safeguard the health and safety of each individual.

I. Prevention of Traffic & Work Accidents

As part of our firm commitment to our corporate brand of "safety, security, and reliability," we will endeavor to prevent traffic and work accidents by promoting safety measures that are led by each workplace leader and practiced by the entire workplace staff.

II. Promotion of Health Management

We will proactively implement measures to support the physical and mental health of our employees, recognizing it as a vital business resource that underpins employees' engagement and work motivation.

At the same time, we will strive to increase every employee's health literacy (the ability to understand and utilize health-related information) so as to encourage them to analyze their health status and take initiative in enhancing and maintaining their health.

Our efforts to implement actions I and II above will include taking the following measures to strengthen our foundation for health and safety.

Compliance with Laws and Rules

With full awareness of its public mission and social responsibilities, the Tokyo Gas Group will strictly enforce compliance with internal rules on health and safety and work procedures, as well as legislation such as the Industrial Safety and Health Act and the Road Traffic Act. Furthermore, the Group will fully comply with the "13th (FY2018–2022) Occupational Safety and Health Program" set by the Ministry of Health, Labour and Welfare as well as the revisions to Industrial Safety and Health Act.

Using the PDCA Cycle to Eliminate Occupational Accidents

In order to improve and maintain our health and safety standards, we strive to eliminate occupational accidents by thoroughly implementing the PDCA cycle in our health and safety efforts.

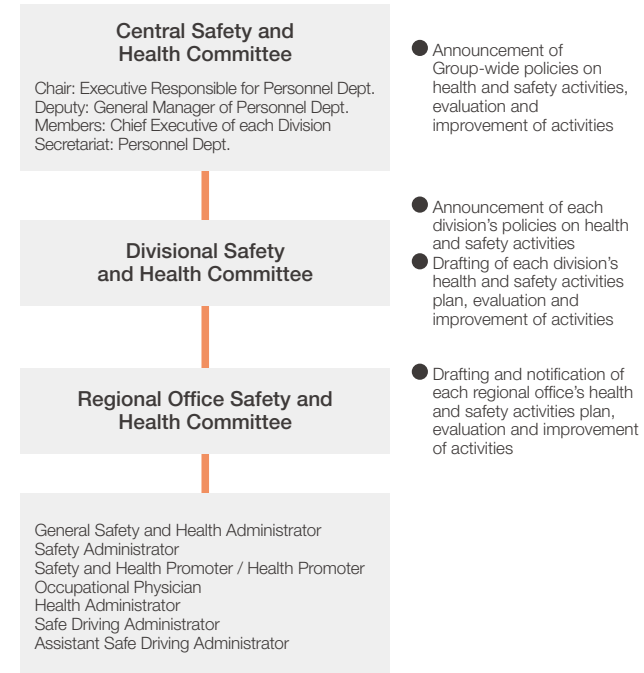
Strengthening Coordination across the Tokyo Gas Group

To help our Group companies smoothly and thoroughly implement their self-led health and safety initiatives, we are strengthening intra-Group coordination with regard to compliance efforts, issue sharing, education, and other relevant areas.

Structure for Promoting Occupational Health and Safety

The Tokyo Gas Group has established a Central Safety and Health Committee, which is chaired by the Executive Responsible for Personnel Department. To advance the safety, health, and wellbeing of Group employees, the Committee drafts health and safety activities policies, examines measures to prevent accidents and disasters and measures to promote mental and physical health, and works to instill these policies. The matters examined by this committee are reported to the Board of Directors, as necessary, for deliberations and decisions. As a means of locally promoting safety, health, and wellbeing, we have also established Regional Office Safety and Health Committees at each regional office so the staff can directly plan and manage health and safety programs for their workplace.

Health and Safety Management Structure



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Occupational Health and Safety

Targets and Outcomes

Targets (FY2021)	Outcomes (FY2021)
Zero serious occupational accidents	0 serious occupational accidents
100% participation in health checkups	100% participation in health checkups

Lost time work-related injuries rate

	2019	2020	2021
Tokyo Gas	0.31	0.44	0.52
Industry average (electricity, gas, heat, water)*1	0.70	0.75	0.67

Severity rate

	2019	2020	2021
Tokyo Gas	0.001	0.014	0.010
Industry average (electricity, gas, heat, water)*1	0.01	0.24	0.01

*1 Ministry of Health, Labour and Welfare, "Overview of Survey on Industrial Accidents in 2021 (survey on establishments with 100 or more regular employees and survey on general construction)"

Actions

Occupational Accident Prevention

● Occupational Health and Safety Management System

Tokyo Gas manages occupational health and safety through a company-wide occupational health and safety management system to reinforce the everyday health and safety activities undertaken by each workplace.

All workplaces proactively implement health and safety activities that reflect their particular circumstances, and we continuously raise our health and safety standards by following a PDCA cycle for all related activities. Using a common framework throughout the Group for health and safety activities facilitates periodic confirmation and checks of the management system. We will continue to strengthen our occupational health and safety management system to prevent occupational accidents.

● Risk Assessment

Tokyo Gas conducts risk assessment to quantify potential accident risks and take action to reduce or eliminate them. We have been complying with the chemical substances risk assessments made mandatory in 2016 and working to raise awareness of their risks.

The risk assessments we carry out when reviewing new investment proposals for overseas projects include risk assessment regarding occupational health and safety, among other labor issues.

Advancing Health Management

Tokyo Gas proactively strives to promote work-life balance based on work style reform throughout the company, have all employees undergo health examinations which are prerequisite for health management, and otherwise enhance the physical and mental health of employees. We carry out various initiatives that are mainly led by occupational physicians, public health nurses, and other occupational health staff, including health examination follow-ups, in-person guidance for employees who work long hours, establishment of physical/mental health consultation desks, and mental health support measures. We share those

initiatives and health-related information throughout the Group. Tokyo Gas has expanded the number of items covered by health checkups, and implemented activities to increase the ratio of female employees receiving cancer screenings, and we are collaborating with labor unions and the Tokyo Gas Health Association in implementing kenko keiei (health management).*2

*2 Kenko keiei (health management) is a registered trademark of the NPO Kenko Keiei Kenkyukai.

Health Support for Employees Posted Overseas and Employees on Business Trips Overseas

Health management support is offered to employees posted or sent on business trips abroad, whose number has been growing with the expansion of our overseas business. As a preventive measure for protecting the health of employees posted abroad, we encourage them to get vaccinated against infectious diseases such as malaria.

- 1 Full implementation of statutory health checkup before, during, and after posting
- 2 Measures to prevent infectious diseases according to location of posting (prevention education and recommendation of vaccinations)
- 3 Ongoing health consultation for employees and their families

Labor-Management Talks on Occupational Health and Safety

As part of regular talks between corporate management and the labor union, opinions are frankly exchanged regarding working conditions, including workplace safety. With regard to overseas sites, we observe the local laws and regulations, and respect workers' rights.

Education and Awareness-raising

Our regular training programs in occupational health and safety includes statutory foreman training, training for newly appointed safety administrators, level-specific training on health and safety (including safety-mindedness), and seminars for health administrators.

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At Tokyo Gas, we recognize respect for human rights as a prerequisite for all our business activities toward achieving sustainable development in an increasingly globalized society. We consequently established the Tokyo Gas Group Human Rights Policy in April 2018 through a resolution of the Board of Directors for promoting human rights initiatives and fulfilling our obligations in this regard. The policy is based on the

United Nations Guiding Principles on Business and Human Rights and other global standards to guide the efforts of the Tokyo Gas Group, comprising Tokyo Gas Co., Ltd. and its consolidated subsidiaries.

We prescribe Purchasing Guidelines for Suppliers and make certain that our suppliers thoroughly understand and observe these guidelines and that their subcontractors also comply with these same standards. In addition, we conduct due diligence on human rights and continuously work to promote

respect for the human rights of the diverse stakeholders involved in all processes of our business activities.

Accession to the UN Global Compact

We joined the UN Global Compact in March 2016 to demonstrate our commitment to protecting human rights and respecting the rights of workers.

Tokyo Gas Group Human Rights Policy

Established April 2018
Revised April 2022

Introduction

The Tokyo Gas Group (Tokyo Gas Co., Ltd. and its consolidated subsidiaries) believes that creating a society that respects human rights is essential in fulfilling its public mission and social responsibilities through its energy business. We recognize that respecting human rights must therefore be prerequisite to all our business activities.

We established the Tokyo Gas Group Human Rights Policy based on the United Nations Guiding Principles on Business and Human Rights to guide our Group-wide efforts to promote human rights and fulfill our obligations. Our Human Rights Policy is directly linked to the Group's Management Philosophy, and was determined with the approval of the Board of Directors of Tokyo Gas Co., Ltd. to stand as our public commitment to respect human rights.

1. Our Commitment to Respect Human Rights

The Tokyo Gas Group upholds and respects international norms on human rights, including the UN International Bill of Human Rights, which stipulates the basic human rights of all persons, the OECD Guidelines for Multinational Enterprises, and the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy. Moreover, we strive to implement the UN Guiding Principles on Business and Human Rights in our daily operations. We comply with all applicable laws and regulations in

each country and region where we operate. In cases where we face inconsistencies between internationally recognized standards of human rights and national or regional laws and regulations, the Tokyo Gas Group seeks ways to honor the principles of international norms on human rights.

2. Scope of our Human Rights Policy

Our Human Rights Policy applies to all officers and employees of the Tokyo Gas Group.

3. Respect for Human Rights in All the Processes of Our Business Activities

- 3-1 We seek to avert or mitigate adverse impacts on human rights caused by stakeholders of the Tokyo Gas Group throughout our supply chain, which encompasses all the processes of our business activities.
- 3-2 We respect the human rights of our employees and the people we work with, and create a healthy and comfortable working environment.
- 3-3 We sincerely respond to customers and strive to ensure safety and improve quality.
- 3-4 We pay due respect to human rights in our relationships with suppliers. In cases where our suppliers or other related parties are causing or contributing to adverse impacts on human rights that are directly linked to our businesses, products, or services, the Tokyo Gas Group requires the concerned parties to respect human rights and avoid infringing upon human rights.
- 3-5 We seek to understand how our business activities may impact local communities and strive to cooperate with local communities.

4. Human Rights Due Diligence

We identify and assess any actual or potential adverse impacts on human rights and take action to prevent or mitigate human rights risks through ongoing efforts to develop a human rights due diligence framework and continually put it into practice to ensure respect for human rights.

5. Remedy and Rectification

In cases where it becomes clear that the Tokyo Gas Group has caused or contributed to adverse impacts on human rights, we provide remedy and rectification through legitimate procedures.

6. Dialogue and Consultation

We engage in dialogue and consultation with relevant stakeholders on measures for addressing potential and actual impacts on human rights.

7. Human Rights Education and Promotion of Awareness

We implement appropriate education and human rights awareness activities to ensure that our Basic Policy is understood, embedded throughout all the business activities of the Tokyo Gas Group, and effectively implemented.

8. Information Disclosure

We disclose information on our human rights initiatives through various means, including our corporate website.

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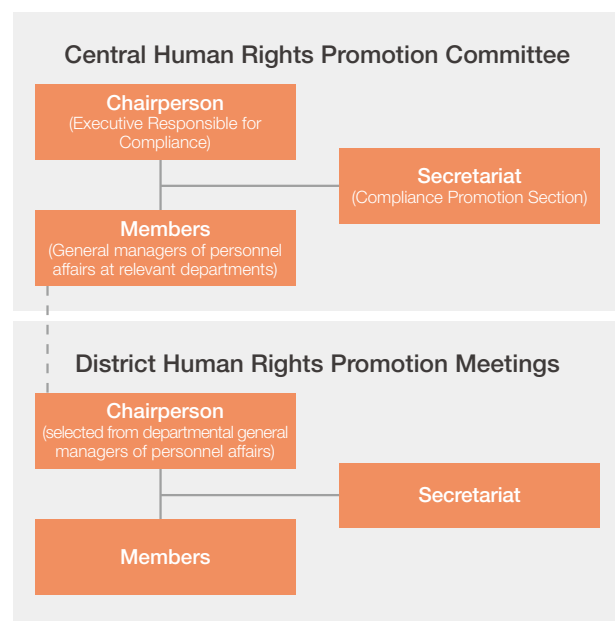
● Human Rights

Human Rights

Human Rights Awareness Promotion System

The Tokyo Gas Group has set up a Central Human Rights Promotion Committee, which is chaired by the executive responsible for compliance and mostly comprises the general managers of personnel affairs in the relevant departments. The committee confirms the Group's overall understanding of human rights issues, the outcomes of training, and action plans for raising awareness. We have also established at each division a District Human Rights Promotion Meeting chaired by the division's general manager of personnel affairs. The secretariat for each of these organizations leads the local human rights training and related activities. Group-wide initiatives for advancing human rights are overseen by the Compliance Department, whose responsibilities include providing human rights education and awareness-raising programs, operating a human rights consultation desk, and supporting the division-level human rights promotion activities.

Human Rights Awareness Promotion System



Actions

Initiatives on Human Rights Due Diligence

The Tokyo Gas Group strives to develop human rights due diligence in order to identify, prevent, and mitigate human rights issues in various aspects of our business activities. We have consistently implemented the following main initiatives.

Main Initiatives for Human Rights Issues

Stakeholders	Main Initiatives
Employees	<ul style="list-style-type: none"> • Address human rights issues through the compliance consultation desks • Conduct training for compliance promotion officers who serve as promoters of human rights awareness at workplaces and as human rights counselors • Conduct various training to sharpen sensitivity to human rights toward creating vibrant workplaces • Conduct compliance awareness surveys to identify potential human rights risks • Prevent the occurrence of issues in the working environment through occupational health and safety activities
Suppliers	Survey suppliers to track how they deal with human rights issues
Customers	Monitor the status of personal information management

Respecting Human Rights throughout the Supply Chain

As part of our initiatives for respecting human rights throughout the supply chain in Japan and overseas, we present our suppliers with the Purchasing Guidelines for Suppliers, request that they show consideration for human rights, and conduct management activities through supplier surveys, etc. We also use supplier surveys to track how they deal with human rights issues. Among Tokyo Gas Group employees, we seek to ensure understanding and stringent adherence to these guidelines in Tokyo Gas Group: Our Code of Conduct.

Supply Chain Management



Grievance Mechanism

Consultation desks have been established as a grievance mechanism, both inside the company in the Compliance Department and outside the company at a law office and a comprehensive consultation service provider, to handle workplace issues on communications and compliance, including complaints concerning human rights. In FY2021, we received 120 requests for consultations, which were addressed appropriately depending on content. First and foremost, we work to protect the person who is seeking consultation from being placed at a disadvantage. We endeavor to create a safe and secure working environment together with employees.

Education and Awareness-raising

● Training on Human Rights and Compliance

The Tokyo Gas Group conducts training sessions for Group employees aimed at helping them to individually reflect the principles of Tokyo Gas Group: Our Code of Conduct in concrete actions. Through activities such as level-specific compliance training, workplace discussions, and compliance lectures, we encourage employees to understand the latest trends in human rights surrounding companies, the significance of supply chain management as a social responsibility required of global companies, and various human rights issues including assimilation (dowa) issues*, harassment, and communications in the workplace, and we work to sharpen their personal sensitivity to human rights.

