

Sustainability Fact Book

2023



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About This Factbook

Basic Policy

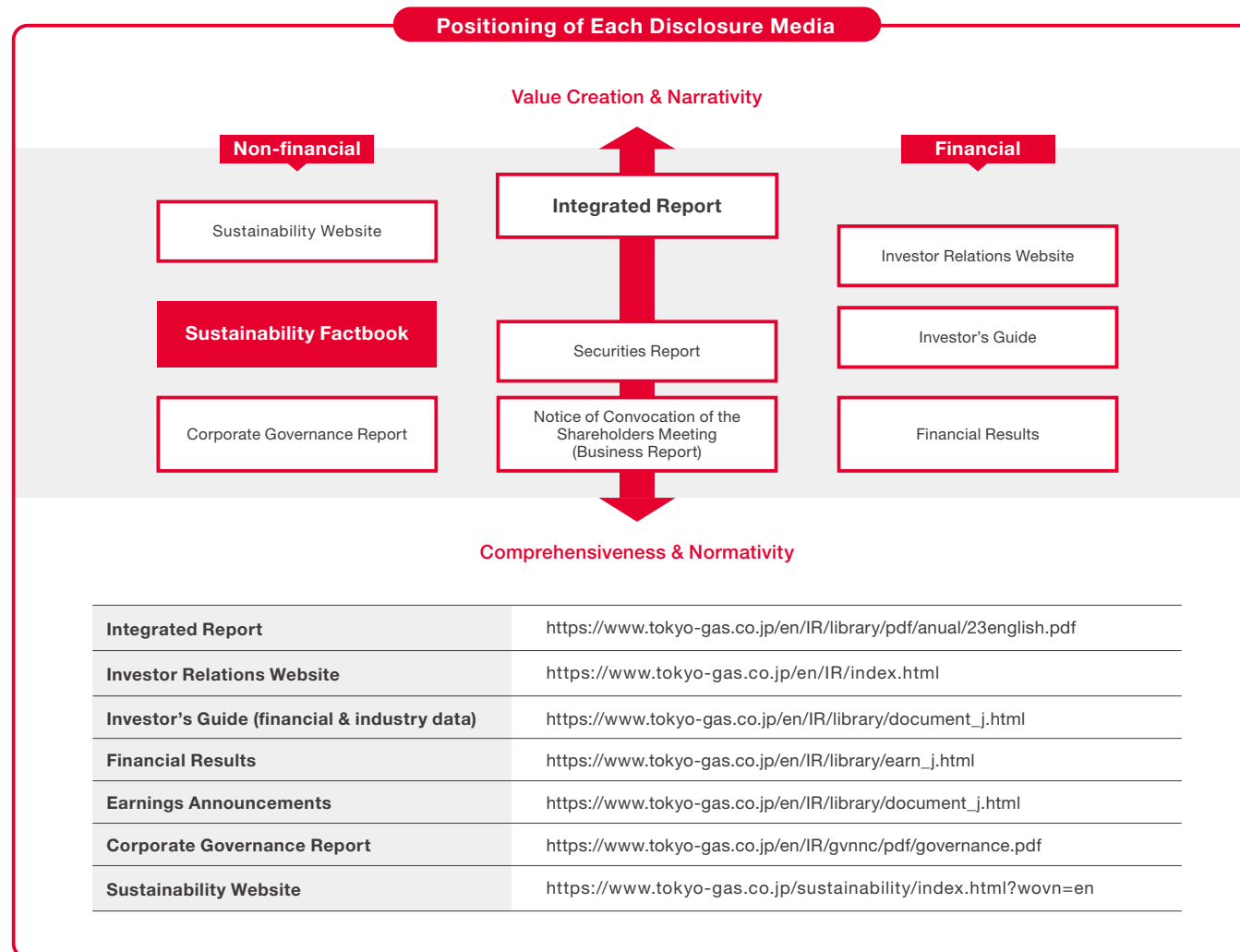
The Tokyo Gas Group contributes to the achievement of a sustainable society by creating social and financial value from the solution of social issues through its business activities, and by engaging in enduring corporate management. We offer the Tokyo Gas Sustainability Factbook to our stakeholders in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

Period	This Factbook contains material primarily from FY2022 (April 1, 2022 to March 31, 2023), 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, 2023 (previous: October 2022; next: October 2024 [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.  Third-Party Independent Assurance Report

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.

[About This Factbook](#)



The Tokyo Gas Group's Sustainability

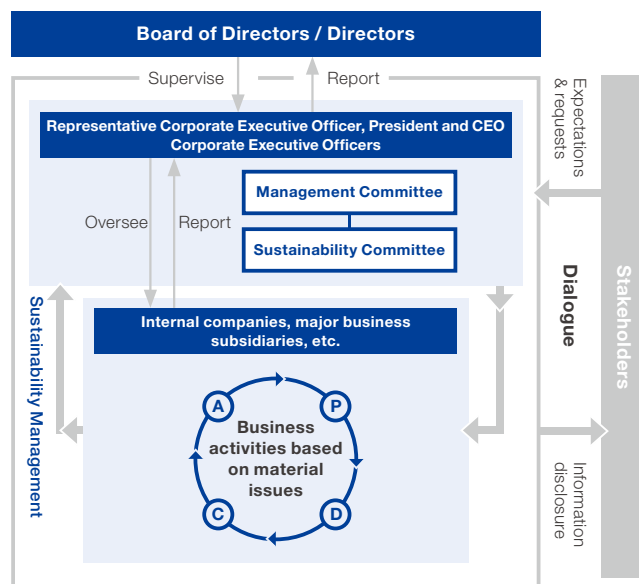
Basic Approach to Promoting Sustainability

The Tokyo Gas Group has defined key sustainability issues (material issues) in order to embody the Group's management philosophy—"Standing by every person and dedicating ourselves to the society, we shall be the energy that weaves the future."—and we will tackle them through our business activities. In this way, we strive to create both social and economic value.

Sustainability Promotion System

Various organizations within the Tokyo Gas Group strive to promote business activities based on material issues. In addition, a committee that supports rational decision-making by Corporate Executive Officers (Management Committee) and the Sustainability Committee, which is chaired by the President, are instrumental in promoting sustainability management throughout the Group. Furthermore, important matters are reported to the Board of Directors

Sustainability Promotion System










FY2022 Sustainability Committee Focuses

- Climate change/environmental trends
- Efforts to achieve net-zero CO₂ in our emissions
- Initiatives for ensuring respect for human rights in our supply chain
- Enhancement of non-financial information disclosure
- Actions for increasing sophistication of sustainability management

Define material issues

We have defined seven material issues corresponding to issues we aim to resolve through our business activities over the medium-to long-term.

New Material Issues (from FY2023)

Material Issues	Main targets and indicators (FY2025 numerical targets)
 1. Responsibly transitioning to a decarbonized society	<ul style="list-style-type: none"> • CO₂ reduction contribution (12 mn tons) • Renewable power source transaction volume (2.2 mn kW) • Promotion of large-scale methanation overseas • Reduction of CO₂ emissions from our activities (achieve 60% vs. FY2020)
 2. Protecting the global environment	<ul style="list-style-type: none"> • Enhance circularity of equipment and facilities (gas equipment, gas meters, etc.) • Promote biodiversity conservation
 3. Securing stable energy supply	<ul style="list-style-type: none"> • Maintain record of no major city gas accidents or supply disruptions (0 cases) • Address procurement risks
 4. Enhancing safety & disaster prevention, resilient regional development	<ul style="list-style-type: none"> • Rate of participation in Supply Command Center's emergency response training (maintaining 100%) • Continue subdivision of disaster prevention blocks to contribute to minimize supply outage areas in the event of a large-scale earthquake • Promote the introduction of resilient energy systems
 5. Contributing to well-being of people and communities	<ul style="list-style-type: none"> • Provide services supporting physically & mentally enriching lives • Promote regional and municipal collaboration on carbon-neutral cities
 6. Realizing an organization that embraces diverse talent	<ul style="list-style-type: none"> • Ratio of women in management (11%) • Percentage of male employees taking childcare leave of at least one month (100%) • Reskilling/retraining participation rate (100%) • Measure Group employee engagement indicators and make improvements
 7. Respecting human rights across the entire value chain	<ul style="list-style-type: none"> • Seeking to ensure human rights are upheld throughout our supply chain

[WEB](#) The Definition Process(Integrated Report)

[WEB](#) Material issues Initiatives and Value Creation(Integrated Report)

[The Tokyo Gas Group's Sustainability](#)

Material Issue 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.



[WEB](#) → 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.



[WEB](#) → Disclosure based on TCFD recommendations (Integrated Report)

Material Issue Targets and Outcomes

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FY2020–2022 Material Issue Targets and Outcomes

Leadership in the effort to achieve Net-Zero CO₂

The Tokyo Gas Group's Sustainability

Material Issue Targets and Outcomes

Material Issue	Related Targets (FY2022)		FY2022 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: 6.35 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: 1.633 million kW
		Contribution to CO ₂ emissions reductions through development of LNG infrastructure business overseas	<ul style="list-style-type: none"> Established a joint stock company in Vietnam to conduct feasibility study of LNG to power project Awarded a contract to carry out updates of front end engineering design and EPCC tender management services for a LNG receiving terminal construction project in Map Ta Phut, Thailand
		Contribution to CO ₂ emissions reductions through economized environmental value	<ul style="list-style-type: none"> Issued Japan's first hybrid bonds in transition bond format Launched non-FIT/FIP renewable energy balancing service Expanded supply of carbon neutral city gas and virtually 100% renewable energy electricity
		Promotion of technology innovation contributing to decarbonization	<ul style="list-style-type: none"> Began developing a high-precision wind condition forecasting tool for improving commercial viability of offshore wind power Established mass production technology for COMs for water electrolysis toward low-cost green hydrogen production Carried out detailed feasibility study for supplying synthetic methane (e-methane) to Japan using the Cameron LNG facility in the US
		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 million tons
Safety and disaster preparedness	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 (excluding cases where priority was given to supply operations, etc.)
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 Launched Sustainable Star, ESG business support service for the real estate industry
	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): 13 million

* Calculated using FY2013 as the base year.

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Sound relationships with society

The Tokyo Gas Group's Sustainability

Material Issue Targets and Outcomes

Material Issue	Related Targets (FY2022)	FY2022 Major Outcomes
Resource efficiency and recycling society	Promotion of a resource-efficient recycling society	<ul style="list-style-type: none"> Conducted ESG risk surveys (including biodiversity) in the electricity and LNG supply chains Management of LNG vessel ballast water Survey of organisms inhabiting the green areas of Sodegaura LNG Terminal Minimization of off-site transport of soil excavated at gas pipeline construction sites (reduction of amount of pit sand used for backfill)
	Maintenance of industrial waste recycling ratio: 95% or more	<ul style="list-style-type: none"> Industrial waste recycling ratio: 94%
	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 Using heated cooling water from a neighboring company for satellite terminal LNG vaporizers.
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 Factbook Disclosure based on TCFD recommendations
	Continuous implementation of social contribution and volunteer activities	<ul style="list-style-type: none"> Social contribution activities: 580 activities Donations provided through redemption of myTOKYOGAS Paccho Points: Donated funds equivalent to 3,786,658 points to three projects
	Continuous implementation of activities to support school education	<ul style="list-style-type: none"> Teacher training: 14 sessions, attended by 248 participants Classes taught by Tokyo Gas employees: 605 classes, attended by 17,059 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., 9.8%; consolidated, 10.4% (as of April 1, 2023) Usage of programs supporting work/parenting balance: men, 100%; women, 100% (FY2022, Tokyo Gas Co., Ltd.) Ratio of employees with disabilities: 2.72% (as of June 1, 2023; 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"> Promotion of internal communication: company-wide introduction of one-on-one meetings and talent management system Promotion of teleworking: development of guidebook, improvement of quality of teleworking management Development of office environments: development of internal/external satellite offices, establishment of in-house café
	Promotion of initiatives toward boosting labor productivity	<ul style="list-style-type: none"> Promotion of business process re-engineering Initiatives on working hours: promotion of summer vacationing, expansion of choice of days on which hourly leave can be taken, expansion of number of workplaces offering flextime system without core time

Action as a responsible company

Material Issue	Related Targets (FY2022)	FY2022 Major Outcomes
Supply chain management	Promotion of supply chain management	<ul style="list-style-type: none"> CSR survey of suppliers: 422 suppliers surveyed, responses received from 89% 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"> Separation of executive and oversight functions to enable swift decision-making and strengthen the Board of Directors' oversight function
	Promotion of compliance	<ul style="list-style-type: none"> Implementation of level-specific compliance training: 27 sessions, 1,074 participants Workplace discussions of compliance topics: 21,191 participants Implementation of compliance promoter training: 321 participants Implementation of compliance consultation desk staff training: 2 sessions, 57 participants

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 supporting 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

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

1. 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.

2. 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.

3. 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.

4. 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.

5. 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.

6. 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* (FY2020–2022)

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

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

FY2022 Material Issue Targets and Outcomes

Promotion System

Our Group has established a Sustainability Committee, which is chaired by the President, and a Meeting of General Managers Responsible for Sustainability, which is attended by the relevant department managers. Both committees, which each convened twice in FY2022, lead the Group's environmental management and share information and insights on the Group's medium- and long-term environmental issues. The outcomes of their meetings are reported to the Board of Directors as needed.

Sustainability Promotion System

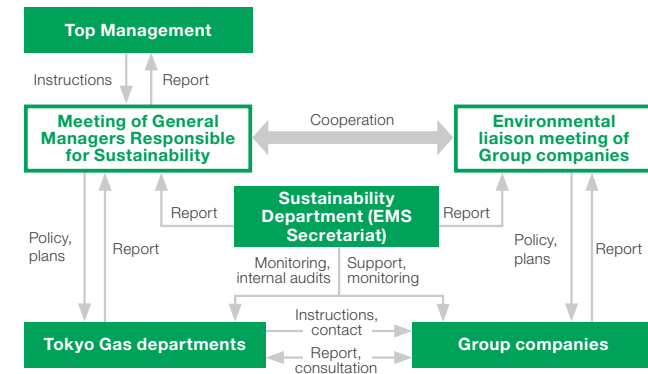
Actions

Environmental Management System

In FY2005, Tokyo Gas began engaging in environmental management under the leadership of top management using a newly established ISO 14001-compliant environmental management system. In FY2020, we leveraged that experience to launch our own environmental management system, TG-EMS. We implement PDCA cycles under TG-EMS to drive our actions for complying with environmental laws and responding to the environmental challenges our Group faces.

To strengthen our Group's environmental governance, we constructed the system described below and support the operation of an EMS at each Group company that is tailored to the company's circumstances and characteristics.

System Structure



Environmental Governance

- Climate Change
- Resource Recycling
- Biodiversity
- Water Security

Internal Audit, etc.

In FY2022, we conducted internal audits and other assessments at Tokyo Gas, Group companies, and other organizations (47 workplaces) in accordance with our plan. These assessments verified that all organizations were compliant with environmental laws and regulations and that our Group's EMSs operated properly.

Environmental Risk Management System

We have established an enterprise risk management (ERM) system and explicitly defined serious risks related to climate change within our 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 environmental laws and regulations. These initiatives are carried out through the PDCA cycles of our EMSs. All business offices of our Group operate EMSs. We endeavor to improve high-risk operations by setting specific targets and also strive to ensure compliance with environmental laws and regulations and reduce environmental impact by raising environmental awareness through environmental education and by holding environmental law seminars and other trainings. 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.

[WEB](#) → Risk Management System (Integrated Report)

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, with the aim of reducing any contaminating effects on the environment.

■ 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}

■ 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.

In FY2022, Tokyo Gas and its subsidiaries did not have any fluorocarbon leaks requiring reporting to the competent ministers (leaks of 1,000 t-CO_{2e} or greater).

We also did not have any operations involving fluorocarbon filling/recovery as a Class I fluorocarbon filling and recovery operator, or involving fluorocarbon destruction, etc.

Reference: Estimated leakage as a fluorocarbon manager Tokyo Gas

(unit: t-CO_{2e})

Type	Estimated leakage
HCFC	90.5
HFC	221.8
Total	312.3

^{*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.

^{*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 have conducted several surveys on our polychlorinated biphenyl (PCB) waste, including confirmation of where and how much PCB is used. PCB-containing equipment removed for disposal has been subjected to the legally required actions and stored together in a centralized location. Our disposal of waste with high PCB concentrations (over 5,000 mg/kg) was contracted to the Japan Environmental Storage & Safety Corporation, and was completed by the deadline specified by the Act on Special Measures concerning Promotion of Proper Treatment of PCB Wastes (March 31, 2023). We will continue to properly store our waste with low PCB concentrations (over 0.5 but below 5,000 mg/kg) and complete its disposal by the deadline specified by the aforementioned act (March 31, 2027).

■ NOx and SOx Measures

As for nitrogen oxides (NOx) and sulfur oxides (SOx) released by our business operations, essentially no SOx are released from city gas or natural gas combustion. We comply with environmental laws by properly monitoring NOx emissions at our offices with soot/smoke-producing facilities through measuring devices and periodic analyses, and by setting voluntary emission ceilings for keeping our emissions below the regulatory thresholds (Air Pollution Control Act, local ordinances/agreements, etc.). We also continuously strive to reduce emissions through actions such as improvement of combustion processes.

Environmental Governance

Climate Change

Resource Recycling

Biodiversity

Water Security

■ 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.

■ Emergency Response to Environmental Accidents (at the unit level)

Our operating sites that handle substances specified by environmental laws and regulations have established emergency response procedures, external reporting and internal call trees, and other measures for responding to accidents involving leaks of those substances. Also, our LNG terminals and similar sites prepare for potential emergencies by regularly conducting disaster prevention drills based on scenarios such as marine oil spills, in coordination with local fire departments.

■ 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 FY2022

Program	Target	Month held	Number of participants
EMS promoter training	Newly appointed TG-EMS promoters	May	38 (new appointees)
Training on environmental laws and regulation	EMS coordinators responsible for environmental legal affairs or practical duties	June	221
Environmental education	All employees	June & Sept.	8,646

■ 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 FY2022, we presented 8 awards, which consisted of 3 Eco-Friendly Business Promotion Awards, 1 Eco-Office Activity Award, 1 Eco-minded Civic Activity Award, 2 Eco-Rookie Awards, and 1 Environmental Program Promotion 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 FY2022. Furthermore, the Group was not subjected to any environment-related fines or penalties.

Environmental Governance

Climate Change

Resource Recycling

Biodiversity

Water Security

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. Later, in February 2021, we unveiled "Compass Action" as a detailed roadmap for achieving Compass 2030.

In February 2023, we formulated the Tokyo Gas Group Medium-term Management Plan for FY2023–2025, which includes "Achieve both stable energy supply & decarbonization" as one of its core strategies. We are now implementing this plan's initiatives.

Actions toward a carbon-neutral society

Today, geopolitical risks and other uncertainties cloud the future of energy. As a corporate group supplying energy that supports society, we will work to achieve a decarbonized society without sacrificing stable energy supply by taking medium- to long-term action to address the challenges in front of us.

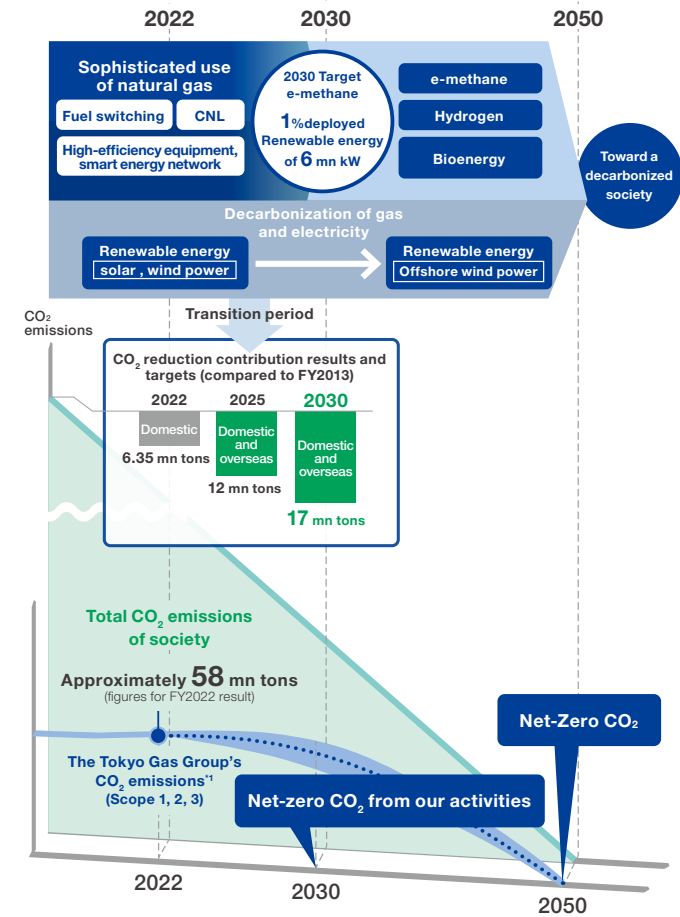
During the transition, we will steadily reduce CO₂ emissions in Japan and overseas by making advanced use of natural gas—the fossil fuel with the lowest CO₂ emissions. We will do this by fuel switching to natural gas, installing high-efficiency equipment, enhancing the sophistication of smart energy networks, expanding the use of carbon-neutral LNG, and implementing carbon capture/use and CCUS technologies at customer sites.

At the same time, we are utilizing renewable energy and actively developing new technologies in e-methane, hydrogen, bioenergy, and other areas for deployment in the real world. These actions rest on a commitment to maintain the stable supply of energy and will enable us to responsibly lead the transition to a decarbonized society. Our goal for 2030 is to achieve a CO₂ reduction contribution of 17 million tons.