* Owing to forms of discrimination rooted in social structures that developed in Japanese society in the past, some segments of the population have been forced to endure a lower economic, social, and cultural status and remain subject to various types of discrimination in their daily lives.

● Human Rights Week

During Human Rights Week in December, we invite Group employees to submit slogans for raising human rights awareness. Outstanding slogans are selected to be printed on posters that are displayed at each workplace.

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Compliance

Basic Policy

The Tokyo Gas Group aspires to be a sound business enterprise that earns society's trust by ensuring all management and employee decisions and actions are rooted in legal compliance, ethical standards, and public expectations. To this end, the Group promotes compliance in accordance with its established basic policies.

Eleven Pledges

Tokyo Gas Group: Our Code of Conduct

Purpose and vision

1. Our Code of Conduct sets forth the values and standards of conduct that everyone who works in the Tokyo Gas Group is expected to share and follow in order to implement our Group's Management Philosophy and ensure a focus on compliance in business.
2. By following this Code of Conduct, we will contribute to the creation of an affluent society through the Tokyo Gas Group's growth and development as a corporate group that people will continue to trust and make their first choice.

1. We will constantly think and act responsibly as individual members of this "energy frontier corporate group" so that people will continue to trust our group and make it their first choice.

1) Continual innovation

- 1 We will pursue continual innovation, unfettered by convention and ever sensitive to the expectations of customers, shareholders, and society.
- 2 We will create the maximum outputs working in partnership with one another, while being fully aware of our individual roles and responsibilities and committed to self-improvement.

2) Doing more for the customer

We will put the customer at the heart of everything we do.

3) Everyone is a brand builder

Day in and day out, we will strive to build the security, safety, and reliability that underpin the Tokyo Gas Group's brand value.

2. We will constantly conduct business in a clear-cut and fair manner.

1) Legal compliance

- 1 We will constantly conduct business in compliance with laws, internal rules and regulations, and socially accepted rules.

Code of Conduct

Tokyo Gas Group: Our Code of Conduct sets forth the values and standards of conduct for everyone who works at the Tokyo Gas Group. The code was originally formulated in FY2003 and governed our conduct in the years up through FY2016. In FY2017, it was revised to incorporate international standards such as ISO 26000, the Olympic Charter, legal amendments, and other key developments. An English

version was also created so that the code can be fully shared across our global organization. We continuously strive to instill our employees with thorough awareness and understanding of the code through all-hands workplace discussions and level-specific training provided at hiring and promotion. The code is reviewed every year to examine the validity and appropriateness of its content and to make any changes that may be needed.

- 2 We will act swiftly to resolve issues where infringements of laws, internal rules and regulations, or socially accepted rules have occurred or may occur.

2) Separation of professional and private spheres

- 1 We will not use our professional position for personal gain.
- 2 We will not use company property for private purposes.

3) Active disclosure of information

We will enhance the transparency of business activities and actively and promptly disclose accurate information to customers, shareholders, communities, and other stakeholders in order to earn their trust.

4) Firm stand against antisocial forces

- 1 We will stand firm against illegal and improper demands made by sokaia racketeers, organized crime groups, and other antisocial forces.
- 2 We will not, under any pretext, give benefits to or otherwise accommodate the demands or interests of antisocial forces.

3. We will deal with customers, business partners, shareholders, and all our stakeholders sincerely and equitably.

3-1. Customers

1) Satisfaction beyond expectations

- 1 We will provide high value-added products and services that customers will make their first choice.
- 2 We will always put ourselves in the customer's shoes in order to deliver the best possible work that exceeds customer expectations.
- 3 In the event of a customer complaint or accident, we will respond swiftly and in good faith to prevent a recurrence.

3-2. Business partners

1) Fair business dealings

- 1 We will respect business clients and suppliers as business partners and do business with them in good faith.

- 2 We will comply with the Antimonopoly Act and other applicable laws and ordinances, and will practice fair dealings in accordance with the principles of free competition.

- 3 We will not exploit our position or authority to obtain undue benefit or make unreasonable demands.

2) Maintenance of proper relations

- 1 We will always be conscious of social point of view in our interactions with business partners, and will never commit any act that might cause misunderstanding or distrust from inside and outside the company.

- 2 We will maintain fair relations and do nothing questionable under applicable national and local laws and ordinances in our dealings with government and other public officials and employees.

3) Understanding and observance of the Purchasing Guidelines for Suppliers

We will promote understanding and observance of the Purchasing Guidelines for Suppliers by our business partners and others along our supply chains, and we will require partner businesses involved in transactions with those companies to observe the same standards.

3-3. Shareholders

We will facilitate the appropriate exercise of shareholders' rights through fair, timely, and appropriate disclosure and constructive dialogue.

4. We will respect diversity and individuality among our colleagues and create an inclusive working environment.

1) Respect for human rights

- 1 We will respect human rights, prohibit child labor and forced labor, and not discriminate or harass anyone on the basis of race, nation, religion, gender, age, origin, nationality, disability, education, social status, sexual orientation, gender identity, or other such grounds.

04

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Cybersecurity

Protection of Personal Information

Supply Chain Management

Eleven Pledges

- ② We will respect one another's positions and treat everyone equally, irrespective of form of employment, gender, title, or any other differences.
 - ③ We will not commit sexual harassment, workplace bullying, pregnancy discrimination and other types of harassment, discrimination against employees who take family care leave, or any other acts that infringe the dignity of the individual. We will also not condone such acts.
- 2) Attainment of excellent record of occupational health and safety
We will enforce compliance, including adherence to all related laws and regulations, and make every effort to eliminate the risks of disasters and accidents in order to establish an excellent health and safety.
 - 3) Creation of a cheerful workplace
 - ① We will create a lively workplace where everyone can realize their full potential and individual differences are respected.
 - ② We will create an open workplace where everyone can share necessary information and engage in free expression and discussion.
 - 4) Promotion of diversity
We will accept one another's values and various work styles, and get the best from our own knowledge, abilities, and experience. We will also all work to raise productivity and meet the diversifying needs of society.
- 5. We will act for the protection of the global environment.**
- 1) Promotion of environmental protection
 - ① As a leader in environmental management, we will reduce our environmental footprint and endeavor to make sustainable use of natural resources in every aspect of the Tokyo Gas Group's business activities.
 - ② We will promote use of highly eco-friendly energy sources centered on use of natural gas, and provide high-efficiency systems and equipment that have a low environmental impact.
 - ③ We will advocate green lifestyles and value environmental partnerships with local communities.
- 6. We will contribute to local communities and society as a good corporate citizen.**
- ① We will respect and contribute to local communities, building trust with them through active dialogue and cooperation, and making effective use of our business resources.
 - ② We will contribute to local communities as good citizens, recognizing that we ourselves are all members of communities.

7. We will handle information appropriately.

- 1) Prevention of information leaks
We will properly handle confidential information obtained in the course of business and will not divulge such information during or after our employment at the Tokyo Gas Group.
- 2) Compliance with the Act on the Protection of Personal Information
 - ① We will obtain and manage the personal information of customers, employees, and others by appropriate methods and use such information only insofar as permitted for legitimate purposes.
 - ② We will not disclose personal information to third parties except where permitted by law.
- 3) Appropriate use of information systems
We will use information systems, including email systems and the Internet, in accordance with strict rules on proper use. Company information systems will not be used for non-business purposes.
- 4) Respect for intellectual property
We will respect patents, trademarks, copyrights, and other intellectual property rights, protect and use rights held by our company, and not infringe the rights of others.

8. While conducting business globally, we will not only comply with national and local laws and regulations and respect international standards on human rights and similar issues, but also engage in business activities in a manner that is sensitive to different cultures, customs, and stakeholders' concerns.**9. We will act with integrity and decency as members of society, and maintain high ethical standards in our private lives.**

In our private lives, too, we will comply with all applicable domestic and foreign laws and regulations, be aware of changes in the social environment, and always be mindful of how we should behave as a model citizen.

- 1) Compliance with regulations on insider trading
We will not engage in insider trading, such as the purchase or sale of shares and other such transactions, using information obtained in relation to business. We will not communicate information or recommend transactions to other parties to enable them to make a profit or avoid a loss.
- 2) Prohibition of annoying or disturbing behavior
In our private lives, we will not injure or deceive others, commit

indecent acts, or engage in any other annoying or disturbing behavior.

- 3) Responsible drinking and compliance with traffic rules (including not driving under the influence of alcohol)
We will be careful to drink responsibly and will never drive under the influence of alcohol. We will always stop anyone who attempts to drive while drunk, and we will not encourage anyone who is driving a vehicle to drink and will not provide a vehicle to anyone who has been drinking. We will also obey all other traffic rules.
- 4) Prohibition of possession and use of illegal drugs
We will not possess or use illegal drugs, and we will not be involved in any way in their manufacture, purchase, sale, distribution, or other such acts.
- 5) Prohibition of gambling
We will never engage in any acts of gambling, including the betting of even small amounts of money on golf, mahjong, or sporting events.
- 6) Compliance with rules on use of social media
If communicating information via social media, we will not commit any act, even as individuals, that might harm the reputation or property of the company.
- 7) Compliance with other laws, regulations, social norms, and standards of ethical conduct, and prohibition of acts that outrage public decency

10. If we transgress this Code of Conduct or learn of a transgression, we will immediately report the matter to our workplace and rectify it.**11. Executives and managers will lead from the front and take action themselves.**

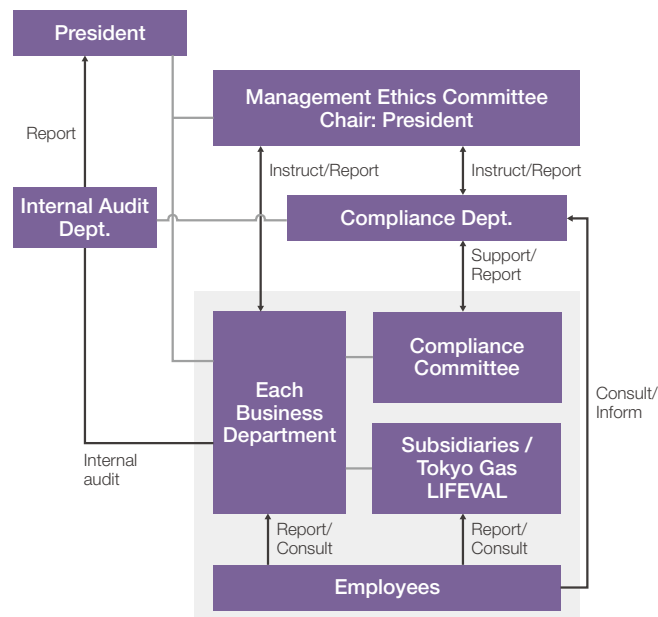
- 1) Awareness of position and conduct as executives and managers
 - ① Executives and managers will themselves provide models of compliance with this Code of Conduct and encourage understanding and practice of the same throughout the workplace.
 - ② Executives and managers will lead from the front in working to resolve any problem that may arise and ensure organization-wide action to prevent a recurrence.
 - ③ Executives will take strict action (including against themselves) where necessary.

Compliance Promotion System

The Management Ethics Committee, chaired by the president, meets annually to confirm matters such as the handling of inquiries and consultation by the compliance consultation desks and the degree to which compliance has taken root in the Group, and to deliberate on the Compliance Promotion Action Plan. We have also established Compliance Committees in all business departments and subsidiaries to consistently and proactively engage in initiatives for promoting compliance.

Over 200 management-level personnel have been appointed as compliance managers and compliance promoters at each workplace to lead in promoting concrete compliance activities.

Compliance Promotion System



Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)	FY2021 Major Outcomes
Governance and compliance	Promotion of compliance	<ul style="list-style-type: none"> Implementation of level-specific compliance training: 1,238 participants Workplace discussions of compliance topics: 21,956 participants Service provided by compliance consultation desks: 120 consultations Conducting of compliance awareness survey

Actions

Compliance Awareness Surveys and Internal Audits

We regularly conduct surveys of all Tokyo Gas Group employees to monitor the effectiveness of compliance promotion activities. In FY2021, we surveyed the employees regarding mainly the following points.

- Workplace compliance activities
- Personal compliance awareness and conduct
- Workplace communication
- Harassment
- Consultation desk system

The results of the survey on personal compliance were analyzed separately for Tokyo Gas, its subsidiaries, and Tokyo Gas LIFEVAL. All have maintained high average scores of at least 3 points on a 4-point scale in every category. As a reference for future improvement, we offered feedback on the survey results, Group-wide challenges, and challenges specific to each company.

As part of its duties, the Audit Department conducts internal audits to identify and gauge potential risks in business department operations with respect to compliance with laws, regulations, corporate ethics, and social norms.



- Compliance
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Compliance

Compliance Consultation Desks (Whistleblower Program)

The Tokyo Gas Group has set up consultation desks internally through its Compliance Department and externally through a law firm and a general consultation service company. All individuals working at the Tokyo Gas Group, including officers, regular and temporary staff members, can directly contact these desks by phone, email, and other means whenever they feel uncomfortable raising a matter within their organization. Consultation is provided regarding conduct in Group operations that is suspected of violating laws, regulations, internal rules, or Tokyo Gas Group: Our Code of Conduct, and issues concerning matters such as human rights (e.g., harassment by a higher-up) and workplace communication. The consultation desks also handle consultation for our suppliers and contractors. These consultation systems serve as internal points of contact, as stipulated in the Whistleblower Protection Act.

Under the operational guidelines of the consultation desks, the details of the consultation request or whistleblower complaint are investigated and reviewed by the Compliance Department and related departments, and advice and solutions are provided to the employees needing assistance. In FY2021, 120 consultations were provided and proper responses were made to the matters raised. All consultations are treated in strict confidence, and the employees are protected against any disadvantageous treatment for using the desks.

Independent advisory services have also been established at all subsidiaries and Tokyo Gas LIFEVAL companies. Annual training sessions are held for the consultation desk staff at the Tokyo Gas Group to strengthen their ability to handle inquiries and consultations.

In addition, we have established a service for responding to compliance inquiries related to supply purchasing, along the lines of a supplier consultation desk or an internal whistleblower program.

[Contact \(Purchasing Inquiries\)](#)

**Customer Center and Online Support**

Our Customer Center phone service and online information service can be used by external stakeholders and the general public to receive compliance-related consultation or lodge whistleblower complaints.

Education and Awareness-raising

In order to encourage all Group employees to concretely apply our values and principles to their own situations, we provide everyone with a copy of Tokyo Gas Group: Our Code of Conduct and other materials, and regularly carry out educational and awareness-raising activities.

- Level-specific Compliance Training

This training is provided to employees at hiring, the third year of employment, and promotions (2 levels)

- Workplace Discussions

Training sessions for compliance promoters and other personnel are held at the level of individual workplaces. Participants learn about the latest trends in corporate compliance and engage in discussion of how to put into action Our Code of Conduct so that they can identify concrete behaviors that should be practiced.