From 2030 onward, we will continue to help reduce CO₂ emissions across society through actions such as steadily expanding the use of e-methane and renewable energy. We will also strive to achieve Net-Zero CO₂ in our Group's CO₂ emissions (Scope 1, 2, 3) by 2050. During that period we will make the most of our energy infrastructure, effectively use diverse forms of energy, and optimize the operation of our entire energy system in terms of both supply and demand, so that we can realize a new approach to stable supply.

[WEB](#) → Responding to climate change(Integrated Report)

Overview of Our Group's Initiatives for Decarbonizing Society



*1 Including the amount of absorption (CCUS and forests) and offsetting by carbon credits
*2 CO₂ emissions from city gas production facilities, buildings we use, and corporate vehicles

- Environmental Governance
- Climate Change**
- Resource Recycling
- Biodiversity
- Water Security

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.

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

Promotion System

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



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Targets and Outcomes

FY2020–2022 Material Issues

Material Issue	Related Targets (FY2022)		FY2022 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: 6.5 million tons*	<ul style="list-style-type: none"> CO₂ reduction contribution: 6.35 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: 1.633 million kW
		Contribution to CO ₂ emissions reductions through development of LNG infrastructure business overseas	<ul style="list-style-type: none"> Established a joint stock company in Vietnam to conduct feasibility study of LNG to power project Awarded a contract to carry out updates of front end engineering design and EPCO tender management services for a LNG receiving terminal construction project in Map Ta Phut, Thailand
		Contribution to CO ₂ emissions reductions through economized environmental value	<ul style="list-style-type: none"> Issued Japan's first hybrid bonds in transition bond format Launched non-FIT/FIP renewable energy balancing service Expanded supply of carbon neutral city gas and virtually 100% renewable energy electricity
		Promotion of technology innovation contributing to decarbonization	<ul style="list-style-type: none"> Began developing a high-precision wind condition forecasting tool for improving commercial viability of offshore wind power Established mass production technology for CCMs for water electrolysis toward low-cost green hydrogen production Carried out detailed feasibility study for supplying synthetic methane (e-methane) to Japan using the Cameron LNG terminal in the US
		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

* Base year: FY2013

New Material Issues (FY2023 onward)

Material Issue	Main targets and indicators (FY2025 numerical targets)
Responsibly transitioning to a decarbonized society	<ul style="list-style-type: none"> CO₂ reduction contribution (12 mn tons) Renewable power source transaction volume (2.2 mn kW) Promotion of large-scale methanation overseas Reduction of CO₂ emissions from our activities (achieve 60% vs. FY2020)

Medium- to Long-Term Goals (2030 & 2050)

We have set the following indicators and targets for advancing and managing our initiatives for helping realize a decarbonized society, including contributing to CO₂ emissions reduction across society and reducing our Group's CO₂ emissions (Scope 1, 2, 3).

Indicator	Target
CO ₂ reduction contribution (vs FY2013)	2030 17 mn tons
GHG emissions (Scope 1, 2, 3)	2050 Net-Zero CO ₂
Net-Zero CO ₂ emissions from our activities (vs. FY2020)	2030 100% achieved
Renewable energy transaction volume	2030 6 mn kW
Natural gas transaction volume	2030 20 mn tons
e-methane introduction volume	2030 1% deployed (80 mn Nm ³ /year)

 Disclosure based on TCFD recommendations (Integrated Report)

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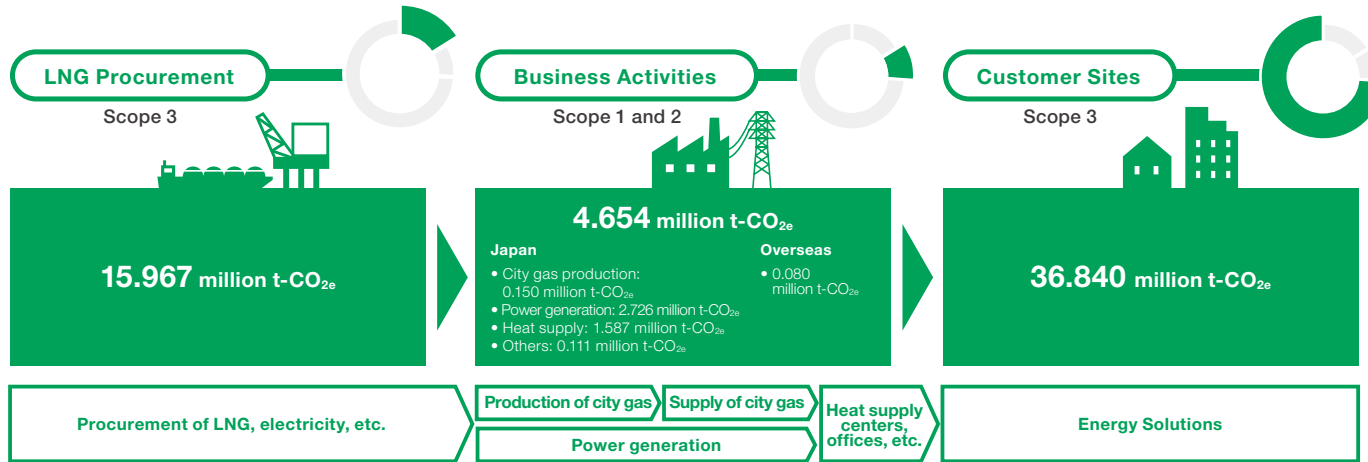
Biodiversity

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The Tokyo Gas Group's Greenhouse Gas Emissions (FY2022)

Tokyo Gas Group-wide greenhouse gas emissions (FY2022)
(Scope 3 total reflects only key categories; for details, see ESG Data.)

58.169 million t-CO_{2e}



Actions

- Monitoring of greenhouse gas emitted during production, liquefaction, and transport by sea
- Introduction of higher efficiency LNG carriers

Actions

- Improvement in energy intensity at LNG terminals, district heating and cooling services, and business offices
- Promotion of high-efficiency natural gas fired power plants and renewable energy in the electric power business
- Improvement of energy efficiency of business office facilities/operations

Actions

- Fuel switching to natural gas, adoption of gas cogeneration systems, smart city development
- Expanded provision of carbon-neutral LNG (CNL)
- Expanded use of renewable power sources
- Increasing the scale/efficiency of methanation, commercialization
- Establishment/commercialization of inexpensive hydrogen production technology

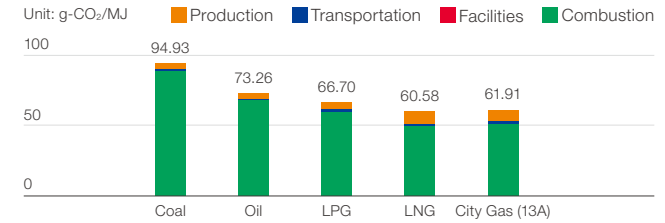
Note:
Scope 1: Business's own direct emissions of greenhouse gases
Scope 2: Indirect emissions from consumption of electricity, heat, and steam supplied by others
Scope 3: Indirect emissions other than covered in Scope 1 or 2 (emissions by other parties involved with business's activities)



Reference: 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 Mitigating and Adapting to Climate Change

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 medium- and long-term goals toward achieving Net-Zero CO₂ in 2050. 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. We will make every possible effort to save energy, reduce CO₂ emissions, and decarbonize gas and electricity, using carbon credits for offsetting only if shortfalls occur.

Contributing to Customer CO₂ Emissions Reduction

■ Residential Sector

We offer customers the Sasutena Denki* electricity rate plan, which is considered to have virtually zero CO₂ emissions. We are also continuing to promote the wider adoption of our highly efficient Eco-JOES water heaters, ENE-FARM residential fuel cells, and hybrid water heaters that use gas and electricity to efficiently heat water. Our solar power generation offerings include the Always Solar service, which is provided at an affordable monthly fee, and a service for purchasing surplus electricity from residential solar generators, following the end of FIT scheme. At the same time, we are offering demand response and energy-saving lifestyle solutions that encourage greater energy conservation practices in the residential sector.

*Note:

- Sasutena Denki electricity is generated mainly by LNG-fired thermal plants. The electricity is considered to have virtually zero CO₂ emissions because Tokyo Gas purchases non-fossil fuel certificates, which carry the environmental value of renewable energies such as solar and wind power.
- Due to variability of the non-fossil fuel certificate trading market, there may be times when the CO₂ emissions are not virtually zero.

■ Commercial Sector

We help commercial customers to advance their decarbonization efforts through support that takes a hierarchical approach to energy saving, renewable energy

use, and offsetting, and achieves stable energy supply at affordable costs. For example, we contribute to energy saving and CO₂ emissions reduction by promoting the adoption of air conditioners such as highly efficient gas heat pumps (GHPs), the Natural Chiller gas-absorption chilling system, which utilizes the heat of water vaporization, and the Smart Multi and Smart Mix Chiller systems, which use the best mix of gas and electricity. We also offer an operational support service that helps customers to run their equipment with less energy and optimized control.

We also provide medical centers and other facilities across Japan with energy services centered on gas cogeneration systems, answering their need to improve their energy resilience while reducing their CO₂ emissions.

In addition to promoting the adoption of energy-efficient systems, we are pursuing diverse initiatives for spreading the use of renewable energy and achieving CO₂ emission reductions through offsetting and other approaches. This is how we help a wide array of customers to pursue decarbonization while maintaining affordable and stable access to energy.

■ 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 the highly efficient industrial furnace burner Regenerative Burner System 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 gas cogeneration systems (a type of decentralized energy system) and providing energy services.

In addition, we are decarbonizing heating by applying our natural gas technologies to hydrogen combustion in a collaboration 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. Other efforts for advancing decarbonization include jointly developing solutions for diverse areas, such as a hydrogen-fired gas turbine cogeneration system reheating burner with Sunray Reinetsu Co., Ltd., a hydrogen combustion-type burner for generating

hot air with Heat Energy Tech Co., Ltd., and a hydrogen-fired burner for use at asphalt plants with Nikko Co., Ltd.

■ 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 plusC, which visualizes the energy use of commercial buildings. Our support for urban development includes utilizing gas cogeneration system-driven decentralized 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, Kagoshima City's Kirameki Terrace, and Yaesu Smart Energy Project, 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.

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■ Support for Introducing Renewable Energy

We operate the power purchase agreement (PPA)-based solar power generation service Solar Advance across Japan. We offer tailored solutions that maximize efficient use of renewable energy and thus enhance its utility value, such as self-wheeling through the control technologies we developed in our Energy Services business, a corporate PPA scheme combining lithium ion storage batteries with our strengths as an electricity retailer, and an asset/technical management optimization service provided through A&Tm Corporation, a joint venture established with Tokyo Century Corporation and Kyocera Communications Systems Co., Ltd .

Moreover, we support biomass power plant owners with construction and design O&M services that leverage engineering solutions based on the user insights we have gained from power plant operation.

■ Methanation

Methane is the main constituent of city gas. As part of our efforts to help realize Net-Zero CO₂, we are working to commercialize a methanation process for producing synthetic methane (e-methane) 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, and are using e-methane produced by this project in a regional collaboration test with the City of Yokohama. Also, we are developing an innovative methanation technology for realizing high-efficiency, low-cost e-methane production, with funding from the Green Innovation Fund.

As part of our drive to realize real-world deployment of e-methane, we have set a target of adopting e-methane on a level equivalent to 1% of our city gas sales in 2030. To accomplish this, we are pursuing institutional actions involving support measures and environmental value, procuring raw materials, and developing engineering solutions for achieving large-scale production.

For example, we are working together with a trading company and energy firms to carry out feasibility studies and a project for constructing a supply chain for importing e-methane mass-produced at sites in the US and other regions outside Japan. In addition, we are exploring opportunities with partners for local production/local consumption of e-methane in Japan.

■ 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 PEM 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 high-speed printing 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 procuring hydrogen as a raw material for e-methane.

■ Establishing Infrastructure for Hydrogen Supply

We construct and operate hydrogen stations to popularize fuel cell mobility—a low-carbon approach to transportation—and help establish the infrastructure for supplying hydrogen, with the aim of creating a hydrogen-powered society. Toyosu Hydrogen Station, which was jointly built with Japan H₂ Mobility, LLC (JHyM), supplies hydrogen for fuel cell buses at a rate of more than 500,000 m³/year. The station's onsite hydrogen production process reforms city gas feedstock derived from carbon-neutral LNG, and is completely powered by renewable electricity, enabling the station to provide users with carbon-neutral hydrogen. We are also developing new hydrogen applications, such as hydrogen production using hydrogen stations, hydrogen storage/transport, and hydrogen supply/sales. This includes examining possibilities for supplying hydrogen at Harumi Flag using Japan's first hydrogen-only pipeline, and pipeline supply of hydrogen at Woven City. By working to expand the infrastructure for adoption of hydrogen, we will help to speed up the real-world deployment of hydrogen and the realization of a hydrogen-powered society.

■ 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 its heavy 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.

■ Use of Carbon Credits

In addition to helping customers adopt energy-saving and renewable energy solutions, we offer carbon-neutral LNG (CNL; uses carbon credits for offsetting) as one option for serving their heating needs. We will further reduce CO₂ emissions across society by working to expand carbon credit-based CNL and other solutions that form part of our strategy for making sophisticated use of natural gas during the transition to Net-Zero CO₂.

 [Responding to climate change \(Integrated Report\)](#)

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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 improving the efficiency of maritime transport operations by introducing highly efficient LNG carriers, and by swapping the LNG we procure from the US with the LNG that a European partner procures from projects offering shorter routes to Japan.

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 thermal 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 produced by natural gas-powered gas cogeneration systems, absorption chillers and boilers. 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 accelerate the adoption of renewable energy—considered difficult to do in urban areas—and maximize its utility value 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.

Actions for Achieving Net-Zero CO₂ in Our Emissions

The Tokyo Gas Group has already worked hard to reduce the CO₂ emissions from its activities by thoroughly implementing energy-saving practices and adopting high-efficiency equipment. We are now stepping up our efforts so that we can achieve Net-Zero CO₂ in the emissions of the buildings we use, our city gas production facilities, and our corporate vehicles by 2030.

Specifically, our core actions include applying non-fossil fuel certificates to the energy we use, switching to carbon-neutral LNG, and adopting low-emission vehicles (hydrogen, fuel cell, and electric vehicles). At the same time, we are proactively applying products we plan to expand in the future (offsite corporate PPA, EV services,* etc.) to our own facilities.

In FY2022, the first year of this initiative, we attained 18% of our Net-Zero CO₂ goal (baseline: FY2020) by completing this process for our headquarters building and by using non-fossil fuel certificates (electricity) to offset the emissions of the electricity powering the other buildings we use and some of our city gas production facilities. Going forward, we will sustain and expand these actions, particularly for city gas production facilities, with the aim of reaching 60% of our goal by 2025.

* EVrest service for recharging EVs, and Charge Planner for supporting the adoption of EVs by corporations and local governments.

Progress as of March 2023

Buildings we use		City gas production facilities
Tokyo Gas headquarters building Completely offset CO ₂ emissions of energy used by utilizing non-fossil fuel certificates (electricity), carbon neutral city gas (gas), and J-Credits (heat supply from district heating and cooling)	Other buildings used Used non-fossil fuel certificates to offset CO ₂ emissions of electricity powering some buildings owned by Tokyo Gas Real Estate Co., Ltd.	Hitachi LNG Terminal Offset CO ₂ emissions of electricity used with non-fossil fuel certificates

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■ 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.

■ Natural Disaster Response **Adaption 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.

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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 recycles resources through in-house initiatives and collaborations with customers and other companies.

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, incorporating resource recycling into every stage of our business activities.

In addition, we participate in the Japan Partnership for Circular Economy (J4CE), a framework for strengthening public-private partnering in realizing a circular economy. Going forward, we will further promote Group-wide efforts toward the realization of a circular society.

Promotion System

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



Targets and Outcomes

FY2020–2022 Material Issues

Material Issue	Related Targets (FY2022)	FY2022 Major Outcomes
Resource efficiency and recycling society	Maintenance of industrial waste recycling ratio: 95% or more	■ Industrial waste recycling ratio: 94%
	Recycling of plastic waste: Maintain polyethylene pipe recycling ratio of 100%	■ Polyethylene pipe recycling ratio: 100%

New Material Issues (FY2023 onward)

Material Issue	Main targets and indicators (FY2025 numerical targets)
Protecting the global environment	Enhance circularity of equipment and facilities (gas equipment, gas meters, etc.)

Actions

Actions taken in Business Activities (Promoting the 3Rs)

Reduce

Construction of underground gas pipes entails excavating roads and refilling the gaps with pit sand. Reducing the use of pit sand mitigates the impact 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.

Recycle

Of the used gas pipes recovered during gas pipeline installation work, we have achieved an annual recycling rate of 100% for polyethylene (PE) pipes*, which are recycled into raw materials for plastics, and for steel and cast-iron pipes that are reused as materials for metals.

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

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 as we deliver gas appliances, parts, and piping materials to partner companies.

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

Our collaborations with other companies for reducing resource consumption include a project with J&T Recycling Corporation and the JR East Group for generating electricity using food waste. This project generates power using methane gas produced by microbial fermentation of food waste collected from businesses in Miyagi Prefecture and surrounding prefectures.

In addition to making effective use of food waste, this initiative is expected to achieve an annual greenhouse gas emissions reduction equivalent to approximately 3,000 t-CO₂.

Reference: Examples of circular economy initiatives

Wood furniture with a recycling-minded design
Trees that have absorbed CO₂ continue to lock it in even after they are processed into wood products. Tokyo Gas Communications, turning its attention to this property, sells CARBON STOCK FURNITURE, a lineup of domestic wood furniture that is stamped with numbers highlighting the amount of CO₂ sequestered in each product.

In addition, the wood used is minimally processed so that it will be easier to recycle.

Use of scrapped cosmetics in building materials (upcycling)
Tokyo Gas Real Estate and Nihon L'Oreal are collaborating to use scrapped cosmetic products in building materials.

Tokyo Gas Real Estate will produce tiles for some of its buildings by using material upcycled from cosmetics that Nihon L'Oreal plans to scrap.

By reducing waste, this project will contribute to the realization of a circular economy/society.



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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 the impact of our business activities on biodiversity, minimize or prevent ecosystem destruction, 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, and participates in the 30by30 Alliance spearheaded by the Ministry of the Environment.

Promotion System

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



Targets and Outcomes

FY2020–2022 Material Issues

Material Issue	Related Targets (FY2022)	FY2022 Major Outcomes
Resource efficiency and recycling society	Promotion of a resource-efficient recycling society	<ul style="list-style-type: none"> Conducted ESG risk surveys (including biodiversity) in the electricity and LNG supply chains Management of LNG vessel ballast water Survey of organisms inhabiting the green areas of Sodegaura LNG Terminal Minimization of off-site transport of soil excavated at gas pipeline construction sites (reduction of amount of pit sand used for backfill)
	Promotion of the conservation of biodiversity, collaborating with business partners in the electric power and LNG value chains	

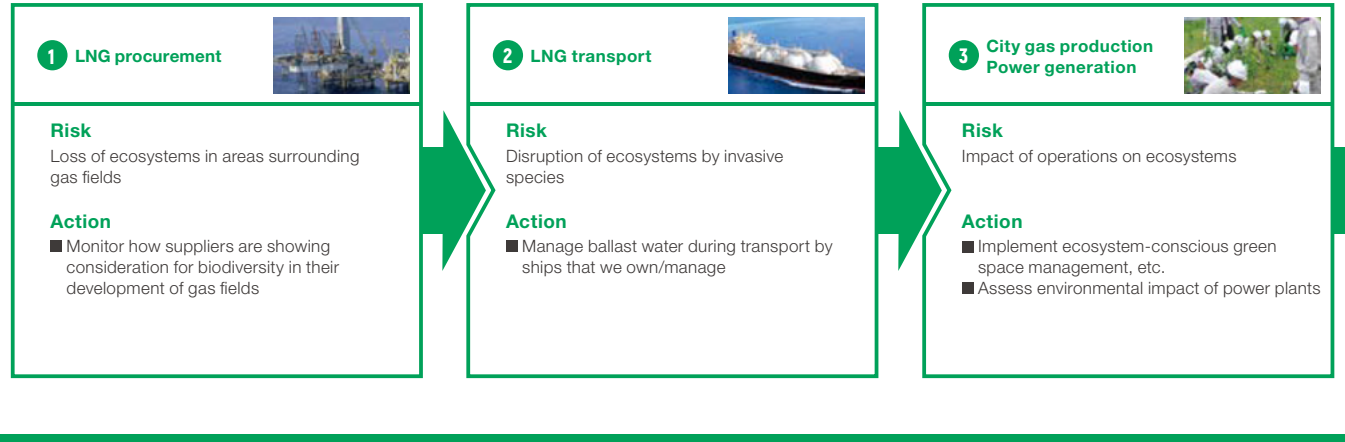
New Material Issues (FY2023 onward)

Material Issue	Main targets and indicators (FY2025 numerical targets)
Protecting the global environment	Promote biodiversity conservation

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.



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■ 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.

■ Transport

Concerns have risen over the potentially adverse ecosystem impact of aquatic organisms contained in the ballast water* of LNG carriers, 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 453 species of living organisms in the forest: 351 plants (2018 flora survey), and 20 mammals and 82 birds (2022 biota monitoring). 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

- Environmental Governance
- Climate Change
- Resource Recycling
- Biodiversity**
- Water Security

Basic Policy

Recognizing water risks as a key management concern, we set water risk Environmental Goals based on our Environmental Policy, strive to reduce water consumption/intake, and manage effluent. Also, we conduct water stress and risk studies at our major sites in Japan and overseas, and implement measures against flooding and other water risks.

Promotion System

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



Targets and Outcomes

FY2020–2022 Material Issues

Material Issue	Related Targets (FY2022)	FY2022 Major Outcomes
Resource efficiency and recycling society	Promotion of a resource-efficient recycling society	<ul style="list-style-type: none"> Timely tracking of actual water use (tap water, industrial water, etc.) versus planned quantity of use
	Water risk countermeasures (maintenance of water consumption volumes, BCP for disasters, etc.)	<ul style="list-style-type: none"> Using heated cooling water from a neighboring company for satellite terminal LNG vaporizers

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 all Tokyo Gas Group companies in FY2022 increased as a result of the launch of new plants. As part of our efforts for reducing our Group's water consumption/intake, 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.