- Legal Training

Training is provided annually to improve employee understanding of laws such as the Antimonopoly Act, the Act against Unjustifiable Premiums and Misleading Representations, and the Subcontract Proceeds Act. The sessions provide practical information, including details on the purposes of various laws, and specific cases studies released by organizations such as the Fair Trade Commission and the Consumer Affairs Agency.

- Sharing Information on Compliance

We are working to raise the standard of compliance by widely publicizing across the Tokyo Gas Group up-to-date information on the compliance risks associated with changes in the organization's business environment, including those associated with our evolution as an energy business, acceleration of our global business development, and the revision and stricter enforcement of prevailing legislation. Specifically, we regularly publish the "Compliance News" newsletter and distribute it to each workplace.

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Governance

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- Prevention of Corruption and Bribery

- Tax Compliance

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Prevention of Corruption and Bribery

Basic Policy

The Tokyo Gas Group is fully committed to preventing corruption and bribery in all domestic and international transactions by complying with the anti-corruption and bribery laws in each country and region. This includes specifying in Tokyo Gas Group: Our Code of Conduct our obligations to comply with laws and be fair and honest with our customers and suppliers.

In line with the expansion in our overseas business, we have established the Basic Policy on Overseas Business Promotion, in which we pledge to play our part in developing a sustainable society, and are carrying out equitable and transparent corporate activities in the international business community. In particular, corruption and bribery not only damages the social credibility of a company but can also become a global issue when it hampers economic growth in developing countries. We have thus formulated the Foreign Public Official Anti-Corruption and Bribery Guidelines in accordance with our Basic Policy in order to outline specific actions necessary for maintaining appropriate relationships with foreign public officials as a means of safeguarding orderly competition.

Accession to the UN Global Compact

We declared our support for the UN Global Compact in March 2016 to demonstrate our firm commitment to protecting human rights, respect the rights of workers, preserving the global environment, and preventing corruption.

Operating Structure for Preventing Corruption and Bribery

The executive officer in charge of the General Administration Department is responsible for overseeing corruption and bribery prevention overseas. Supervisors responsible for implementing measures to prevent corruption and bribery overseas are appointed in every department and company of the Group that is subject to the guidelines to take responsibility for the approval of hospitality, gifts, donations, and the like, confirmation of the findings of due diligence when appointing third parties, approval of entry into contracts, and other matters. The General Administration Department's Legal Section decides on specific measures for implementing the guidelines.

Actions

Education and Awareness-raising

The Tokyo Gas Group regularly provides training to employees primarily involved in business overseas to ensure proper compliance with the guidelines. We have produced an English version of the guidelines for locally hired employees and have distributed to them the English edition of Tokyo Gas Group: Our Code of Conduct. We have also established a system to enable Group employees working overseas to report concerns and seek advice. We implement PDCA cycles to ensure that corruption and bribery is being prevented by monitoring the situation through internal audits and other means to confirm that the procedures established by the guidelines are being followed.

Consultation Services

The Tokyo Gas Group has set up consultation desks internally through its Compliance Department and externally through a law firm and a general consultation service company to provide consultation on compliance-related matters, including corruption/bribery prevention. All individuals working at the Tokyo Gas Group, including officers, regular and temporary staff members, can directly contact these desks by phone, email, and other means.

Action Items of the Foreign Public Official Anti-Corruption and Bribery Guidelines

- Prohibition of bribery of foreign public officials
- Prohibition of facilitation payment
- Prohibition of inappropriate hospitality, gifts, invitations, overseas donations, etc.
- Prohibition of bribery (other than foreign public officials)
- Transactions with third parties
- Relationships with partners of joint ventures, etc.
- Prohibition of taking bribes
- Mergers and acquisitions
- Prohibition of fraudulent accounting
- Obligation to whistle-blow and cooperate with investigations
- Emergency response
- Disciplinary action
- Training and monitoring



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Tax Compliance

Basic Policy

We pledge in Tokyo Gas Group: Our Code of Conduct to strive to ensure that our operations always comply with laws, ordinances, internal regulations and rules, and social norms, and that our global businesses will respect local laws and international norms, with our executives and managers leading from the front in these efforts. We will also abide by this code in tax transparency and contribute to the sustainable growth of local societies and economies through our strict compliance with tax laws and requirements in all operating countries, in line with the principle of fairness in taxes.

Tax Governance System and Risk Management

We have established a system whereby the Accounting Department manages our tax-related matters under the oversight of the executive responsible for accounting. Critical matters are reported to the committee supporting rational decision-making by Corporate Executive Officers and the Board of Directors. To facilitate the appropriate discharge of our tax obligations, we have also set up a system enabling all departments to consult with the Accounting Department regarding tax processes, and we provide employees with tax education through e-learning and other channels. With regard to tax risk management, we identify tax risks in business projects above a certain threshold before they are launched by requiring the risk information to be reported to the Accounting Department in advance. In addition, the Internal Audit Department conducts internal accounting audits that include review of tax compliance.

We further strive to reduce tax risk by selecting the country/region for new subsidiaries based on their purpose of operation, and by following the OECD's guidelines for transfer pricing when carrying out international transactions among our Group companies. Moreover, our overseas subsidiaries enlist the support of external experts to properly comply with the local tax system.

Relations with Tax Authorities

We endeavor to reduce our tax risk by consulting in advance with the tax authorities when necessary. We also build trust with the tax authorities by interacting with them in good faith and by disclosing required information in a timely and appropriate manner.

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Cybersecurity

Basic Policy

The Tokyo Gas Group has positioned cybersecurity as a management priority out of the belief that it is integral to the fulfillment of our social responsibility as an infrastructure provider. Our management leads efforts to ensure the security of the information systems that handle customer and other data and the control systems for gas production/supply, power generation, and other facilities. Through these efforts we strive to protect the customer information assets under our stewardship and to maintain the stable supply and safety of energy services. Furthermore, we implement measures for preventing cybersecurity incidents and carry out management-involved training sessions and other actions for readying ourselves to respond to a potential intrusion.

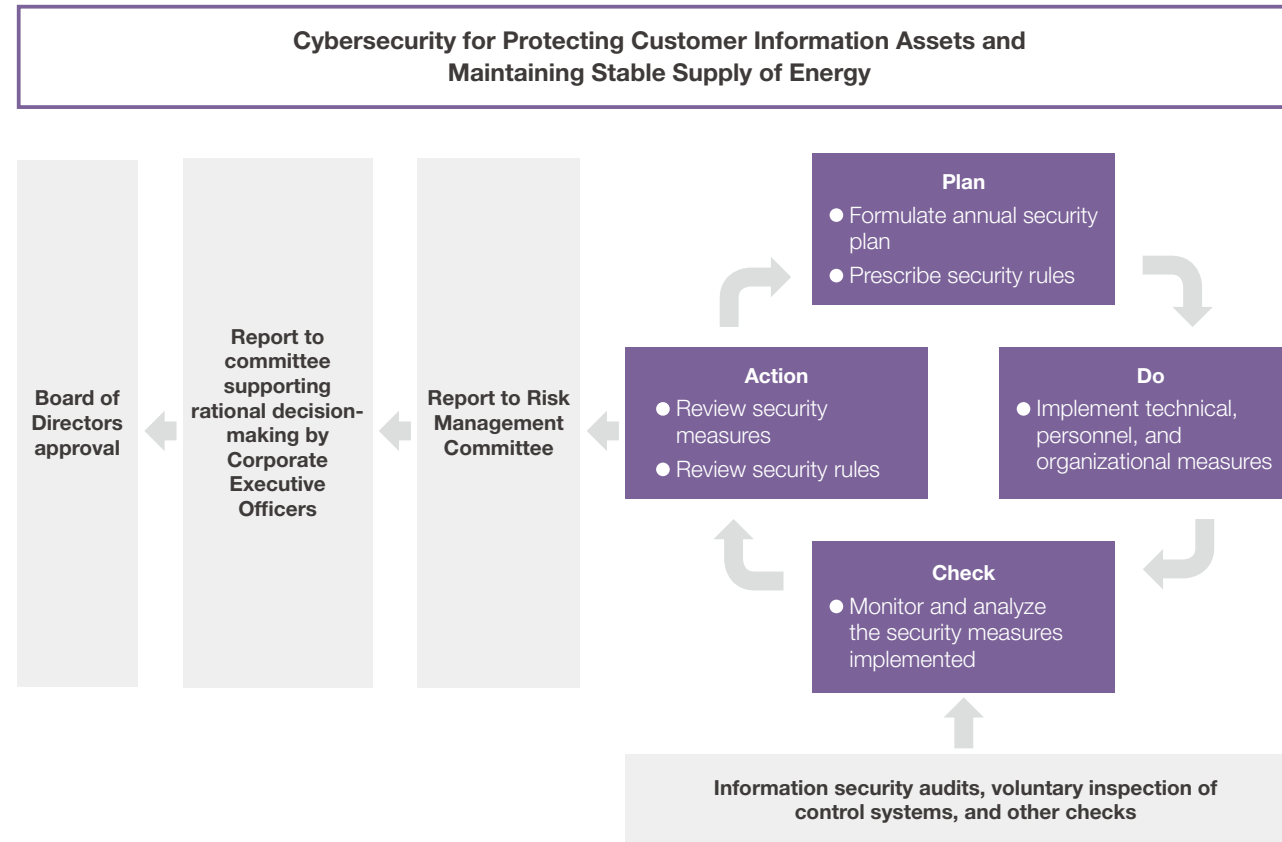
In addition, we are seeking to further strengthen our cybersecurity through a PDCA cycle that adapts to recent advances in digital technologies, the growing threat of cyberattacks, and other changes in the cybersecurity landscape.

Information Security Strategy

We have formulated an information security strategy based on analysis of the Tokyo Gas Group's internal environments and changes in external environments. This strategy sets forth the three aims below. Guided by these goals, we are implementing prioritized information security measures.

- Fulfill social responsibilities as an infrastructure provider
- Maintain and improve customer satisfaction
- Stay in step with business changes

PDCA Cycle for Ensuring Cybersecurity



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Cybersecurity Response System

We manage cyberattack risks through efforts informed by the Ministry of Economy, Trade and Industry's Cybersecurity Management Guidelines. These actions are led by our Cybersecurity Subcommittee, which reports to the Risk Management Committee and provides integrated risk management for both information and control systems. The subcommittee regularly updates the Risk Management Committee on the state of cybersecurity measures.

In addition, all Tokyo Gas business departments and the subsidiaries and some 300 partner companies that support our Group operations strive together to ensure cybersecurity. This concerted effort develops the information security promotion system and control system management system needed to prevent cybersecurity incidents and minimize the damage and other impacts of incidents that do occur.

Targets and Outcomes

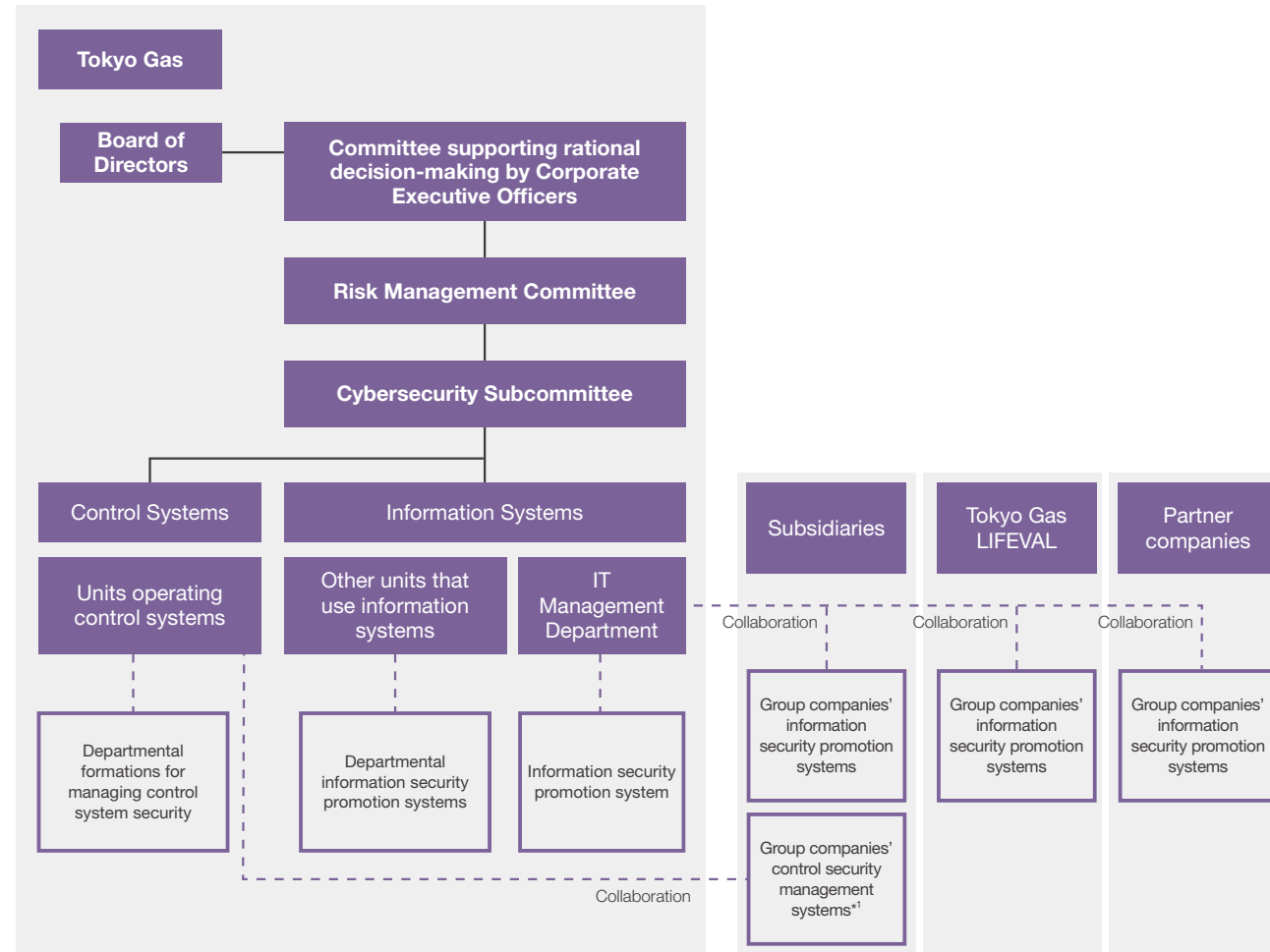
Materiality	Targets concerning materiality (FY2022)	FY2021 Major Outcomes
Information security	Promotion of information security initiatives	<ul style="list-style-type: none"> Implementation of information security training and voluntary inspections Promotion of measures for strengthening supply chain security

Actions

Measures for Ensuring Cybersecurity

We take a comprehensive approach to cybersecurity that combines technical measures such as those for preventing system intrusions, personnel measures such as an annual employee training session, and organizational measures such as establishment of security response formations and the holding of cyberattack response training. In addition, we are taking action to strengthen risk management across our supply chain-including subsidiaries, business partners, and suppliers-and bolster security measures in response to the increase in remote work and meetings.