Water Stress/Risk Studies and Engagement

For the three years from FY2016 through FY2018, we combined the use of international indicators such as the WRI Aqueduct and the WWF-DEG Water Risk Filter 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 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 FY2022.

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 Water-related Regulatory Standards

As in previous years, the Tokyo Gas Group had no violations of water-related regulatory standards in FY2022. Furthermore, the Group was not subjected to any water resource-related fines or penalties.

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

FY2020–2022 Material Issues

Material Issue	Related Targets (FY2022)	FY2022 Major Outcomes
Access to energy	Number of serious supply disruptions: maintain at 0 cases	■ Number of serious supply disruptions: 0 cases
	Natural gas transaction volume: 17 million tons	■ Natural gas transaction volume: 19 million tons

New Material Issues (FY2023 onward)

Material Issue	Main targets and indicators (FY2025 numerical targets)
Securing stable energy supply	Maintain record of no major city gas accidents or supply disruptions (0 cases)

Actions

Stable Procurement of LNG

Ever since we began importing LNG, we have endeavored to minimize procurement risks by diversifying our sources. Also, we have worked to increase the flexibility of procurement by diversifying the contract terms and conditions, such as by linking contracts to not only oil price indices, but also US natural gas prices, and by freeing contracts from destination restrictions. Moreover, we are pursuing strategic partnerships for building up an LNG network that links the Asian, North American, and European markets, with the aim of streamlining LNG transport, lowering costs, and enhancing contract flexibility. These efforts enable us to flexibly and stably procure LNG at affordable prices.

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.

Also, 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 Co., Ltd.

■ 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. Leveraging our many years of experience in power plant management, we monitor our Group's power plant operations and carry out daily and periodic inspections at them to continue stably supplying electricity.

Overseas Initiatives

In Asia, where the demand for natural gas is rising, we are contributing to LNG infrastructure development and expansion of the effective use of natural gas through collaboration with major local players. We are also working to expand the scale of renewable power sources in the US and Europe as well.

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Securing customer safety is our fundamental mission as an energy company. 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

FY2020–2022 Material Issues

Material Issue	Related Targets (FY2022)	FY2022 Major Outcomes
Safety and disaster preparedness	Supply Command Center emergency measures drills: maintain 100% participation rate	Supply Command Center emergency measures drills: 100% participation rate

New Material Issues (FY2023 onward)

Material Issue	Main targets and indicators (FY2025 numerical targets)
Enhancing safety & disaster prevention, resilient regional development	Rate of participation in Supply Command Center's emergency response training (maintaining 100%) Continue subdivision of disaster prevention blocks to contribute to minimize supply outage areas in the event of a large-scale earthquake

Actions

Earthquake Disaster Countermeasures Tokyo Gas Network Co., Ltd.

■ 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 Co., Ltd.

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 Tokyo Gas Network Co., Ltd.

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

As part of its ESG-driven approach to real estate development, Tokyo Gas Real Estate Co., Ltd. engages in urban development aimed at strengthening disaster resilience. As 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 to 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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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.

Stakeholder Engagement

We engage with our stakeholders through interactive communication in order to understand their expectations and perceptions concerning our Group. To make this engagement even more meaningful, we categorize our stakeholders based on the following perspectives: (1) actual or potential direct/indirect impacts on the stakeholder by our Group's decision-making and business activities, and actual or potential stakeholder impacts on our Group, (2) our Group's economic, social, and environmental responsibilities, and (3) stakeholder provision of diverse viewpoints on our Group's management, products, and services. Our stakeholder-facing functions and sites are responsible for leading our engagement activities and serving as points of contact. They share their engagement insights with the relevant functions and, if necessary, the entire organization in order to further improve our stakeholder interactions.

Major Stakeholders	Main Expectations and Requests	Main Communications Methods
Customers	Stable supply of energy, environmentally/socially conscious products and services	Contact opportunities pertaining to security, sales, etc., 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, provision of information on disaster prevention and the environment	Community opinion soliciting and PR, activities supporting school education, 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	Briefings for suppliers, supplier surveys
NPOs & NGOs	Environmental protection and social contribution activities, collaboration for solving social challenges	Mori Sato Umi Tsunagu (Connecting Forests, Villages and Ocean) Project activities, various roundtables and exchanges of opinions
Universities and Research Institutions	Joint research for creating innovation	Diverse forms of joint research and information exchange
Group Employees	Job satisfaction, human resources development, promotion of diversity, equity & inclusion, occupational health and safety	Workplace visits by the president, intranet, labor-management consultations, health support

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Exchanging opinions with NGOs

Tokyo Gas held an exchange of opinions with four environmental NGOs in October 2022. The participants engaged in a lively discussion of our Group's Net-Zero CO₂ initiatives and disclosure on them. We believe that it is important to incorporate stakeholder opinions in our implementation of those initiatives, and will continue to pursue engagement through communication with environmental NGOs and other stakeholders.



Establishment of Relationships with Communities

Basic Policy

As a company rooted in the community, we are committed to contributing to the revitalization of the local community, and to promote community development. In order to create a sustainable society together with local communities, our business activities incorporate efforts to build relationships with communities toward carbon-neutral urban development, and we have also established the Social Contribution Guidelines. The three priorities of the guidelines are grounded in our Group's Management Philosophy and business domains, and are aligned with goals outlined in our business strategy, particularly "Disaster-resilient lifestyles and urban design," "Net-Zero CO₂," and "Resolving problems in daily life and businesses."

Targets and Outcomes

FY2020–2022 Material Issues

Material Issue	Related Targets (FY2022)	FY2022 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 based on TCFD recommendations
	Continuous implementation of social contribution and volunteer activities	<ul style="list-style-type: none"> ■ Social contribution activities: 580 activities ■ Donations provided through redemption of myTOKYOGAS Paccho Points: Donated funds equivalent to 3,786,658 points to three projects

New Material Issues (FY2023 onward)

Material Issue	Main targets and indicators (FY2025 numerical targets)
Contributing to well-being of people and communities	Promote regional and municipal collaboration on carbon-neutral cities

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

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 carry out the Mori Sato Umi Tsunagu (Connecting Forests, Villages and Ocean) Project's environmental protection activities in collaboration with local governments, NPOs, and other stakeholders. In addition, we plant, thin, and care for trees at the Group-owned Tokyo Gas Forest under a forest management plan, and take action to protect rare plants and animals.

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, companies, and local governments, to propose food-related solutions to social issues, with an eye on helping people live longer, healthier lives, and nurturing the next generation.

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School Education Support Activities Tokyo Gas Network Co., Ltd.

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 14 of these workshops in FY2022, and these were attended by 248 teachers.

Classes in Schools

We have been dispatching employees to teach classes in schools since 2002. We offer six 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 post videos of the lectures and other content on our website to enable children to study on their own, which was especially important during the coronavirus pandemic. In FY2022, 605 visiting lectures were held for 17,059 pupils, bringing the running total of participants to 1,186,665.

Gathering Community and Customer Feedback

We acquire opinions and grievances from local community and our customers 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 4,828 items of feedback in FY2022, comprising 395 expressions of gratitude, 550 complaints, and 3,883 systems-related requests. 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 and offices 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

We receive feedback from community members via phone and the Internet. In addition, Tokyo Gas Network branch companies/offices listen to and communicate with a broad spectrum of local stakeholders, including local governments and residents. Before launching major projects such as power plant construction, we hold briefings and dialogues with local governments and residents.

Support for Employee Volunteer Activities

Collecting Spoiled Postcards and Used Stamps
The Tokyo Gas Group began collecting spoiled postcards from FY2003 and used stamps and cards from FY2007. 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.

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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

FY2020–2022 Material Issues

Material Issue	Related Targets (FY2022)	FY2022 Major Outcomes
Satisfaction through work and labor productivity	Promotion of systems and work environments leading to job satisfaction	<ul style="list-style-type: none"> ■ Promotion of internal communication: company-wide introduction of one-on-one meetings and talent management system ■ Promotion of teleworking: development of guidebook, improvement of quality of teleworking management ■ Development of office environments: development of internal/external satellite offices, establishment of internal café
	Promotion of initiatives toward boosting labor productivity	<ul style="list-style-type: none"> ■ Promotion of business process re-engineering ■ Initiatives on working hours: promotion of summer vacationing, expansion of choice of days on which hourly leave can be taken, expansion of number of workplaces offering flextime system without core time

New Material Issues (FY2023 onward)

Material Issue	Main targets and indicators (FY2025 numerical targets)
Realizing an organization that embraces diverse talent	Reskilling/retraining participation rate (100%)

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.

FY2022 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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Human Resource Management and Development

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 60 courses. The courses include knowledge and skills improvement training for guaranteeing quality in field operations, including in regard to the use of city gas and electricity, and lifestyle support services such as plumbing repair. For the convenience of trainees, some courses are offered through e-learning.

Development of Pipeline Human Resources Tokyo Gas Network Co., Ltd.

Tokyo Gas Network strives to cultivate high-level professionals who contribute to the sustainable growth of the gas pipeline business. The skills development program comprises on-the-job training centered on day-to-day guidance and off-the-job training at our training centers and elsewhere. Five training centers, each focusing on different lines of work, offer regular courses, customized training, and on-site training. In addition, the company seeks to pass on skills to young employees through programs such as the Technology and Technical Skills Recognition System, which certifies employees as having a certain level of technological and technical skills, and the Meister Instructor System, a program that supports the development of personnel by certifying employees with a high level of skills. It also implements 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.

FY2022 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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Basic Policy

The Tokyo Gas Group promotes workplace DEI to be a corporate group where all employees respect one another's visible and invisible differences, improve themselves through friendly rivalry, and continue to create value with customers, society, and business partners.

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

DEI Promotion System

The advancement of DEI 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 DEI across our entire group.

DEI Promotion System



Targets and Outcomes

FY2020–2022 Material Issues

Material Issue	Related Targets (FY2022)	FY2022 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., 9.8%; consolidated, 10.4% (as of April 1, 2023) ■ Usage of programs supporting work/parenting balance: men, 100%; women, 100% (FY2022, Tokyo Gas Co., Ltd.) ■ Ratio of employees with disabilities: 2.72% (as of June 1, 2023; Tokyo Gas Co., Ltd.)

New Material Issues (FY2023 onward)

Material Issue	Main targets and indicators (FY2025 numerical targets)
Realizing an organization that embraces diverse talent	<ul style="list-style-type: none"> ■ Ratio of women in management (11%) ■ Percentage of male employees taking childcare leave of at least one month (100%)

Actions

Education and Awareness-raising

We hold various seminars and other activities to further enhance the diversity awareness and behavior of Group employees. In FY2022, 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, Tokyo Gas assesses 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. Moreover, we offer internships for undergraduate/graduate students and students in advanced programs at national institutes of technology so that they can actually experience working at our company. We also actively recruit professionals 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 to 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 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 of small children, leave for employees who need to accompany their spouse on an overseas assignment, and programs for returning 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.