Cybersecurity Organization



*1 Only the companies that operate control systems.

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Protection of Personal Information

Basic Policy

We recognize that properly protecting and handling personal information is at the foundation of our business activities and a vital social responsibility. To fulfill this responsibility, we have established the following policy for guiding our best efforts to protect personal information. This policy sets rules for compliance with personal information-related laws and regulations, proper acquisition, use, and management of information, and provision to third parties. It also calls for us to promptly respond, within reasonable limits, to people's requests for disclosure, correction, etc. of their personal information.

System for Promoting Protection of Personal Information

The Tokyo Gas Group retains and utilizes a massive volume of personal information, including information on customers. Accordingly, we established a Group-wide system for promoting the protection of personal information even before the Act on the Protection of Personal Information took full effect on April 1, 2005.

System for Promoting Protection of Personal Information

	Performer	Major Duties
Overseer of personal information protection	Executive responsible for department in charge of personal information protection	Formulation, implementation, maintenance, and improvement of measures for managing the protection of personal information
Personal information protection management officers	Department heads	Formulation, implementation, maintenance, and improvement of measures for managing the protection of personal information at the departmental level
Personal information protection executive officers	General managers	Dissemination of information, education, etc. concerning basic matters of personal information protection
Personal information protection promotion managers	Group managers	Appropriate management, etc. of personal information at workplaces

Actions

Formulation of Response Plan

We have formulated and disseminated across our Group a plan for responding to personal information-related incidents. The plan specifies the actions that employees should take upon discovering that personal information may have been lost, leaked, or otherwise exposed, as well as the processes for investigating and ascertaining the facts of the incident, establishing an emergency response team, confirming the facts of the leak, and developing and implementing actions in response.

Monitoring

We have our employees carry out self-assessments for monitoring whether personal information is being managed properly. Also, our Internal Audit Department regularly perform audits to monitor compliance with the Act on the Protection of Personal Information and related laws, regulations, and guidelines, as well as our Policy on Protection of Personal Information and internal rules.

Education and Awareness-raising

We have established internal rules based on the requirements set forth by the Act on the Protection of Personal Information. In addition, we disseminate a pamphlet explaining the practical aspects of personal information protection to all Group employees in order to increase their awareness by promoting thorough understanding of legal requirements and other matters. In response to the revision of the Act on the Protection of Personal Information, we informed each Group company of the details of the revised act and the necessary actions for complying with the revisions.

In order to constantly maintain firm awareness of the importance of personal information protection, we provide training on the proper handling of personal information as part of the annual information security education program.

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Supply Chain Management

Basic Policy

The Tokyo Gas Group believes that it must fulfill its social responsibility in cooperation with business partners, rather than doing so on its own when delivering products and services to customers. Tokyo Gas Group: Our Code of Conduct includes guidelines on our transactions and relationships with business partners, and we strive to ensure awareness of and compliance with those guidelines. We have also established the Purchasing Guidelines to provide a specific code of conduct for realizing highly transparent, fair, and equitable transactions with our business partners, and we endeavor to cultivate trusting relationships with them based on those standards.

Targets and Outcomes

Materiality	Targets concerning materiality (FY2022)	FY2021 Major Outcomes
Supply chain management	Promotion of supply chain management	<ul style="list-style-type: none"> • CSR survey of suppliers: 483 suppliers surveyed, responses received from 87.2% • Supplier survey ascertained whether policy governing the supply chain was in place, among other findings

Purchasing Guidelines

1. Openness

The Company will procure goods and services, both domestically and internationally, that meet the Company's standards for quality, safety, and cost, through procedures that are simple and easily understood.

2. Fairness and Equality

The Company will select its suppliers in a fair and equitable manner on the basis of economic rationality, with due consideration to quality, price, reliability, guaranteed delivery, after-sales service, suitability with existing facilities, technological ability, financial health, and CSR stance. The Company is fully committed to complying with the laws and regulations prohibiting bribery, corruption, misappropriation, antitrust, and other illegal behavior.

3. Mutual Trust

The Company will establish relationships of trust with its suppliers based on fair and equitable transactions and strive to maintain and enhance the safety, security, and reliability of its brand through mutual prosperity and cooperation. Indispensable to providing stable energy is the stable supply of quality goods and services from suppliers at fair prices and within the designated delivery periods, all based on mutual trust.

4. Commitment to Compliance

The Company and its suppliers must fully comply with the letter and spirit of all relevant laws and regulations, social norms, and corporate ethics when conducting business transactions.

5. Environmental Protection

The Company will work with its suppliers to protect the natural environment toward realizing a recycling society by adopting the perspective of environmental friendliness in addition to economic considerations. The Company will promote Green Purchasing in accordance with its Green Purchasing Promotion Guidebook and also to follow through with its Environmental Policies.

6. Occupational Safety and Respect for Human Rights

The Company will work with its suppliers to ensure occupational safety and respect for human rights.

7. Consideration for Local Communities

The Company will work with its suppliers to preserve the environment and ensure respect for human rights in local communities, while also striving to ensure their safety and security. The Company will actively engage in activities that contribute to the development of local communities toward the betterment of society.

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Promotion of Green Purchasing

We promote Green Purchasing practices in our procurement of goods and services so as to reduce environmental impact across our supply chain.

Green Purchasing Promotion Guidebook

The Tokyo Gas Group will promote Green Purchasing in accordance with this Guidebook and by adopting the perspective of environmental friendliness, in addition to common criteria such as cost, quality, and terms of delivery, when procuring and purchasing construction work, services, materials, manufactured goods, and components (hereafter collectively referred to as “goods and services”).

1. Purpose of Green Purchasing

Tokyo Gas endeavors to proactively and consistently contribute to protecting the global environment and building a recycling society, not only by reducing the environmental impact of its business activities through initiatives such as energy conservation and waste reduction but also by promoting Green Purchasing in the upstream segment of its business activities toward reducing its overall environmental impact.

2. Considerations for Selecting Goods and Services

In accordance with the Green Purchasing Guidelines laid out by the Green Purchasing Network (GPN), Tokyo Gas will select goods after considering the diverse environmental impacts throughout their life cycles, from extraction of raw materials to disposal, as explained below.

- Reduction of environmental impact
Reduced use or emission of substances that are harmful to the environment and human health. Proper control of legally designated chemical substances.
- Conservation of resources and energy
Limited consumption of resources, energy, and water during product manufacture, use, and installation.
- Sustainable extraction and use of resources
Sustainable extraction methods and effective utilization to prevent depletion of resources.
- Capacity for long-term use
Enable long-term use based on ease of repair, parts exchange, and other considerations.
- Reusability
Can be reused.
- Recyclability
Can be recycled.
- Use of recycled materials
Contains a significant ratio of recycled materials and reused components.

- Ease of treatment and disposal
Can be easily treated and disposed of as waste.
- Legally compliant waste disposal
Promotes the recycling of resources through reduced waste generation, reuse, and thorough sorting and ensures a legally compliant waste disposal process.
- Biodiversity conservation
Mitigates direct and indirect impacts of business operations on the ecosystem.

3. Considerations for Selecting Suppliers

When selecting suppliers, Tokyo Gas will give higher priority to companies that actively pursue environmental protection initiatives, such as implementation of an environmental management system (EMS) that includes:

- Establishing environmental principles and guidelines;
- Appointing dedicated environmental officers;
- Complying with environmental laws and regulations;
- Identifying the environmental impacts of business activities;
- Disclosing environmental information;
- Protecting the environment in collaboration with local communities and NGOs;
- Promoting Green Purchasing; and
- Asking suppliers to pursue environmental protection activities.

4. Collection and Use of Environmental Information

Tokyo Gas will actively collect, organize, and analyze environmental information on goods and services as well as manufacturers and sales companies. The information will be shared by the Purchasing Department and used to ensure appropriate management of Green Purchasing.

5. Note on Implementing Green Purchasing

When undertaking procurement and purchasing, the Purchasing Department of Tokyo Gas will give priority to selecting the goods and services with the least environmental impact, from among candidates that meet requirements such as quality and terms of delivery, while at the same time striving to contain costs.

Sharing Our Standards of Conduct with Suppliers

We share our “Purchasing Guidelines for Suppliers” and “Green Purchasing Promotion Guidebook” with our suppliers and ask them to abide by those standards, which cover matters such as legal compliance, protection of the

environment, labor, safety, respect for human rights, and consideration for local communities. Also, whenever we purchase from a supplier or contract them to perform construction or other jobs, we present our Environmental Common Specifications to the supplier and ask them to

follow those specifications for legal compliance, reduction of environmental impacts, consideration for occupational health and safety, and other requirements.

Purchasing Guidelines for Suppliers

The Company seeks the cooperation of its suppliers and requests that they understand and act in accordance with the Basic Requirements so as to ensure mutual trust throughout purchasing activities.

1. Quality Guarantee

The Supplier must meet the requirements for quality and performance as set by Tokyo Gas and maintain that level of quality and performance over a reasonable period of time.

2. Reasonable Pricing

The Supplier must offer prices deemed reasonable with respect to quality, performance, specifications, terms of delivery, terms of payment, trends in market prices, and other relevant areas.

3. Compliance with Terms of Delivery

The Supplier must observe the contractual time of delivery specified by the Company.

4. Safety Assurance

The Supplier must ensure the safe use and operation of its products.

5. Maintenance and After-Sales Service

The inspection, maintenance, and repair services that the Supplier is required to provide should be undertaken in a fast and precise manner, an approach that should also be applied to its design and production or implementation of goods and services. In addition, the Supplier must be capable of quickly providing the necessary parts and technical assistance for standard repairs and in the event of an emergency.

6. Risk Management

(1) Quick and appropriate response

The Supplier must be able to respond quickly and appropriately to quality-related issues and emergencies such as natural disasters or accidents.

(2) Personal and confidential information

The Supplier must appropriately handle personal information and confidential information.

(3) Intellectual property

The Supplier must appropriately manage intellectual property, including confidential information and expertise.

7. Commitment to Compliance

The Supplier must comply fully with the letter and spirit of all relevant laws and regulations, including the antitrust law and subcontractor law, and is expected to observe social norms and corporate ethics. The Supplier must also maintain a fully functioning system for the prevention and early detection of illegal behavior.

8. Consideration for Labor, Safety, and Human Rights

The Supplier must act in compliance with laws, regulations, and social norms related to occupational health and safety, working conditions, and human rights, and must engage in initiatives for addressing these issues. Specific requirements include:

- Eliminating all discriminatory practices based on race, ethnicity, religion, gender, age, place of birth, nationality, physical and mental disability, academic background, social status, sexual orientation, gender identity, and other factors, and striving to provide equal opportunities and fair treatment;
- Attending to the health and safety of employees and implementing the necessary measures;
- Properly managing working hours and avoiding forcing work against the will of the employee;

- Respecting employees' right to organize and allowing collective bargaining and labor-management consultations;

- Protecting the rights of workers, complying with minimum wage requirements, and giving due consideration to providing a living wage; and

- Prohibiting child labor and forced labor and preventing illegal labor practices.

9. Environmental Protection

The Supplier is required to implement sufficient measures to avoid harming the global environment, pay due consideration to environmental issues, and reduce its environmental impact. The Supplier is also expected to implement initiatives in line with the Company's Green Purchasing Promotion Guidebook.

10. Consideration for Local Communities

The Supplier is required to work with its business partners to protect the environment, respect human rights, and ensure the safety and security of local communities. The Supplier is encouraged to actively engage in activities that contribute to the development of local communities toward the betterment of society.

11. Supply Chain Management

In addition to observing these Guidelines, the Supplier is expected to encourage its business partners to implement the initiatives set forth therein.

12. Prohibition of Involvement with Conflict Minerals

As a precondition to any business transaction, products supplied by the Supplier must not contain conflict minerals (gold ore, coltan, wolframite, and cassiterite) produced to fund militant groups in the Democratic Republic of the Congo and its neighboring countries and regions.

Supply Chain Management

CSR Survey of Suppliers

As part of our annual supplier survey, we review the status of social responsibility efforts at each company. We have been providing feedback across the board to encourage two-way communication and strengthen cooperation with Purchasing Guidelines for Suppliers. In FY2021, we conducted a wide-ranging survey asking 483 companies to provide information on their policies and codes of conduct for promoting CSR. We received responses from 421 of them (87.2%). We compiled and analyzed their responses and confirmed specific points directly with them as needed. None of the suppliers demonstrated any serious risks such as legal violations.

Education and Awareness-raising

In order to promote CSR-driven procurement practices, we provide training for procurement officers, a basic course for all employees, voluntary study sessions led by procurement officers, and other educational opportunities.

Overview of Survey

Categories	Typical Questions
1. CSR management and compliance	Establishment of codes of conduct on CSR
2. Risk management	Formulation of business continuity plan
3. Product quality and safety	Establishment of policies on product quality and safety
4. Human rights and working conditions	Establishment of codes of conduct on human rights and working conditions
5. Occupational safety, hygiene and health	Establishment of codes of conduct on occupational safety, hygiene and health
6. Environment	Formulation of environmental policy, efforts on conservation of resources
7. Supply chain	Formulation of policies on the supply chain

04

Governance

Compliance

Prevention of Corruption and Bribery

Tax Compliance

Cybersecurity

Protection of Personal Information

Supply Chain Management

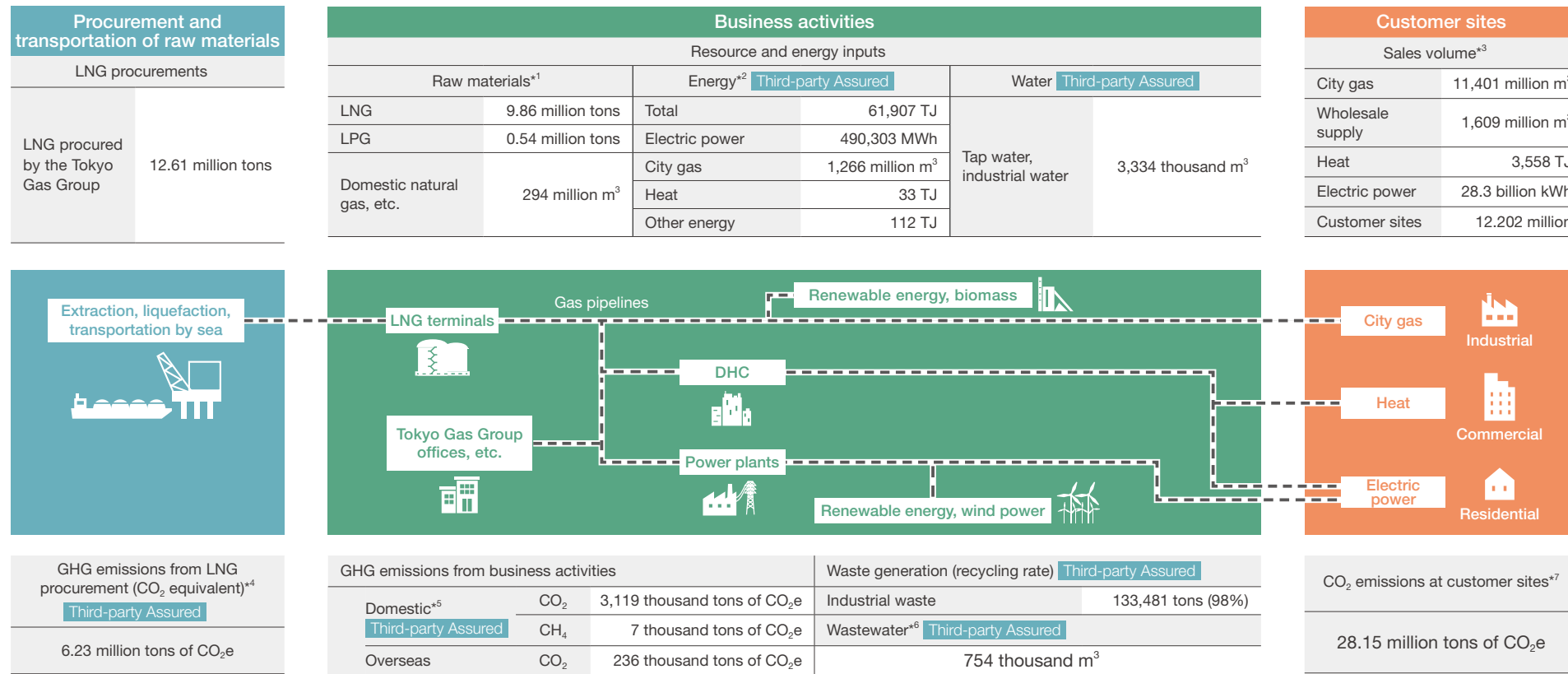
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The Tokyo Gas Group Business Activities and Material Balance

★ The sum of individual environmental data may not be equal to the total due to the way figures are rounded.

We monitor and manage impacts on the environment at every stage of our LNG value chain to reduce the impact on the environment.

Tokyo Gas Group Business Activities and Material Balance (FY2021)



*1 For city gas production by the Tokyo Gas Group.
 *2 Energy consumption by the Tokyo Gas Group excluding double-counting due to intra-group supply of heat and electricity.
 *3 City gas: Volume of gas sales excluding supply to other gas utilities and sales for internal Group use.
 Wholesale supply: Volume of gas supplied to other gas utilities.
 Heat: Includes sales from LNG terminals as well as district heating and cooling centers and spot heat supply. Includes intra-group supply.
 Electric power: Volume of sales of all electric power, including power purchased for business use from other companies and the market as well as Group power stations.
 *4 "City Gas Life Cycle Assessment (issued July 2020)," Japan Gas Association website.
 Production: 0.80 g-CO₂/MJ; Liquefaction: 6.77 g-CO₂/MJ; Transportation by sea: 1.48 g-CO₂/MJ, based on gross calorific value
 *5 Domestic CO₂, CH₄: Excludes double-counting due to intra-group supply.
 *6 Volume of wastewater: Specified wastewater and domestic sewage.
 *7 Sum of the gas sales volume multiplied by emission intensity (2.21 kg-CO₂/m³), plus emissions from power plants in which the Group holds a stake (excluding consolidated subsidiaries) and from power plants from which the Group purchases all electricity generated.
 The CO₂ emissions resulting from the use of city gas sold was 25.2 million t-CO₂e. **Third-party Assured**
Web Boundary: Tokyo Gas Co., Ltd. and 43 consolidated subsidiaries in Japan*.
 *Indexes other than overseas CO₂ emissions represent the total for Tokyo Gas Co., Ltd. and the 43 consolidated subsidiaries in Japan. Overseas CO₂ emissions represent the total for TG Natural Resources LLC.



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The Tokyo Gas Group Business Activities and Material Balance

Feedstock and Sales Volume

Category		Unit	FY2017	FY2018	FY2019	FY2020	FY2021
City gas feedstock *1	Feedstock LNG	Thousand tons	11,407	11,083	10,388	10,352	9,855
	Feedstock LPG	Thousand tons	491	491	474	457	537
Production	City gas sales *2	Million m ³	15,380	15,022	13,855	12,786	13,010
	Heat sales *3	TJ	3,496	3,583	3,749	3,863	3,558
	Power Sales *4	Billion kWh	14.7	15.5	20.6	24.8	28.3

*1: For city gas production by the Tokyo Gas Group.

*2: Volume of gas sales including supply to other gas utilities and excluding sales for internal Group use.

*3: Includes sales volume from LNG terminals, in addition to district heating and cooling centers and spot heat supply. Also includes intra-group supply.

*4: Volume of sales of all electric power, including power purchased for business use from other companies and the market as well as Group power stations.

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Energy

Energy consumption*1, 2, 3

Category	Unit	FY2017	FY2018	FY2019	FY2020	FY2021
Energy consumption ^(Note 1) Group total Third-party Assured	TJ	82,651	76,028	73,018	76,965	61,907
LNG terminals	TJ	4,291	4,106	3,815	3,699	3,655
District heating and cooling centers	TJ	4,037	4,173	5,916	6,656	6,617
Power plants	TJ	71,967	65,566	61,321	64,725	49,648
Tokyo Gas business offices, etc.	TJ	1,444	1,419	1,389	1,270	1,367
Other Group companies	TJ	1,368	1,279	1,193	1,158	1,104
Vehicles ^(Note 2)	TJ	-	-	117	132	104
(Tokyo Gas Co., Ltd.)	TJ	6,043	5,877	5,629	5,433	5,457
Electric power ^(Note 3) Group total Third-party Assured	MWh	607,725	569,650	528,464	482,773	490,303
LNG terminals	MWh	368,259	357,068	324,660	293,255	294,701
District heating and cooling centers	MWh	84,621	84,722	83,433	76,539	77,499
Power plants	MWh	10,700	12,067	9,311	8,767	2,199
Tokyo Gas business offices, etc.	MWh	49,786	49,629	45,336	42,074	46,477
Other Group companies	MWh	105,089	98,696	95,591	91,036	90,525
(Tokyo Gas Co., Ltd.)	MWh	422,776	416,928	380,112	345,017	349,921
City gas Group total Third-party Assured	Thousand m ³	1,775,849	1,628,350	1,503,916	1,601,355	1,265,918
LNG terminals	Thousand m ³	16,206	14,450	14,930	19,163	17,878
District heating and cooling centers	Thousand m ³	72,420	76,216	109,419	127,798	126,876
Power plants	Thousand m ³	1,668,543	1,519,617	1,360,735	1,436,492	1,102,808
Tokyo Gas business offices, etc.	Thousand m ³	17,697	17,082	17,965	16,303	17,540
Other Group companies	Thousand m ³	984	985	867	1,599	816
(Tokyo Gas Co., Ltd.)	Thousand m ³	39,676	37,035	38,814	42,288	41,988
Heat ^(Note 3) Group total Third-party Assured	TJ	55	36	34	31	33
District heating and cooling centers	TJ	211	119	119	105	106
Tokyo Gas business offices, etc.	TJ	95	96	96	88	87
Other Group companies	TJ	195	172	164	146	135
(Tokyo Gas Co., Ltd.)	TJ	104	105	105	95	94
Other fuels Group total Third-party Assured	TJ	4	4	8	9	8
LNG terminals	TJ	1	0	0	0	1
Tokyo Gas business offices, etc.	TJ	1	1	4	3	2
Other Group companies	TJ	3	3	4	5	5
(Tokyo Gas Co., Ltd.)	TJ	1	1	5	4	3
Vehicles ^(Note 2) Group total Third-party Assured	TJ	-	-	117	132	104
(Tokyo Gas Co., Ltd.)	TJ	-	-	46	51	42

Note 1: Excludes double counting by intra-group supply of heat and electricity.

Note 2: Up through fiscal 2018 the figures for vehicles were included under "Tokyo Gas business offices, etc." and "Other Group companies." Starting with fiscal 2019, they are counted together as a separate item, "Vehicles."

Note 3: Excludes double counting by intra-group supply. Since fiscal 2018, the amount of heat accommodated was deducted for district heating and cooling centers.

*1 Total for Tokyo Gas Co., Ltd. and the 43 consolidated subsidiaries in Japan.

*2 Up through FY2018, the data for district heating and cooling centers and other sites selling electricity generated using gas cogeneration systems were recorded as follows: figures for energy consumed in power generation were posted under "Power plants," while figures for energy consumed in heat production were posted under "District heating and cooling centers." Since FY2019, however, the data on all energy used at the above-stated district heating and cooling centers has been posted under "District heating and cooling centers."

"Tokyo Gas business offices, etc." lists the Company's non-consolidated energy use, less the amounts for LNG terminals and district heating and cooling centers. "Other Group companies" lists the data for other Group companies, less the amounts for district heating and cooling centers and power plants.

*3 Some variance in the data listed under different categories may exist since the data has been processed to properly assess the changes in energy intensity for each business activity (such as by reflecting the amounts of other companies commissioned to do processing at LNG terminals).

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Atmospheric Emissions

Greenhouse Gas Emissions

Category		Unit	FY2017	FY2018	FY2019	FY2020	FY2021
Scope 1+2 (Domestic & overseas)		thousand t-CO ₂ e	-	-	-	-	3,362
Domestic ^{*5}	Scope 1+2 Third-party Assured	thousand t-CO ₂ e	4,189	3,848	3,706	3,900	3,126
	Scope 1 Third-party Assured	thousand t-CO ₂ e	3,902	3,588	3,467	3,691	2,922
	Scope 2 ^{*3} Third-party Assured	thousand t-CO ₂ e	287	260	239	209	205
	CO ₂ ^{*1, 2, 3 (Note 1)} Third-party Assured	thousand t-CO ₂ e	4,179	3,839	3,698	3,893	3,119
	LNG terminals	thousand t-CO ₂ e	207	192	177	168	164
	District heating and cooling centers	thousand t-CO ₂ e	201	205	294	330	327
	Power plants	thousand t-CO ₂ e	3,654	3,333	3,120	3,293	2,526
	Tokyo Gas business offices, etc.	thousand t-CO ₂ e	72	71	67	60	64
	Other Group companies	thousand t-CO ₂ e	68	62	61	59	55
	Vehicles ^(Note 2)	thousand t-CO ₂ e	-	-	8	9	7
	(Tokyo Gas Co., Ltd.)	thousand t-CO ₂ e	294	280	266	252	25
CH ₄ ^{*4 (Note 3)} Third-party Assured	thousand t-CO ₂ e	11	9	8	7	7	
Overseas	Scope 1+2 ^(Note 4)	thousand t-CO ₂ e	-	-	-	-	236
Scope 3		thousand t-CO ₂ e	36,568	35,746	32,656	34,536	34,392
Upstream (GHG emissions from LNG procurement; ^{Note 5)} Third-party Assured	(1) Purchased goods and services						
	(3) Fuel/energy-related activities not included in Scope 1 or 2	thousand t-CO ₂ e	6,966	6,825	6,536	6,225	6,229
	(4) Upstream transportation and distribution						
Business activities	(5) Waste generated in operations	thousand t-CO ₂ e	-	-	-	-	5
	(6) Business travel	thousand t-CO ₂ e	-	-	-	-	2
	(7) Employee commuting	thousand t-CO ₂ e	-	-	-	-	3
Downstream (Customers)	(10) Processing of products sold ^(Note 6)	thousand t-CO ₂ e	-	-	-	28,311	2,957
	(11) Use of products sold ^(Note 7) Third-party Assured	thousand t-CO ₂ e	29,602	28,921	26,120		25,196

Note 1: Excludes double counting by intra-group supply.
 Note 2: Up through fiscal 2018 the figures for vehicles were included under "Tokyo Gas business offices, etc." and "Other Group companies." Starting with fiscal 2019, they are counted together as a separate item, "Vehicles."
 Note 3: About 290 tons of CH₄ emissions
 Note 4: Counted under overseas consolidated subsidiary data since FY2022.
 Note 5: Calculated based on greenhouse gas emission intensity throughout the lifecycle, from extraction of natural gas to processing and transportation, as analyzed using LNG procurement volume and the LCA approach.
 • Emission intensity from FY2015
 Extraction: 0.77 g-CO₂/MJ; Liquefaction: 6.71 g-CO₂/MJ;
 Transportation by sea: 1.48 g-CO₂/MJ, based on gross calorific value
 Source: "Study of Life Cycle Greenhouse Gas Emissions of LNG and City Gas 13A" (Proceedings of the annual meeting of Japan Society of Energy and Resources 35, 23-26, 2016)
 • Emission intensity from FY2019
 Extraction: 0.80 g-CO₂/MJ; Liquefaction: 6.77 g-CO₂/MJ;
 Transportation by sea: 1.48 g-CO₂/MJ, based on gross calorific value
 Source: "City Gas Life Cycle Assessment (issued July 2020)," Japan Gas Association website.
 Note 6: Sum of emissions from power plants in which the Group holds a stake (excluding consolidated subsidiaries) and from power plants from which the Group purchases all electricity generated.
 Note 7: Product of city gas sales volume multiplied by emission intensity (2.21 kg-CO₂/m³).

*1 Up through FY2018, the data for district heating and cooling centers and other sites selling electricity generated using gas cogeneration systems were recorded as follows: figures for energy consumed in power generation were posted under "Power plants," while figures for energy consumed in heat production were posted under "District heating and cooling centers." Since FY2019, however, the data on all energy used at the above-stated district heating and cooling centers has been posted under "District heating and cooling centers."
 "Tokyo Gas business offices, etc." lists the Company's non-consolidated energy use, less the amounts for LNG terminals and district heating and cooling centers. "Other Group companies" lists the data for other Group companies, less the amounts for district heating and cooling centers and power plants.
 *2 Some variance in the data listed under different categories may exist since the data has been processed to properly assess the changes in energy intensity for each business activity (such as by reflecting the amounts of other companies commissioned to do processing at LNG terminals).
 *3 Calculated using adjusted emission factor since FY2018.
 *4 CH₄ (methane) emissions were converted to CO₂ emissions by multiplying them by 25, the global warming potential stipulated in the Act on Promotion of Global Warming Countermeasures.
 *5 Total for Tokyo Gas Co., Ltd. and the 43 consolidated subsidiaries in Japan.



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Conversion Factor, etc.

CO₂ Emission Factor

Category		Unit	FY2017	FY2018	FY2019	FY2020	FY2021	
City gas (Tokyo Gas 13A) ^(Note 1)		kg-CO ₂ /m ³			2.21			
Purchased electricity ^(Note 2)		kg-CO ₂ /kWh	Emission factors of electric power companies, released in accordance with the ministerial ordinance for the Act on Promotion of Global Warming Countermeasures					
Heat ^(Note 3)	Steam (excluding industrial use), hot water, cold water	kg-CO ₂ /MJ			0.057			
	Industrial steam	kg-CO ₂ /MJ			0.06			
Other fuels ^(Note 3)	Heavy oil A	kg-CO ₂ /L			2.71			
	Diesel	kg-CO ₂ /L			2.58			
	Kerosene	kg-CO ₂ /L			2.49			
	Gasoline	kg-CO ₂ /L			2.32			
	LPG	kg-CO ₂ /kg			3.00			

Note 1: Calculated based on the typical composition of city gas (type 13A) supplied by the Tokyo Gas (15°C, gauge pressure of 2 kPa).