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Diversity, Equity & Inclusion (DEI)

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 our company to develop a culture resilient to change and for employees to work with vitality and improve their performance. We provide male employees with a five-day special leave after their spouse gives birth. In FY2022, 100% of the eligible employees made use of this leave, and the ratio of men taking childcare leave rose to 47% from 16% in the previous year. In order to encourage the use of these leaves, we hold seminars for male employees raising young children to help them balance work and parenting, and for supervisors to help them address the needs of their team members with young children.

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.

Employment of Persons with Disabilities

At Tokyo Gas, the ratio of persons with disabilities employed was 2.72% as of June 2023, 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 DEI clearly states that we strive to be a corporate group where all employees respect one another's visible and invisible differences, improve themselves through friendly rivalry, and continue to create value. Our Group's commitment to creating a sound working environment includes providing same-sex partners of employees with the same level of corporate welfare support given to spouses, and operating consultation offices for issues related to compliance and communications in the workplace and for addressing employee concerns related to the personnel system and benefits. We also organize human rights training and talks by outside lecturers on LGBTQ themes.

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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.

Our commitment to protecting workers' rights includes complying with minimum wage requirements, taking into account living wage considerations, 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 reduce excessive 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

Remediating/reducing Excessive Working Hours

In addition to complying with laws concerning working hours, we implement a wide range of initiatives to remediate/reduce excessive working hours and to strengthen our competitiveness through the development of work environments supportive of diverse work styles and through improvement of employee productivity. Our aim here is to enable each and every employee to work vibrantly and enjoy greater job satisfaction and personal growth.

Major Initiatives for Reforming Work Styles

Item	Key Actions
Remediation & 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 café and 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. Also, we have made it easier to track daily work attendance by enabling attendance reports and checks to be made via smartphone.

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. The Company and the union also form and abide by minimum wage agreements designed to support a living wage. 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.

Addressing Labor Issues in the Supply Chain

In order to protect the rights of workers in our supply chain, our Purchasing Guidelines for Suppliers request suppliers to make efforts to support their employees' health, safety, and working conditions. For example, suppliers are asked to show consideration for employee health/safety, properly manage working hours, respect the freedom of association, allow collective bargaining and labor-management consultations, ensure payment of minimum wages, consider living wage needs, and prohibit child labor and forced labor.

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 copies of Tokyo Gas Group: 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.

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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.

FY2023 Tokyo Gas Group's Policy on Health and Safety Activities

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

1. Compliance

Remaining mindful of our public mission and social responsibilities, we will rigorously comply with laws and regulations, including the Industrial Safety and Health Act and the Road Traffic Act, and with our rules concerning health and safety, work procedures, etc.

2. PDCA cycle for eliminating occupational accidents

We will strive to eliminate occupational accidents by thoroughly implementing a PDCA cycle on our health and safety initiatives to maintain and improve our health and safety standards.

3. Full workplace involvement

As part of our firm commitment to our corporate brand of "safety, security, and reliability," the entire staff of every workplace will endeavor to prevent occupational accidents under the leadership of their workplace leader.

4. Promotion of health & productivity 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.

5. Group-wide collaboration

The Tokyo Gas Group's companies will collaborate with one another in matters such as compliance measures, issue sharing, and training so that each can more smoothly and thoroughly implement its own health and safety initiatives.

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

Central Safety and Health Committee

Chair: Executive Responsible for Personnel Dept.
Deputy: General Manager of Personnel Dept.
Members: Chief Executive of each Division
Secretariat: Personnel Dept.

- Announcement of Group-wide policies on health and safety activities, evaluation and improvement of activities

Divisional Safety and Health Committee

- Announcement of health and safety activities of each internal company/major business subsidiary
- Planning, evaluation, and improvement of the health and safety activities of each internal company/major business subsidiary

Regional Office Safety and Health Committee

- Drafting and notification of each regional office's health and safety activities plan, evaluation and improvement of activities

General Safety and Health Administrator, Safety Administrator, Safety and Health Promoter/Health Promoter, Occupational Physician, Health Administrator, Safe Driving Administrator, Assistant Safe Driving Administrator

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Targets and Outcomes

Targets (FY2022)	Outcomes (FY2022)
Zero serious occupational accidents	0 serious occupational accidents
100% participation in health checkups	100% participation in health checkups

Lost time injury frequency rate

	FY2020	FY2021	FY2022
Tokyo Gas	0.44	0.52	0.00
Industry average (electricity, gas, heat, water)*1	0.75	0.67	0.62

Severity rate

	FY2020	FY2021	FY2022
Tokyo Gas	0.014	0.010	0.00
Industry average (electricity, gas, heat, water)*1	0.24	0.01	0.01

*1 Ministry of Health, Labour and Welfare, "Overview of Survey on Industrial Accidents in 2022 (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 & Productivity 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 & productivity management: H&PM).²

In 2022, we formulated a "H&PM Declaration" for implementing H&PM as the foundation for our human capital management. As a step toward realizing the Declaration's goals, we established H&PM KPIs for encouraging each employee to make specific behavioral changes, and created an H&PM Strategy Map showing the links between those KPIs and the various measures tied to them.

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

H&PM Declaration

The Tokyo Gas Group believes that it is vital for each and every employee to be able to enjoy physical and mental health and fully exercise their talents as they perform their jobs.

To this end, we shall actively and continuously provide the support that our employees and their families need to take their own actions for preserving their well-being both now and in the future.

At the same time, we shall shape our workplaces into environments where employees can work together with their colleagues and business partners with peace of mind and in good health, thereby empowering them to meet the expectations of our customers and society. In doing so, we will fulfill the Purpose expressed in our Group's Management Philosophy: "Standing by every person and dedicating ourselves to the society, we shall be the energy that weaves the future."

SASAYAMA Shinichi
Director, Representative Corporate Executive Officer,
President and CEO Tokyo Gas Co., Ltd.

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H&PM KPIs

KPIs		Targets (FY2025)	
KPIs for fundamental health management	Health checkup participation		100%
	Stress check participation		90% or higher
KPIs for H&PM	Physical health KPIs	Healthy BMI rate ³	70% or higher
		Smoking rate	Less than 20%
	Mental health KPI	Rate of high-stress employees	Improvement over preceding year
	Self-management KPI	Active users of health app ⁴	30% or higher

³ BMI of at least 18.5 but less than 25

⁴ App opened at least once a day

Occupational Health and Safety Initiatives

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08 Standards

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.

- 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 and health. With regard to overseas sites, we observe the local laws and regulations, and respect workers' rights.

Education and Awareness-raising

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

Safety Program for Contractors Tokyo Gas Network Co., Ltd.

Tokyo Gas Network Co., Ltd. provides introductory education to contractors who will seek certification related to gasworks construction. The lessons cover the fundamentals of city gas and pipeline construction, as well as topics such as the importance of health and safety, and accident occurrence/prevention.

Also, to ensure safety in gasworks construction, the basic agreements with contractors include clauses on compliance with safety policies, etc. For example, contractors performing gasworks construction are required to comply with the safety rules, construction standards, and other guidelines set by Tokyo Gas Network.

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The Tokyo Gas Group recognizes respect for human rights as a prerequisite for all its business activities. We implement Group-wide initiatives on respect for 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 declared our support for 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

Introduction Established April 2018 Revised April 2022

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 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 comprises the heads of relevant departments and major business subsidiaries' personnel affairs officers, among others. 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 head or the major business subsidiary's personnel affairs officer. The secretariat for each of these organizations leads the local human rights training and related activities. Group-wide initiatives for promoting human rights awareness are overseen by the Compliance Department, whose responsibilities include supporting activities such as in-house education and consultation desk operation.

Human Rights Awareness Promotion System



System for Promoting Respect for Human Rights in the Supply Chain

The Sustainability Committee, chaired by the President, monitors the state of efforts for promoting respect for human rights in the Group's supply chain, and reports important matters to the Board of Directors. The Sustainability Department has overall responsibility for coordinating actions such as monitoring of conditions, risk identification, and discussion of the direction of initiatives, and the initiatives are locally implemented by each department and subsidiary.



Sustainability Promotion System

Targets

New Material Issues (FY2023 onward)

Material Issue	Main targets and indicators (FY2025 numerical targets)
Respecting human rights across the entire value chain	Seeking to ensure human rights are upheld throughout our supply chain

Actions

Initiatives on Human Rights Due Diligence

The entire supply chain
In accordance with the Tokyo Gas Group Human Rights Policy and other guidelines, we strive to improve human rights awareness and discover and remediate human rights issues, not only within our Group, but also at our suppliers and other members of our supply chain.
For example, we have constructed a human rights due diligence system based on the United Nations Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, and other standards. We select priority areas for action assessing expected risks and their severity in light of our company's own situation and with respect to characteristics such as field of business, products involved, and region. In the process of further developing our human rights due

diligence system, we identify the actions of high importance/priority and work to increase their effectiveness through not only internal discussions, but also talks with experts.

We ask our suppliers to show consideration for human rights, and provide them with our Purchasing Guidelines for Suppliers, which include requirements concerning respect for human rights. We also conduct a questionnaire survey of our suppliers to determine and analyze potential risks. The results are provided to the suppliers as feedback, and we have discussions with some suppliers when needed. By reaching out to the suppliers in this way, we seek to acquire their understanding and cooperation concerning our Human Rights Policy.



Supply Chain Management

Human rights in our Group

Our actions for assessing impacts on the human rights of our Group's employees include periodically conducting a compliance awareness survey to uncover hidden risks, and examination and analysis of the consultations handled by our compliance consultation desks. Below are key actions we have continuously taken to minimize those impacts.

Human rights risks	Actions for addressing the risks
Discrimination and various forms of harassment against employees	<ul style="list-style-type: none"> Promote human rights awareness in the workplace through training and other support for compliance promotion officers Seek to transform employees' mindsets and behavior through seminars on DEI and other forms of education
Violation of employees' human rights due to an inappropriate working environment	<ul style="list-style-type: none"> Prevent the occurrence of issues in the working environment through occupational health and safety activities

- Access to Energy
- Safety and Disaster Preparedness
- Stakeholder Engagement
- Establishment of Relationships with Communities
- Human Resource Management and Development
- Diversity, Equity & Inclusion (DEI)
- Labor Practices
- Occupational Health and Safety Initiatives

Human Rights

Remediation via Grievance Mechanism

Efforts are underway to equip our Customer Center and online consultation desk, which serves as an interface for external stakeholders, with processes for handling consultations and inquiries on human rights issues. Also, consultation desks that deal with compliance, including with regard to human rights, have been established at each Group company and outside the Group at a law office and a comprehensive consultation service provider. In cases where it is determined that our business activities are causing or contributing to a human rights violation, appropriate action is taken to provide remediation and relief. First and foremost, we work to protect the person seeking consultation from being placed at a disadvantage. We endeavor to create a safe and secure working environment together with employees.

Compliance Consultation Desks

Education and Awareness-raising

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, respect for human rights in the supply chain, 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.

Access to Energy

Safety and Disaster Preparedness

Stakeholder Engagement

Establishment of Relationships with Communities

Human Resource Management and Development

Diversity, Equity & Inclusion (DEI)

Labor Practices

Occupational Health and Safety Initiatives

Human Rights

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.

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 put into practice in FY2004, and was extensively revised in FY2017 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 compliance 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.

Compliance

Anti-corruption

Tax Compliance

Cybersecurity

Protection of Personal Information

Supply Chain Management

Tokyo Gas Group: Our Code of Conduct

Purpose and vision

- Our Code of Conduct sets forth the values and standards of judgment 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.
- 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 the Tokyo Gas Group so that people will continue to trust our group and make it their first choice.

(1) Continual innovation

- We will pursue continual innovation, unfettered by convention and ever sensitive to the expectations of customers, shareholders, and society.
- 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

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

- 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

- We will not use our professional position for personal gain.
- 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

- We will stand firm against illegal and improper demands made by sokaiya racketeers, organized crime groups, and other antisocial forces.
- 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

- We will provide high value-added products and services that customers will make their first choice.
- We will always put ourselves in the customer's shoes in order to deliver the best possible work that exceeds customer expectations.
- 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

- We will respect business clients and suppliers as business partners and do business with them in good faith.
- 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.
- We will not exploit our position or authority to obtain undue benefit or make unreasonable demands.

(2) Maintenance of proper relations

- 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.
- 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

- We will respect human rights, prohibit child labor and forced labor,

Tokyo Gas Group: Our Code of Conduct

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.

- 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

We will create a lively workplace where everyone can realize their full potential and individual differences are respected.

We will create an open workplace where everyone can share necessary information and engage in free expression and discussion.

(4) Promotion of diversity, equity & inclusion

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, 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.

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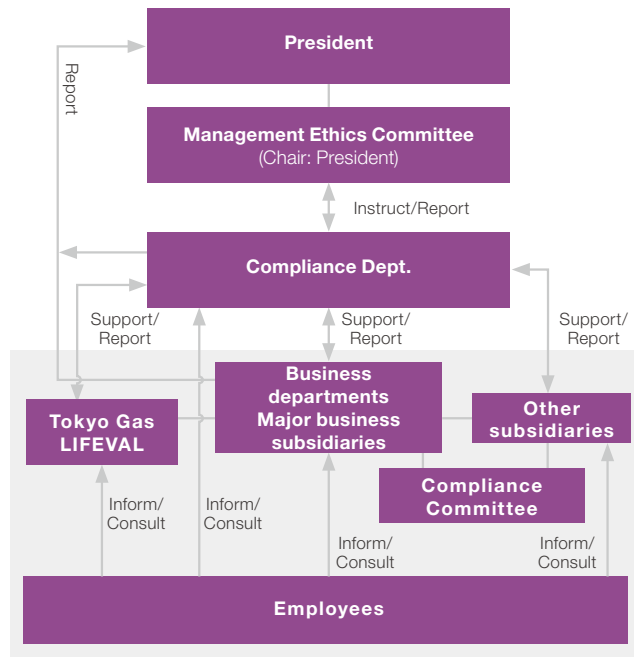
Supply Chain Management

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, major business subsidiaries, and other subsidiaries to consistently and proactively engage in initiatives for promoting compliance.

Over 300 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

Material Issue	Related Targets (FY2022)	FY2022 Major Outcomes
Governance and compliance	Promotion of compliance	<ul style="list-style-type: none"> Implementation of level-specific compliance training: 27 sessions, 1,074 participants Workplace discussions of compliance topics: 21,191 participants Implementation of compliance promoter training: 321 participants Implementation of compliance consultation desk staff training: 2 sessions, 57 participants

Actions

Compliance Awareness Surveys and Internal Audits

We regularly conduct surveys of Tokyo Gas Group officers and employees to monitor the effectiveness of compliance promotion activities. In FY2022, we surveyed the officers/employees regarding the following points.

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

In the FY2022 survey, Tokyo Gas, its major business subsidiaries and other subsidiaries, and Tokyo Gas LIFEVAL all maintained high average scores of at least 3 points on a 4-point scale. 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 Consultation Desks (Whistleblower Program)

The Tokyo Gas Group has set up consultation desks at all Group companies and outside the Group at a law firm and a general consultation service company. All individuals working at the Tokyo Gas Group, including officers, and regular/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. Persons seeking consultation can do so anonymously. A dedicated consultation desk for consultations from overseas sites has also been established at a law firm well-versed in foreign laws. This desk coordinates its responses with the law firm and provides service in the local language of the overseas sites. Our 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 FY2022, 104 consultations were provided and investigations and corrective actions were made to the matters raised. All consultations are treated in strict confidence, and the consultees are protected against any disadvantageous treatment for using the desks.

Independent advisory services have also been established at all major business subsidiaries, other 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 the level-specific compliance training provided at promotion, managers are trained in how to respond to whistleblower reports.

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.

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

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Customer Center and Online Support

Our Customer Center phone service and online information service can be used by external stakeholders 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 educate everyone in Tokyo Gas Group: Our Code of Conduct, and regularly carry out training 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 led by compliance promoters and other personnel are held at the workplace level. 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.

■ Compliance Promoter Training

We strive to maintain and reinforce each workplace's ability to respond to compliance issues by providing compliance promoters with fundamental knowledge and information throughout the year, so that they can properly lead their workplace in the strengthening of organizational responsiveness, compliance with the Whistleblower Protection Act, and the like.

■ 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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In Tokyo Gas Group: Our Code of Conduct, we specify commitments such as prohibiting the private use of company property, complying with the Antimonopoly Act, maintaining fairness and decency in our relationships with suppliers, public officials, and government employees, complying with regulations against insider trading, and prohibiting corruption. In accordance with this code, we endeavor to prevent all forms of corruption and comply with the anti-bribery laws in each country and region, maintaining our commitment to preventing corruption and bribery in all domestic and international transactions.

In line with the expansion in our overseas business, we have established the Basic Policy on Overseas Business Promotion, which includes pledges to maintain appropriate relationships with foreign public officials as a means of safeguarding orderly competition.

Accession to the UN Global Compact

Tokyo Gas declared its support for the UN Global Compact in March 2016 to demonstrate its firm commitment to protecting human rights, respecting the rights of workers, preserving the global environment, and preventing corruption.

Foreign Public Official Anti-Corruption and Bribery Guidelines

We formulated the Foreign Public Official Anti-Corruption and Bribery Guidelines in accordance with our Basic Policy on Overseas Business Promotion in order to outline specific actions necessary for maintaining appropriate relationships with foreign public officials as a means of safeguarding orderly competition.

The Guidelines cover the following acts and prohibitions.

- 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

The Guidelines define bribery as any act intended to satisfy the personal desires of someone. They also indicate that there are cases where items such as the following may be

construed as bribes: money, gifts, entertainment, invitations to Japan nominally to tour a facility, donations, honoraria, job offers, and education. The Tokyo Gas Group takes a zero-tolerance stance on bribery.

The Guidelines also define facilitation payments as the provision of small cash payments or goods to foreign public officials in order to directly or indirectly facilitate an ordinary and non-discretionary administrative procedure, such as procedures for passing customs, inspections, or immigration, requesting visa issuance/extension, setting up water or phone service, or receiving police protection. Our Group's officers and employees are expressly prohibited from making facilitation payments, excluding cases deemed permissible under applicable laws and regulations.

In addition, the Guidelines prescribe procedures for the use of certain third parties to provide foreign public officials with entertainment, gifts, donations, or other items. Group officers and employees planning to provide such items to foreign public officials are required to record this intention in their function's administrative records, fill out the prescribed forms, and receive the approval of the local supervisor responsible for foreign corruption/bribery prevention. Whenever an agent, consultant, or other third party is to be hired for this purpose in countries with a high risk for bribery, the responsible Group officers or employees are required to take action to prevent bribery by that third party, such as by conducting due diligence in the hiring process and including an anti-bribery clause in the service agreement.

Operating Structure for Preventing Corruption and Bribery

The executive officer in charge of the Legal 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 Legal Department decides on specific measures for implementing the guidelines.

Actions

Education and Awareness-raising

The Tokyo Gas Group educates its employees on Tokyo Gas Group: Our Code of Conduct, and posts its rules against insider trading on the intranet to familiarize employees with them. Also, we ran an e-learning course on the Antimonopoly Act for all employees in FY2022.

In addition, we have posted the full text of our Foreign Public Official Anti-Corruption and Bribery Guidelines on the intranet to familiarize Group employees with them. We regularly provide training on those guidelines to employees primarily involved in business overseas. 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 at all Group companies and outside the Group at a law firm and a general consultation service company to provide consultation on suspected violations of Tokyo Gas Group: Our Code of Conduct and other guidelines, including suspected acts of corruption/bribery. All individuals working at the Tokyo Gas Group, including officers and regular/temporary staff members, can directly contact these desks by phone, email, and other means.



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Tokyo Gas Group: Our Code of Conduct pledges that we will 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.

The Tokyo Gas Group recognizes its responsibility to contribute to the sustainable growth of local societies and economies by ensuring tax transparency, aligning tax payments in accordance with the revenue generated from its business activities. We are committed to strictly and fairly complying with the tax obligations in all operating countries and paying appropriate share of taxes in accordance with the governing laws and regulations.

Tax Governance System and Risk Management

Tokyo Gas has 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 Board of Directors and the committee supporting rational decision-making by Corporate Executive Officers. 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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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.

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

Material Issue	Related Targets (FY2022)	FY2022 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

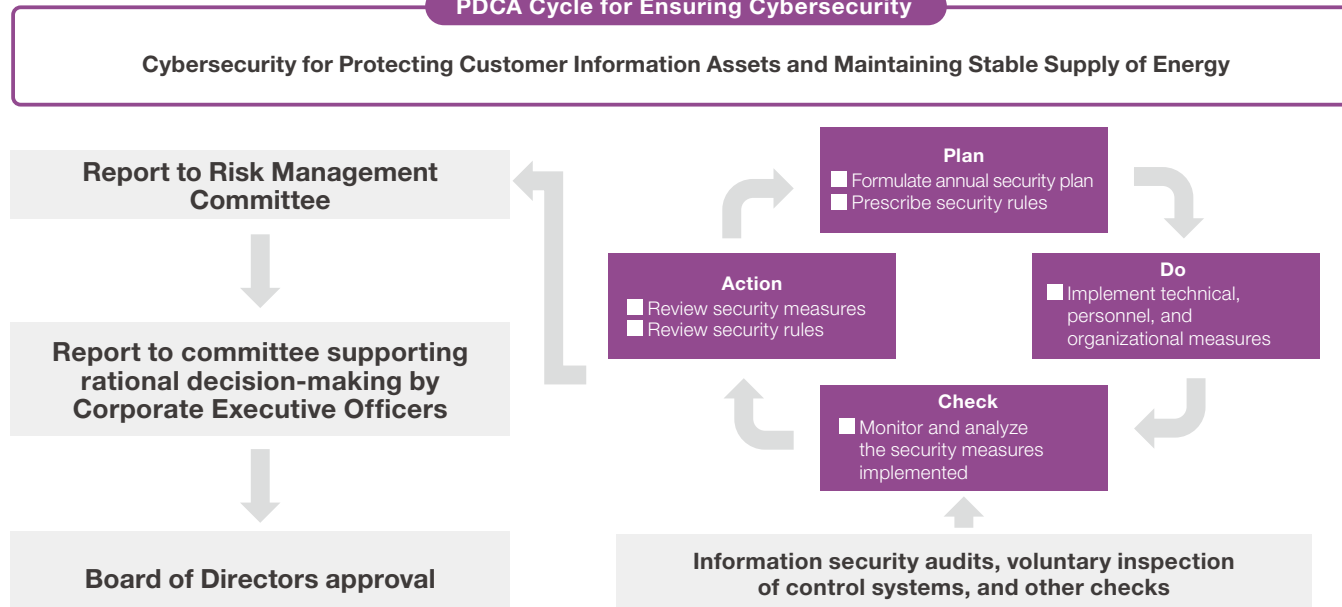
Measures for Ensuring Cybersecurity

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.