Note 2: The basic emission factors were used until fiscal 2017 and adjusted emission factors are used since fiscal 2018.

Note 3: Calculated using the unit calorific value released in accordance with the ministerial ordinance stipulated by the Act on Promotion of Global Warming Countermeasures, and multiplying this amount by the emission factor per unit calorific value and by 44/12.

Unit Calorific Value

Category		Unit	FY2017	FY2018	FY2019	FY2020	FY2021
City gas (Tokyo Gas 13A) ^(Note 1)		MJ/m ³ N			45.00		
Purchased electricity ^(Note 2, 3)	Daytime electricity	MJ/kWh			9.97		
	Nighttime electricity	MJ/kWh			9.28		
	Other than general electricity utilities	MJ/kWh			9.76		
Heat ^(Note 2)	Steam (excluding industrial use), hot water, cold water	MJ/MJ			1.36		
	Industrial steam	MJ/MJ			1.02		
Other fuels ^(Note 2)	Heavy oil A	MJ/L			39.1		
	Diesel	MJ/L			37.7		
	Kerosene	MJ/L			36.7		
	Gasoline	MJ/L			34.6		
	LPG	MJ/kg			50.8		
Crude oil equivalent coefficient ^(Note 2)		kL/GJ			0.0258		

Note 1: City gas calorific value of Tokyo Gas (0°C, 1 atmospheric pressure)

Note 2: Act on the Rational Use of Energy (Energy Efficiency Act)

Note 3: For the crude oil equivalent of electricity usage under "District heating and cooling centers" and "Tokyo Gas business offices, etc.," the amounts purchased from power utility companies were all calculated using daytime electricity factors.

Amount of Thermal Power Generation Varies According to Electricity Usage

In Japan, the electricity supplied by electric utilities is generated primarily by thermal power, nuclear power and hydroelectric power plants. Nuclear power plants operate at full capacity except when undergoing a routine inspection, while the annual power output of hydroelectric power plants is determined by the amount of rainfall. The electricity supply is adjusted by operations at thermal power plants. Therefore, in terms of total annual output, it is most likely to be thermal power generation that is cut when electricity use is reduced through energy-saving measures.

[The Greenhouse Gas Protocol](#) 
(Guidelines for Quantifying GHG Reductions from Grid-Connected Electricity Projects)

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Water

Water Withdrawal (water consumption)

Water Withdrawal (water consumption)*1

Category	Unit	FY2017	FY2018	FY2019	FY2020	FY2021
Water withdrawal (water consumption) Group total Third-party Assured	Thousand m ³	789,831	743,481	690,950	661,816	679,501
Tap water and industrial water Group total Third-party Assured	Thousand m ³	5,180	4,952	4,600	4,422	3,334
LNG terminals	Thousand m ³	1,125	1,045	981	959	975
District heating and cooling centers	Thousand m ³	1,507	1,780	1,716	1,582	1,539
Power plants	Thousand m ³	1,765	1,325	1,135	1,263	216
Tokyo Gas business offices, etc.	Thousand m ³	506	515	507	400	409
Other Group companies	Thousand m ³	276	286	261	217	195
(Tokyo Gas Co., Ltd.)	Thousand m ³	1,674	1,644	1,580	1,448	1,473
Seawater Third-party Assured	Thousand m ³	784,651	738,529	686,350	657,394	676,167

*1 Total for Tokyo Gas Co., Ltd. and the 43 consolidated subsidiaries in Japan.

Water Discharge

Water Discharge*2

Category	Unit	FY2017	FY2018	FY2019	FY2020	FY2021
Water discharge	Thousand m ³	785,720	739,517	687,365	658,427	676,921
Water discharge ^(Note 1) Group total Third-party Assured	Thousand m ³	1,069	988	1,015	1,033	754
LNG terminals	Thousand m ³	242	221	300	285	261
District heating and cooling centers	Thousand m ³	330	362	387	379	346
Power plants	Thousand m ³	498	405	328	369	146
(Tokyo Gas Co., Ltd.)	Thousand m ³	258	254	335	327	289
Seawater ^(Note 2)	Thousand m ³	784,651	738,529	686,350	657,394	676,167

*2 Total for Tokyo Gas Co., Ltd. and the 43 consolidated subsidiaries in Japan, but excluding Tokyo Gas business offices, etc. and other Group companies.

Note 1: Data are for wastewater discharges from wastewater treatment facilities and sewage discharges.

Note 2: Due to inability to precisely measure seawater consumption, this value is calculated as the equivalent of wastewater volume.

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Waste

Industrial Waste *1

Category		Unit	FY2017	FY2018	FY2019	FY2020	FY2021
Industrial waste (Note 1) Group total Third-party Assured	Generation	t	161,344	144,827	146,243	143,176	133,481
	Amount recycled	t	156,810	140,015	141,204	139,945	130,260
	Landfill	t	2,001	2,490	1,702	1,655	2,316
	Recycling rate	%	97	97	97	98	98
	Landfill rate	%	1.2	1.7	1.2	1.2	1.7
Tokyo Gas Co., Ltd.	Generation	t	5,950	4,767	4,924	3,697	3,499
	Amount recycled	t	4,638	3,607	3,464	2,777	2,787
	Landfill	t	981	575	508	471	437
	Recycling rate	%	78	76	70	75	75
	Landfill rate	%	16	12	10	13	12

*1 Total for Tokyo Gas Co., Ltd. and the 43 consolidated subsidiaries in Japan.

Note 1: Including construction work for customers of our subcontractors, subsidiaries.

By-products from Gas Pipeline Construction

Category		Unit	FY2017	FY2018	FY2019	FY2020	FY2021
Gas pipe (Note 2) PE pipe	Amount recovered	t	283	299	253	265	254
	Amount recycled	t	283	299	253	265	254
	Recycling rate	%	100	100	100	100	100

Note 2: Tokyo Gas Co., Ltd.

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Employees

Number of Regular Employees by Gender *1, 2, 3

		Unit	FY2019	FY2020	FY2021
Male	Non-consolidated	Persons (%)	6,311 (84.0)	6,466 (83.4)	6,194 (83.2)
	Consolidated		11,322 (81.4)	11,710 (80.9)	11,323 (80.4)
Female	Non-consolidated		1,202 (16.0)	1,283 (16.6)	1,253 (16.8)
	Consolidated		2,581 (18.6)	2,773 (19.1)	2,766 (19.6)
Total	Non-consolidated		7,513	7,749	7,447
	Consolidated		13,903	14,483	14,089

*1 Data are as of the end of March of each fiscal year.
 *2 Non-consolidated data exclude personnel on loan to Tokyo Gas from other organizations and include personnel on loan from Tokyo Gas to other organizations (hereafter, "registered personnel").
 *3 Consolidated data exclude personnel on loan to Tokyo Gas and its subsidiaries from other organizations and include personnel on loan from Tokyo Gas and its subsidiaries to other organizations (hereafter, "registered personnel").

Average Length of Employment by Gender *4, 5, 6

		Unit	FY2019	FY2020	FY2021
Male	Non-consolidated	Years	19.7	19.4	20.3
	Consolidated		16.8	16.7	17.5
Female	Non-consolidated		18.5	17.7	17.8
	Consolidated		14.2	13.8*7	13.8
Total	Non-consolidated		19.5	19.1	19.9
	Consolidated		16.3	16.3*7	16.8

*4 Data are as of the end of March of each fiscal year.
 *5 Non-consolidated data are for Tokyo Gas employees (registered personnel).
 *6 Consolidated data are for Tokyo Gas employees and its subsidiary employees for which data are available (registered personnel).
 *7 Revised to correct error in past data.

Number of Managers *8, 9, 10, 11 **Third-party Assured**

		Unit	2020	2021	2022
Male	Non-consolidated	Persons (%)	2,646 (91.3)	2,614 (90.8)	2,574 (90.5)
	Consolidated		3,355 (91.1)	3,345 (90.3)	3,285 (90.1)
Female	Non-consolidated		251 (8.7)	264 (9.2)	271 (9.5)
	Consolidated		328 (8.9)	361 (9.7)	359 (9.9)
Total	Non-consolidated		2,897	2,878	2,845
	Consolidated		3,683	3,706	3,644

*8 Data are as of April 1 of each fiscal year.
 *9 Employees in supervisory positions, or employees of equivalent status.
 *10 Non-consolidated data are for Tokyo Gas employees (registered personnel).
 *11 Consolidated data are for Tokyo Gas employees and its subsidiary employees (registered personnel).

Hiring of New Graduates *12, 13, 14

		Unit	2020	2021	2022
Male	Non-consolidated	Persons	158	102	102
	Consolidated		296	284	298
Female	Non-consolidated		60	35	28
	Consolidated		137	125	120
Total	Non-consolidated		218	137	130
	Consolidated		433	409	418

*12 Data are as of April 1 of each fiscal year.
 *13 Non-consolidated data are for Tokyo Gas employees (registered personnel).
 *14 Consolidated data are for Tokyo Gas employees and its subsidiary employees for which data are available (registered personnel).

Hiring of Mid-Career Personnel *15, 16, 17

		Unit	FY2019	FY2020	FY2021
Male	Non-consolidated	Persons	17	14	21
	Consolidated		221	122*18	93
Female	Non-consolidated		1	3	5
	Consolidated		206	85*18	66
Total	Non-consolidated		18	17	26
	Consolidated		427	207*18	159

*15 Data includes contract employees who became regular employees.
 *16 Non-consolidated data are for Tokyo Gas employees (registered personnel).
 *17 Consolidated data are for Tokyo Gas employees and its subsidiary employees for which data are available (registered personnel).
 *18 Revised to correct error in past data.

Number of Employees with Disabilities *19, 20 **Third-party Assured**

	Unit	June 2020	June 2021	June 2022
Number of employees with disabilities	Persons	172	167	169
Percentage of total employees	%	2.55	2.54	2.64

*19 Total number of enrollment (headcount) including regular and contract employees at Tokyo Gas.
 *20 Figures are as of the first day of the month shown for each fiscal year.



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Number of employees using Childcare/Nursing care leave and Balancing work related programs (consolidated) *1

Programs	Item	Unit	FY2019		FY2020		FY2021	
			Male	Female	Male	Female	Male	Female
Childcare leave	Number of users	Persons	19	152	29	170	63	196
Shorter hours for Childcare			-	-	22	367	35	366
Nursing care leave			5	7	0	9	3	10
Shorter hours for nursing care			-	-	0	7	0	4

*1 Data are for Tokyo Gas employees and its subsidiary employees for which data are available (registered personnel).

Major Programs and Number of Users (non-consolidated) *2, 3

Programs	Outline	Item	Unit	FY2019		FY2020		FY2021	
				Male	Female	Male	Female	Male	Female
Childcare leave	Until the end of April immediately following the child's 3rd birthday (employees are allowed to change the scheduled date of reinstatement if they are unable to enroll their child in a nursery school)	Number of users	Persons	12	72	18	82	38	92
		Percentage returning to work*4	%	100	100	100	100	100	100
Shorter hours for Childcare	Flextime for childcare is available during pregnancy and until the child completes the 6th grade	Number of users	Persons	12	220	18	218	27	209
Nursing care leave	Up to 3 years for one care receiver within the second degree of kinship	Number of users	Persons	2	2	0	2	1	3
Shorter hours for nursing care	Flextime for nursing care is available for up to 3 years per care receiver who is a relative within the second degree of kinship	Number of users	Persons	1	5	0	3	0	1
Maternity leave	By employee application, six weeks before birth and eight weeks after birth	Number of users	Persons	-	-	-	51	-	45
Spousal maternity leave	Five days within 180 days after spouse gives birth	Number of users	Persons	188		220		226	
Child nursing leave	Ten days in cases where the child suffers injury or illness and requires care, or for the child to receive vaccinations or health examinations, until the child completes the third grade	Number of users	Persons	-	-	6	5	0	1
Leave to accompany partner	Up to 3 years for employees accompanying a spouse posted overseas	Number of users	Persons	2		6		9	
Life design support leave	Up to one year for employees undergoing fertility treatment	Number of users	Persons	-	-	-	-	-	3
Community service leave	Granted special leave (paid) for up to 5 days within 1 year	Cumulative number of users	Persons	37		2		10	
Sabbatical system	Employees who reach the ages of 30, 35, 40 and 50 are granted commemorative gifts and special leave (paid)	Number of users	Persons	519		489		- ⁵	

*2 Data are for Tokyo Gas employees (registered personnel).

*3 Items in bold are company programs that go beyond regulatory requirements.

*4 Percentage of employees who completed childcare leaves each fiscal year and those returned to work at the company.

*5 Not calculated because leave period was extended due to COVID-19 pandemic.

State of Reemployment after Mandatory Retirement *6

	Unit	FY2019	FY2020	FY2021
Total number of retired employees *7	Persons	130	163	170
Number of reemployed *8	Persons (%)	115 (88.5)	149 (91.4)	155 (91.2)

*6 Data are for Tokyo Gas employees (registered personnel).

*7 Number of employees who left the company at the mandatory retirement age of 60.

*8 Number of people rehired by Tokyo Gas or its subsidiaries after mandatory retirement.

Number of Employees Leaving the Company *9, 10, 11

	Unit	FY2019	FY2020	FY2021
Male (Percentage of employees leaving the company)	Non-consolidated	67 (1.03)	35 (0.53)	66 (1.03)
	Consolidated	264 (2.30)	157 (1.32)	274 (2.37)
Female (Percentage of employees leaving the company)	Non-consolidated	12 (0.98)	6 (0.47)	12 (0.94)
	Consolidated	96 (3.65)	107 (3.94)	126 (4.44)
Total (Percentage of employees leaving the company)	Non-consolidated	79 (1.03)	41 (0.52)	78 (1.02)
	Consolidated	360 (2.55)	264 (1.81)	400 (2.77)

*9 Non-consolidated data are for Tokyo Gas employees (registered personnel).

*10 Consolidated data are for Tokyo Gas employees and its subsidiary employees for which data are available (registered personnel).

*11 The percentage of people leaving the company is calculated as follows: number of regular employees leaving for personal reasons (as of March 31 of each fiscal year)/number of regular employees (as of April 1 of each fiscal year).



- Environmental Data
- Social Data
- Governance Data
- Third-Party Independent Assurance Report
- Major ESG Ratings

Social Data

Number of Contract and Temporary Employees^{*1,2}

	Unit	FY2020	FY2021	FY2022
Contract employees	Persons	1,304	1,158	1,044
Temporary employees		615	595	748
Total		1,919	1,753	1,792

*1 Data are as of April 1 of each fiscal year.

*2 Data are for Tokyo Gas.

Number of Employees with Right to Collective Bargaining^(Employees Excluding Management)^{*3,4}

	Unit	FY2019	FY2020	FY2021
Number of employees	Persons	6,919	6,932	6,780

*3 Data are as of the end of March of each fiscal year.

*4 Data are for Tokyo Gas employees (registered personnel).

Average Annual Training Hours^{*5,6}

	Unit	FY2019	FY2020	FY2021
Average annual training hours	Hours/person	11.4	12.6	12.3

*5 Data are for Tokyo Gas employees (registered personnel).

*6 Data on training provided by the Personnel Department (excludes training provided independently by other departments).

Occupational Health and Safety

Implementation of Occupational Health and Safety Education Programs^{*7}

Program		Unit	FY2019	FY2020	FY2021
Level-specific training on health and safety and on safety planning	New employee training	Persons	224	218	137
	Health and safety training for new managers		241	204	226

*7 Data are for Tokyo Gas employees (registered personnel).

Overview of Accidents and Injuries^{*8}

	Unit	FY2019	FY2020	FY2021
Work-related injuries ^{*9}	Cases	34	23	24
Traffic incidents		117	74	49
Lost time work-related injuries rate ^{*10,12}	-	0.31	0.44	0.52
Third-party Assured				
Severity rate ^{*11,12,13}	-	0.001	0.014	0.010

*8 Data are for regular employees (registered personnel) and contract employees of Tokyo Gas.

*9 Includes accidents not resulting in lost worktime.

*10 Number of lost time work-related injuries per 1 million total actual working hours.

*11 Number of workdays lost as a result of accidents/injuries per 1,000 total actual working hours.

*12 Includes work-related traffic accidents.

*13 Lost workdays are counted based on standards placed by the Japanese Ministry of Health, Labour and Welfare.

Health

Health Indexes^{*14}

	Unit	FY2019	FY2020	FY2021	
Participation in regular health examinations	%	100	100	100	
Participation in stress checks	%	60.1	80.2	73.7	
Participation in health initiative ^{*15}	Persons	1,464	2,054	1,247	
Average overtime work	Hours/person-month	15.9	16.9	18.7	
No. of days annual paid leave taken	Days/person	15.8	14.0	17.9	
Smoking	Male	%	30.8	29.7	28.9
	Female	%	6.0	5.2	4.8

*14 Data are for Tokyo Gas employees (registered personnel).

*15 Number of participants in walking campaign that has them individually compete for most steps walked in a 2-month period.

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Training and Consultation on Human Rights and Compliance

Participants in Training on Human Rights and Compliance^{*1}

Overview	Unit	FY2019	FY2020	FY2021
Level-specific training Training upon entering the company, during the third year, and during qualification promotions (two levels)		1,311	1,322	1,238
Workplace Discussions Workplace-level trainings on topics selected and shared Group-wide		21,088	21,966	21,956
Compliance consultation desk staff training Training for enabling prompt risk escalation and strengthening risk response	Persons	65	34	73
Trainings and follow-up trainings for human rights & compliance promotion leaders Trainings for strengthening broad skills in responding to human rights and compliance issues (follow-up trainings are part of compliance lecture program)		354	124	35
Compliance lectures Human rights lectures by outside speakers for workplace managers, human rights & compliance promotion leaders, etc.		300	124	1,147

Number of Cases Handled by Consultation Desks^{*1}

Consultation Topics	Unit	FY2019	FY2020	FY2021
Interpersonal relations and harassment		35	42	60
Benefits and working hours		14	19	24
Internal regulations	Number of cases	11	23	25
Laws, regulations, and other matters		4	8	11
Total		64	92	120

*1 Data are for the Tokyo Gas Group.

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Third-Party Independent Assurance

Some social and environmental data* provided in this PDF version of Tokyo Gas Group Sustainability Factbook have been third-party assured by KPMG AZSA Sustainability Co., Ltd. (a member of the KPMG Japan group) to enhance their credibility. We will work to further raise the standard of our Sustainability activities in the future, taking account of the issues pointed out in the course of the third-party assurance process and the reader feedback received via our website and other channels.

* The applicable content is indicated by "Third-party assured" in a box next to the subject title.

Independent Assurance Report on Tokyo Gas Group Sustainability Factbook



Independent Assurance Report

To the Representative Corporate Executive Officer, President and CEO of Tokyo Gas Co., Ltd.

We were engaged by Tokyo Gas Co., Ltd. (the "Company") to undertake a limited assurance engagement of the environmental and social performance indicators marked with "Third-party assured" (the "Indicators") for the period from April 1, 2021 to March 31, 2022 included in its Tokyo Gas Group Sustainability Factbook 2022 (the "Factbook") for the fiscal year ended March 31, 2022.

The Company's Responsibility

The Company is responsible for the preparation of the Indicators in accordance with its own reporting criteria (the "Company's reporting criteria"), as described in the Factbook.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Indicators based on the procedures we have performed. We conducted our engagement in accordance with the 'International Standard on Assurance Engagements (ISAE) 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information' and the 'ISAE 3410, Assurance Engagements on Greenhouse Gas Statements' issued by the International Auditing and Assurance Standards Board. The limited assurance engagement consisted of making inquiries, primarily of persons responsible for the preparation of information presented in the Factbook, and applying analytical and other procedures, and the procedures performed vary in nature from, and are less in extent than for, a reasonable assurance engagement. The level of assurance provided is thus not as high as that provided by a reasonable assurance engagement. Our assurance procedures included:

- Interviewing the Company's responsible personnel to obtain an understanding of its policy for preparing the Factbook and reviewing the Company's reporting criteria.
- Inquiring about the design of the systems and methods used to collect and process the Indicators.
- Performing analytical procedures on the Indicators.
- Examining, on a test basis, evidence supporting the generation, aggregation and reporting of the Indicators in conformity with the Company's reporting criteria, and recalculating the Indicators.
- Making inquiries and reviewing materials including documented evidence of the Company's Sodegaura LNG Terminal selected on the basis of a risk analysis, as alternative procedures to a site visit.
- Evaluating the overall presentation of the Indicators.

Conclusion

Based on the procedures performed, as described above, nothing has come to our attention that causes us to believe that the Indicators in the Factbook are not prepared, in all material respects, in accordance with the Company's reporting criteria as described in the Factbook.

Our Independence and Quality Control

We have complied with the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior. In accordance with International Standard on Quality Control 1, we maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Kazuhiko Saito, Partner, Representative Director
KPMG AZSA Sustainability Co., Ltd.
Tokyo, Japan
October 25, 2022

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Key ESG Ratings

Inclusion in ESG Indexes

The Tokyo Gas Group has been included in the following ESG indexes (as of July 31, 2022).

FTSE4Good Index Series

A series of indexes developed by FTSE Russell, a subsidiary of the London Stock Exchange Group. These indexes assess companies based on their ESG performance; those that meet certain criteria are included in the indexes.



FTSE4Good

FTSE4Good Index Series



FTSE Blossom Japan Index

This index is comprised of Japanese companies that meet high ESG standards. It is constructed so that the industry weights align with the Japanese equity market. Since 2017, the Government Pension Investment Fund of Japan (GPIF) has tracked its investments with this index.



FTSE Blossom Japan

FTSE Blossom Japan Sector Relative Index

This index is comprised of Japanese companies that meet high ESG standards. It includes assessment of environmental impact and management practices regarding climate change risks and opportunities. Since 2022, the GPIF has tracked its investments with this index.



FTSE Blossom Japan Sector Relative Index

FTSE Blossom Japan Index Series



MSCI ESG Leaders Indexes*1

Indexes developed by MSCI Inc. of the U.S. These indexes assess companies based on their ESG performance; those that meet certain criteria are included in the indexes.



MSCI Japan ESG Select Leaders Index*1

This index is comprised of Japanese companies that meet high ESG standards. The constituents are selected for having relatively high ESG ratings within their industries. Since 2017, the GPIF has tracked its investments with this index.



MSCI Japan Empowering Women Index (WIN)*1

This index is comprised of Japanese companies with high scores on gender diversity, based on women's empowerment data. Since 2017, the GPIF has tracked its investments with this index.



*1 MSCI ESG Indexes

THE INCLUSION OF Tokyo Gas Co., Ltd. IN ANY MSCI INDEX, AND THE USE OF MSCI LOGOS, TRADEMARKS, SERVICE MARKS OR INDEX NAMES HEREIN, DO NOT CONSTITUTE A SPONSORSHIP, ENDORSEMENT OR PROMOTION OF Tokyo Gas Co., Ltd. BY MSCI OR ANY OF ITS AFFILIATES. THE MSCI INDEXES ARE THE EXCLUSIVE PROPERTY OF MSCI. MSCI AND THE MSCI INDEX NAMES AND LOGOS ARE TRADEMARKS OR SERVICE MARKS OF MSCI OR ITS AFFILIATES.

SOMPO Sustainability Index

This index is managed by Sompo Asset Management Co., Ltd. It is comprised of companies rated by Sompo Risk Management Inc. as having met specific ESG standards.



External Sustainability Ratings

The Tokyo Gas Group has received the following external ratings of its sustainability performance (as of July 31, 2022).

CDP

CDP is a U.K.-based NPO that collaborates with institutional investors to operate an international framework asking companies to disclose information on their climate change and water risk initiatives. The initiatives are scored on a scale from A to D-, and the results serve as an important index of corporate environmental efforts. Tokyo Gas received a B rating in Climate Change for FY2021.

2022 Certified Health and Productivity Management Organization Recognition Program

This is a certification program jointly run by the Ministry of Economy, Trade and Industry (METI) and Nippon Kenko Kaigi. It honors large enterprises and SMEs that conduct particularly outstanding health management based on efforts addressing regional health issues and Nippon Kenko Kaigi's health promotion efforts.



“Eruboshi” Certification

Enterprises with superior efforts for the advancement of female employees are certified by the Minister of Health, Labour and Welfare under a system based on the Act on the Promotion of Female Participation and Career Advancement in the Workplace. There are three levels of certification. Tokyo Gas Customer Support Co., Ltd. was certified at the highest level and Tokyo Gas at the second highest level.



“Kurumin” Certification

This certification system is based on the Act on Advancement of Measures to Support Raising Next-Generation Children. Companies that actively support employees in their parenting duties are certified by the Minister of Health, Labour and Welfare.



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GRI Sustainability Reporting Standards Index

The Tokyo Gas Group Sustainability Fact Book refers to the GRI Standard.

GRI102: General Disclosures 2016

Disclosure	Disclosure Pages
1. Organizational profile	
102-1 Name of the organization	Web Profile
102-2 Activities, brands, products, and services	Web Business
102-3 Location of headquarters	Web Profile
102-4 Location of operations	Web Locations
102-5 Ownership and legal form	Web Profile
102-6 Markets served	–
102-7 Scale of the organization	Web Investors' Guide
102-8 Information on employees and other workers	Social Data
102-9 Supply chain	Supply Chain Management
102-10 Significant changes to the organization and its supply chain	Web A Public Notice (only in Japanese)
102-11 Precautionary Principle or approach	Web Integrated Report (Risk management system)
102-12 External initiatives	<ul style="list-style-type: none"> • UN Global Compact • Sustainable Development Goals • Support for TCFD Recommendations and Information Disclosure
102-13 Membership of associations	<ul style="list-style-type: none"> • UN Global Compact • KEIDANREN (Japan Business Federation) • The Japan Gas Association • Keidanren Committee on Nature Conservation • The Tokyo Chamber of Commerce and Industry (TCCI) • DOYUKAI (Japan Association of Corporate Executives) • The Japanese Para-Sports Association

Disclosure	Disclosure Pages
2. Strategy	
102-14 Statement from senior decision-maker	Web Integrated Report (CEO's Message)
102-15 Key impacts, risks, and opportunities	Web Integrated Report (CEO's Message) Materialities Web Integrated Report (TCFD) Web Business Risk
3. Ethics and integrity	
102-16 Values, principles, standards, and norms of behavior	Web Group's Management Philosophy and Our Code of Conduct The Tokyo Gas Group's Sustainability
102-17 Mechanisms for advice and concerns about ethics	Human Rights Web Contact
4. Governance	
102-18 Governance structure	Web Integrated Report (Corporate Governance) The Tokyo Gas Group's Sustainability
102-19 Delegating authority	Sustainability Promotion System
102-20 Executive-level responsibility for economic, environmental, and social topics	Sustainability Promotion System
102-21 Consulting stakeholders on economic, environmental, and social topics	Stakeholder Engagement Sustainability Promotion System
102-22 Composition of the highest governance body and its committees	Web Corporate Governance Report
102-23 Nominating and selecting the highest governance body	Web Corporate Governance Report
102-24 Nominating and selecting the highest governance body	Web Corporate Governance Report Web Independence Standards for Outside Directors
102-25 Conflicts of interest	Web Corporate Governance Report
102-26 Role of highest governance body in setting purpose, values, and strategy	Sustainability Promotion System




Standards

- GRI Sustainability Reporting Standards Index
- Global Compact Content Index
- ISO 26000 Content Index
- SASB Content Index

GRI Sustainability Reporting Standards Index

GRI102: General Disclosures 2016

Disclosure	Disclosure Pages
102-27 Collective knowledge of highest governance body	 Integrated Report (Corporate Governance)  Sustainability Promotion System
102-28 Evaluating the highest governance body's performance Corporate	 Integrated Report (Corporate Governance)  Sustainability Promotion System
102-29 Identifying and managing economic, environmental, and social impacts	 Integrated Report(Corporate Governance)  Sustainability Promotion System  Stakeholder Engagement – Basic Policy
102-30 Effectiveness of risk management processes	 Integrated Report (Corporate Governance)  Integrated Report(Risk management system)
102-31 Review of economic, environmental, and social topics	–
102-32 Highest governance body's role in sustainability reporting	 Sustainability Promotion System  Specifying Materialities
102-33 Communicating critical concerns	 Integrated Report (Corporate Governance)  Compliance
102-34 Nature and total number of critical concerns	–
102-35 Remuneration policies	 Integrated Report (Officer Remuneration System)
102-36 Process for determining remuneration	 Integrated Report (Officer Remuneration System)
102-37 Stakeholders' involvement in remuneration	–
102-38 Annual total compensation ratio	–
102-39 Percentage increase in annual total compensation ratio	–
5. Stakeholder engagement	
102-40 List of stakeholder groups	 Approach to Promoting Sustainability  Stakeholder Engagement
102-41 Collective bargaining agreements	 Building Positive Labor-Management Relations
102-42 Identifying and selecting stakeholders	 Approach to Promoting Sustainability  Stakeholder Engagement
102-43 Approach to stakeholder engagement	 Approach to Promoting Sustainability  Stakeholder Engagement
102-44 Key topics and concerns raised	 Specifying Materialities  Stakeholder Engagement

Disclosure	Disclosure Pages
6. Reporting practice	
102-45 Entities included in the consolidated financial statements	 Major Group Companies
102-46 Defining report content and topic Boundaries	 Specifying Materialities  About This Report
102-47 List of material topics	 Specifying Materialities
102-48 Restatements of information	Not applicable
102-49 Changes in reporting	Not applicable
102-50 Reporting period	 About This Report
102-51 Date of most recent report	 About This Report
102-52 Reporting cycle	 About This Report
102-53 Contact point for questions regarding the report	 Contact Us
102-54 Claims of reporting in accordance with the GRI Standards	(This Fact Book is based on GRI Standards 2016, GRI 207: Tax 2019, GRI 303: Water and Effluents 2018, GRI 306: Waste 2020, and GRI 403: Occupational Health and Safety 2018)
102-55 GRI content index	GRI Content Index
102-56 External assurance	 Third-Party Independent Assurance Report

GRI103: Management Approach 2016

Disclosure	Disclosure Pages
103: Management Approach 2016	
103-1 Explanation of the material topic and its Boundary	 Specifying Materialities
103-2 The management approach and its components	 The Tokyo Gas Group's Sustainability
103-3 Evaluation of the management approach	 Sustainability Promotion System

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GRI Sustainability Reporting Standards Index









Global Compact Content Index




ISO 26000 Content Index

SASB Content Index














GRI Sustainability Reporting Standards Index

GRI200: Economic topics

Disclosure	Disclosure Pages
201: Economic Performance	
201-1 Direct economic value generated and distributed	–
201-2 Financial implications and other risks and opportunities due to climate change	 Environmental Risk Management  Integrated Report (TCFD)  Integrated Report(Risk management system)
201-3 Defined benefit plan obligations and other retirement plans	–
201-4 Financial assistance received from government	–
202: Market Presence	
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	–
202-2 Proportion of senior management hired from the local community	–
203: Indirect Economic Impacts	
203-1 Infrastructure investments and services supported Benefits	 Access to Energy  Safety and Disaster Preparedness  Establishment of relationships with communities
203-2 Significant indirect economic impacts	–
GRI-204: Procurement Practices	
204-1 Proportion of spending on local suppliers	–
GRI-205: Anti-corruption	
205-1 Operations assessed for risks related to corruption	 Compliance
205-2 Communication and training about anti-corruption policies and procedures	 Compliance
205-3 Confirmed incidents of corruption and actions taken	No incidents
GRI-206: Anti-competitive Behavior	
206-1 Legal actions for anticompetitive behavior, anti-trust, and monopoly practices	No legal actions

Disclosure	Disclosure Pages
GRI-207: Tax	
207-1 Approach to tax	 Tax Compliance
207-2 Tax governance, control, and risk management	 Tax Compliance
207-3 Stakeholder engagement and management of concerns related to tax	 Tax Compliance
207-4 Country-by-country reporting	–

GRI300: Environmental topics

Disclosure	Disclosure Pages
GRI-301: Materials 2016	
301-1 Materials used by weight or volume	 Environmental Data – The Tokyo Gas Group Business Activities and Material Balance
301-2 Recycled input materials used	 Promotion of Resource Recycling
301-3 Reclaimed products and their packaging materials	 Dealing with Waste at Customer Sites  Environmental Data – The Tokyo Gas Group Business Activities and Material Balance  Environmental Data – Waste
GRI-301: Materials 2016	
302-1 Energy consumption within the organization	 Environmental Data – The Tokyo Gas Group Business Activities and Material Balance  Environmental Data – Energy
302-2 Energy consumption outside of the organization	 Environmental Data – The Tokyo Gas Group Business Activities and Material Balance  Environmental Data – Energy
302-3 Energy intensity	 Environmental Data – Energy
302-4 Reduction of energy consumption	 Targets and Outcomes  Environmental Data – The Tokyo Gas Group Business Activities and Material Balance  Environmental Data – Energy

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GRI300: Environmental topics

Disclosure	Disclosure Pages
302-5 Reductions in energy requirements of products and services	<ul style="list-style-type: none"> 📖 Cutting Customer CO₂ Emissions: 📖 Environmental Data – The Tokyo Gas Group Business Activities and Material Balance 📖 Environmental Data – Energy

GRI-303: Water and effluents 2018

303-1 Interactions with water as a shared resource	📖 Water Security
303-2 Management of water discharge-related impacts	📖 Water Security
303-3 Water withdrawal	📖 Environmental Data – Water Withdrawal
303-4 Water discharge	📖 Environmental Data – Water discharge
303-5 Water consumption	<ul style="list-style-type: none"> 📖 Environmental Data – Water 📖 Water Security

GRI-304: Biodiversity 2016

304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	📖 Biodiversity
304-2 Significant impacts of activities, products, and services on biodiversity	📖 Biodiversity
304-3 Habitats protected or restored	📖 Biodiversity
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	–

305: GRI-305: Emissions 2016

305-1 Direct (Scope 1) GHG emissions	<ul style="list-style-type: none"> 📖 Environmental Data – The Tokyo Gas Group Business Activities and Material Balance 📖 Environmental Data – Atmospheric Emissions
305-2 Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none"> 📖 Environmental Data – The Tokyo Gas Group Business Activities and Material Balance 📖 Environmental Data – Atmospheric Emissions

Disclosure	Disclosure Pages
305-3 Other indirect (Scope 3) GHG emissions	<ul style="list-style-type: none"> 📖 Environmental Data – The Tokyo Gas Group Business Activities and Material Balance 📖 Environmental Data – Atmospheric Emissions
305-4 GHG emissions intensity	<ul style="list-style-type: none"> 📖 Environmental Data – The Tokyo Gas Group Business Activities and Material Balance 📖 Environmental Data – Conversion Factor, etc. 📖 Environmental Data – About impact of CO₂ reduction initiatives, and CO₂ emission factor for electricity
305-5 Reduction of GHG emissions	<ul style="list-style-type: none"> 📖 Targets and Outcomes 📖 Environmental Data – The Tokyo Gas Group Business Activities and Material Balance 📖 Environmental Data – Atmospheric Emissions
305-6 Emissions of ozone-depleting substances (ODS)	📖 Management of Chemical Substances, Hazardous Waste, and Pollutants
305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	📖 Management of Chemical Substances, Hazardous Waste, and Pollutants

GRI-306: Waste 2020

306-1 Waste generation and significant waste-related impacts	📖 Resource Recycling Targets and Outcomes
306-2 Management of significant waste-related impacts	📖 Resource Recycling Promoting the 3Rs
306-3 Waste generated	📖 Environmental Data – Waste
306-4 Waste diverted from disposal	📖 Environmental Data – Waste
306-5 Waste directed to disposal	📖 Environmental Data – Waste

GRI-307: Environmental Compliance 2016

307-1 Non-compliance with environmental laws and regulations	No Incidents
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GRI-308: Supplier Environmental Assessment 2016

308-1 New suppliers that were screened using environmental criteria	–
308-2 Negative environmental impacts in the supply chain and actions taken	📖 Supply Chain Management

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GRI400: Social topics

Disclosure	Disclosure Pages
GRI-401: Employment 2016	
401-1 New employee hires and employee turnover	Social Data – Employees
401-2 Benefits provided to full-time employees that are not provided to temporary or parttime employees	Diversity & Inclusion Social Data – Employees
401-3 Parental leave	Social Data – Employees
GRI-402: Labor/Management Relations 2016	
402-1 Minimum notice periods regarding operational changes	–
GRI-403: Occupational Health and Safety 2018	
403-1 Occupational health and safety management system	Occupational Accident Prevention
403-2 Hazard identification, risk assessment, and incident investigation	Occupational Accident Prevention
403-3 Occupational health services	Occupational Accident Prevention
403-4 Worker participation, consultation, and communication on occupational health and safety	Structure for Promoting Occupational Health and Safety Labor-Management Talks on Occupational Health and Safety
403-5 Worker training on occupational health and safety	Education and Awareness-raising Social Data – Occupational Health and Safety
403-6 Promotion of worker health	Advancing Health Management
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Accident Prevention
403-8 Workers covered by an occupational health and safety management system	–
403-9 Work-related injuries	Social Data – Occupational Health and Safety
403-10 Work-related ill health	–
GRI-404: Training and Education 2016	
404-1 Average hours of training per year per employee	Social Data – Employees
404-2 Programs for upgrading employee skills and transition assistance programs	Human Resources Diversity & Inclusion
404-3 Percentage of employees receiving regular performance and career development reviews	–

Disclosure	Disclosure Pages
GRI-405: Diversity and Equal Opportunity 2016	
405-1 Diversity of governance bodies and employees	Social Data – Employees
405-2 Ratio of basic salary and remuneration of women to men	–
GRI-406: Non-discrimination 2016	
406-1 Incidents of discrimination and corrective actions taken	Human Rights
GRI-407: Freedom of Association and Collective Bargaining 2016	
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Labor Standards Human Rights Supply Chain Management
GRI-408: Child Labor 2016	
408-1 Operations and suppliers at significant risk for incidents of child labor	Human Rights Supply Chain Management
GRI-409: Forced or Compulsory Labor 2016	
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Human Rights Supply Chain Management
GRI-410: Security Practices 2016	
410-1 Security personnel trained in human rights policies or procedures	–
GRI-411: Rights of Indigenous Peoples 2016	
411-1 Incidents of violations involving rights of indigenous peoples	–
GRI-412: Human Rights Assessment 2016	
412-1 Operations that have been subject to human rights reviews or impact assessments	–
412-2 Employee training on human rights policies or procedures	Governance Data – Training and Consultation on Human Rights and Compliance
412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	–

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GRI400: Social topics

Disclosure		Disclosure Pages
GRI-413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	 Establishment of Relationships with Communities
413-2	Operations with significant actual and potential negative impacts on local communities	 Environmental Governance  Environmental Risk Management  Biodiversity
GRI-414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	–
414-2	Negative social impacts in the supply chain and actions taken	 Supply Chain Management
GRI-415: Public Policy 2016		
415-1	Political contributions	We do not make political contribution.
GRI-416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories Launch	 Safety and Disaster Preparedness
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	–

Disclosure		Disclosure Pages
GRI-417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	Appropriate Information Disclosure
417-2	Incidents of non-compliance concerning product and service information and labeling	No Incidents
417-3	Incidents of non-compliance concerning marketing communications	No Incidents
GRI-418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	–
GRI-419: Socioeconomic Compliance 2016		
419-1	Non-compliance with laws and regulations in the social and economic area	No violation of laws and regulations

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 ISO 26000 Content Index





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The Ten Principles of UN Global Compact	Disclosure Pages
<p>Human Rights</p> <p>Principle One : Businesses should support and respect the protection of internationally proclaimed human rights.</p> <p>Principle Two : Businesses should make sure that they are not complicit in human rights abuses.</p>	<ul style="list-style-type: none">  Diversity & Inclusion  Labor Standards  Occupational Safety and Health Initiatives  Human Rights  Compliance  Supply Chain Management
<p>Labour</p> <p>Principle Three : Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.</p> <p>Principle Four : Businesses should uphold the elimination of all forms of forced and compulsory labour.</p> <p>Principle Five : Businesses should uphold the effective abolition of child labour.</p> <p>Principle Six : Businesses should uphold the elimination of discrimination in respect of employment and occupation.</p>	<ul style="list-style-type: none">  Human Resources  Diversity & Inclusion  Labor Standards  Occupational Safety and Health Initiatives  Human Rights  Compliance  Supply Chain Management
<p>Environment</p> <p>Principle Seven : Businesses should support a precautionary approach to environmental challenges.</p> <p>Principle Eight : Businesses should undertake initiatives to promote greater environmental responsibility.</p> <p>Principle Nine : Businesses should encourage the development and diffusion of environmentally friendly technologies.</p>	<ul style="list-style-type: none">  Environment  Supply Chain Management
<p>Anti-Corruption</p> <p>Principle Ten : Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<ul style="list-style-type: none">  Compliance  Supply Chain Management



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ISO26000		Disclosure Pages
Guidance on social responsibility core subjects	Issue	
Organizational governance	1 Organizational governance	<ul style="list-style-type: none">  Integrated Report (Corporate Governance)  Stakeholder Engagement
Human rights	<ul style="list-style-type: none"> Issue 1 : Due diligence Issue 2 : Human rights risk situations Issue 3 : Avoidance of complicity Issue 4 : Resolving grievances Issue 5 : Discrimination and vulnerable groups Issue 6 : Civil and political rights Issue 7 : Economic, social and cultural rights Issue 8 : Fundamental principles and rights at work 	<ul style="list-style-type: none">  Diversity & Inclusion  Labor Standards  Occupational Safety and Health Initiatives  Human Rights  Compliance  Supply Chain Management
Labour practices	<ul style="list-style-type: none"> Issue 1 : Employment and employment relationships Issue 2 : Conditions of work and social protection Issue 3 : Social dialogue Issue 4 : Health and safety at work Issue 5 : Human development and training in the workplace 	<ul style="list-style-type: none">  Human Resources  Diversity & Inclusion  Labor Standards  Occupational Safety and Health Initiatives  Human Rights  Compliance  Supply Chain Management
The environment	<ul style="list-style-type: none"> Issue 1 : Prevention of pollution Issue 2 : Sustainable resource use Issue 3 : Climate change mitigation and adaptation Issue 4 : Protection of the environment, biodiversity and restoration of natural habitats 	<ul style="list-style-type: none">  Environment  Supply Chain Management
Fair operating practices	<ul style="list-style-type: none"> Issue 1 : Anti-corruption Issue 2 : Responsible political involvement Issue 3 : Fair competition Issue 4 : Promoting social responsibility in the value chain Issue 5 : Respect for property rights 	<ul style="list-style-type: none">  Compliance  Supply Chain Management

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Topic	Accounting metric	Code	Disclosure Pages
Energy Affordability	Average retail gas rate for (1) residential	IF-GU-240a.1	Web Investors' Guide P.4 (Tokyo Gas's Rate Revision)
	(2) commercial, (3) industrial customers, and (4) transportation services only		-
	Typical monthly gas bill for residential customers for (1) 50 MMBtu and (2) 100 MMBtu of gas delivered per year	IF-GU-240a.2	Web Investors' Guide P.4 (Tokyo Gas's Rate Revision)
	Number of residential customer gas disconnections for non-payment, percentage reconnected within 30 days	IF-GU-240a.3	-
	Discussion of impact of external factors on customer affordability of gas, including the economic conditions of the service territory	IF-GU-240a.4	Web Investors' Guide P.2 (Gas Resource Data) Web Integrated Report (Last mile operation of Tokyo Gas)
End-Use Efficiency	Percentage of gas utility revenues from rate structures that (1) are decoupled or (2) contain a lost revenue adjustment mechanism (LRAM)	IF-GU-420a.1	-
	Customer gas savings from efficiency measures by market	IF-GU-420a.2	-
Integrity of Gas Delivery Infrastructure	Number of (1) reportable pipeline incidents	IF-GU-540a.1	Icon Materiality Targets and Outcomes
	Number of (2) Corrective Action Orders (CAO), and (3) Notices of Probable Violation (NOPV)		-
	Percentage of distribution pipeline that is (1) cast and/or wrought iron	IF-GU-540a.2	-
	(2) unprotected steel		-
	Percentage of gas (1) transmission	IF-GU-540a.3	Web Investors' Guide P.5 (Gas Sales Volume / Sales Data)
	Percentage of gas (2) distribution pipelines inspected		-
	Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	IF-GU-540a.4	Web Integrated Report (Energy Security) Icon Access to Energy

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