Information Security Audits & Voluntary Inspection of Control Systems

Our Group periodically conducts internal security audits of the information systems used for customer management, etc. and the control systems of equipment used for gas production/supply, power generation, etc. Because of the high risk for cyberattacks on Internet-connected systems accessible to unspecified users, we not only conduct internal audits of those systems, but also periodically subject them to vulnerability assessments performed by external experts.

PDCA Cycle for Ensuring Cybersecurity



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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 Policy on Protection of Personal Information for guiding our best efforts to protect personal information. This policy sets rules for compliance with personal information-related laws and regulations, proper acquisition and use of personal information, proper information management, 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.

Tokyo Gas Group: Our Code of Conduct includes a section on “Compliance with the Act on the Protection of Personal Information,” which requires Group employees to comply with that Act and properly handle all personal information in their possession.

System for Promoting Protection of Personal Information

Our 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 carry out voluntary assessments for monitoring whether personal information is being managed properly. Also, our Internal Audit Department regularly perform audits to monitor compliance with the laws concerning 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 make available to all Group employees a pamphlet explaining the practical aspects of personal information protection in order to increase their awareness by promoting thorough understanding of legal requirements and other matters.

In order to constantly maintain firm awareness of the importance of personal information protection, we run an annual e-learning course for all employees to educate them on protection of personal information.

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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

Material Issue	Related Targets (FY2022)	FY2022 Major Outcomes
Supply chain management	Promotion of supply chain management	<ul style="list-style-type: none"> ■ CSR survey of suppliers: 422 suppliers surveyed, responses received from 89% ■ 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 Guidelines 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.

- Compliance
- Anti-corruption
- Tax Compliance
- Cybersecurity
- Protection of Personal Information
- Supply Chain Management**

Actions

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 Guidelines

The Tokyo Gas Group will promote Green Purchasing in accordance with the Guidelines 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, raw 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.

Compliance

Anti-corruption

Tax Compliance

Cybersecurity

Protection of Personal Information

Supply Chain Management

Sharing Our Standards of Conduct with Suppliers

We share our “Purchasing Guidelines for Suppliers” and “Green Purchasing Promotion Guidelines” 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. As part of our annual supplier surveys, we present the Purchasing Guidelines for Suppliers to major Tokyo Gas

suppliers so that we can clearly communicate our expectations for their understanding and cooperation. Group companies also carry out their own efforts to ensure awareness of those Guidelines among their major suppliers. 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.

Compliance

Anti-corruption

Tax Compliance

Cybersecurity

Protection of Personal Information

Supply Chain Management

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 the Company 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 guidelines.

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 the Purchasing Guidelines for Suppliers. In FY2022, we conducted a wide-ranging survey asking 422 companies to provide information on their policies and codes of conduct for promoting CSR. We received responses from 374 of them (88.6%). 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

Compliance

Anti-corruption

Tax Compliance

Cybersecurity

Protection of Personal Information

Supply Chain Management

Feedstock and Sales Volume

Feedstock and Sales Volume

Category		Unit	FY2018	FY2019	FY2020	FY2021	FY2022
City gas feedstock*1	Feedstock LNG	Thousand tons	11,083	10,388	10,352	9,855	9,282
	Feedstock LPG	Thousand tons	491	474	457	537	827
Production	City gas sales*2	Million m ³	15,022	13,855	12,786	13,010	11,972
	Heat sales*3	TJ	3,583	3,749	3,863	3,558	3,854
	Power sales*4	Billion kWh	155	206	248	283	344

*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.

Energy

Energy consumption^{*1, 2, 3}

Category	Unit	FY2018	FY2019	FY2020	FY2021	FY2022
Energy consumption^{*4}	TJ	76,028	73,018	76,965	61,907	90,752
City gas production	TJ	4,106	3,815	3,699	3,655	3,569
District heating and cooling centers, etc.	TJ	4,173	5,916	6,656	6,617	31,584
Power generation	TJ	65,566	61,321	64,725	49,648	53,563
Business offices, etc.	TJ	1,419	1,389	1,270	1,367	1,169
Other	TJ	1,279	1,193	1,158	1,104	1,294
Vehicles ^{*5}	TJ	-	117	132	104	86
(Tokyo Gas Co., Ltd.)	TJ	5,877	5,629	5,433	5,457	5,042
Electric power^{*6}	MWh	569,650	528,464	482,773	490,303	613,440
City gas production	MWh	357,068	324,660	293,255	294,701	285,443
District heating and cooling centers, etc.	MWh	84,722	83,433	76,539	77,499	186,367
Power generation	MWh	12,067	9,311	8,767	2,199	5,332
Business offices, etc.	MWh	49,629	45,336	42,074	46,477	52,477
Other	MWh	98,696	95,591	91,036	90,525	108,055
(Tokyo Gas Co., Ltd.)	MWh	416,928	380,112	345,017	349,921	343,292
City gas	Thousand m ³	1,628,350	1,503,916	1,601,355	1,265,918	1,826,142
City gas production	Thousand m ³	14,450	14,930	19,163	17,878	17,986
District heating and cooling centers, etc.	Thousand m ³	76,216	109,419	127,798	126,876	605,491
Power generation	Thousand m ³	1,519,617	1,360,735	1,436,492	1,102,808	1,188,992
Business offices, etc.	Thousand m ³	17,082	17,965	16,303	17,540	11,732
Other	Thousand m ³	985	867	1,599	816	1,942
(Tokyo Gas Co., Ltd.)	Thousand m ³	37,035	38,814	42,288	41,988	34,985
Heat	TJ	36	34	31	33	56
District heating and cooling centers, etc.	TJ	119	119	105	106	65
Business offices, etc.	TJ	96	96	88	87	90
Other	TJ	172	164	146	135	108
(Tokyo Gas Co., Ltd.)	TJ	105	105	95	94	94
Other fuels	TJ	4	8	9	8	2
City gas production	TJ	0	0	0	1	1
Business offices, etc.	TJ	1	4	3	2	0
Other	TJ	3	4	5	5	1
(Tokyo Gas Co., Ltd.)	TJ	1	5	4	3	1
Vehicles^{*5}	TJ	-	117	132	104	86
(Tokyo Gas Co., Ltd.)	TJ	-	46	51	42	7

Third-party Assured

*1 Totals for Tokyo Gas Co., Ltd. and the 45 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 generation," while figures for energy consumed in heat production were posted under "District heating and cooling centers, etc." 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, etc." "Business offices, etc." lists the Company's non-consolidated energy use, less the amounts for city gas production and district heating and cooling centers, etc. "Other" lists the data for other Group companies, less the amounts for district heating and cooling centers, etc. and power generation.

*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 City gas production).

*4 Excludes double counting by intra-group supply of heat and electricity.

*5 Up through fiscal 2018 the figures for vehicles were included under "Business offices, etc." and "Other." Starting with fiscal 2019, they are counted together as a separate item, "Vehicles."

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

 **Boundary: Totals for Tokyo Gas Co., Ltd. and the 45 consolidated subsidiaries in Japan**

Atmospheric Emissions

Greenhouse Gas Emissions Reference section of Securities Report

Third-party Assured

Category		Unit	FY2018	FY2019	FY2020	FY2021	FY2022
Scope 1+2 (Domestic & overseas)*1		thousand t-CO _{2e}	3,848	3,706	4,136	3,275	4,654
Domestic	Scope1+2	thousand t-CO _{2e}	3,848	3,706	3,900	3,126	*8 4,574
	Scope1	thousand t-CO _{2e}	3,588	3,467	3,691	2,922	4,335
	Scope2*3	thousand t-CO _{2e}	260	239	209	205	239
	CO ₂ *2,3,4,5	thousand t-CO _{2e}	3,839	3,698	3,893	3,119	*8 4,565
	City gas production	thousand t-CO _{2e}	192	177	168	164	150
	District heating and cooling centers, etc.	thousand t-CO _{2e}	205	294	330	327	1,587
	Power generation	thousand t-CO _{2e}	3,333	3,120	3,293	2,526	2,726
	Business offices, etc.	thousand t-CO _{2e}	71	67	60	64	47
	Other	thousand t-CO _{2e}	62	61	59	55	67
	Vehicles*6 (Tokyo Gas Co., Ltd.)	thousand t-CO _{2e}	-	8	9	7	6
CH ₄ *7	thousand t-CO _{2e}	9	8	7	7	11	
Overseas**9	Scope1+2	thousand t-CO _{2e}	-	-	*10 236	*11 149	80
	Scope1	thousand t-CO _{2e}	-	-	-	149	70
	Scope2	thousand t-CO _{2e}	-	-	-	-	10
Scope3		thousand t-CO _{2e}	35,746	32,656	34,536	34,392	53,515
Raw material procurement-related*12 (LNG, electricity, etc.)	① Purchased goods and services	thousand t-CO _{2e}	6,825	6,536	6,225	6,229	*13 15,967
	③ Fuel/energy-related activities not included in Scope 1 or 2						
	④ Upstream transportation and distribution						
Business activity-related	② Capital goods	thousand t-CO _{2e}	-	-	-	-	699
	⑤ Waste generated in operations	thousand t-CO _{2e}	-	-	-	5	3
	⑥ Business travel	thousand t-CO _{2e}	-	-	-	2	2
	⑦ Employee commuting	thousand t-CO _{2e}	-	-	-	3	4
Customers (city gas, etc.)	⑩ Processing of products sold	thousand t-CO _{2e}	-	-	-	*15 2,957	-
	⑪ Domestic Use of products sold	thousand t-CO _{2e}	28,921	26,120	*14 28,311	*14 25,196	*14 29,819
	Overseas Use of products sold	thousand t-CO _{2e}	-	-	-	-	*16 7,021

*LNG procurement: 6,376 thousand t-CO_{2e} Third-party Assured

*1 Indicators other than overseas Scope 1+2 emissions represent the totals for Tokyo Gas Co., Ltd. and the 45 consolidated subsidiaries in Japan. Overseas Scope 1+2 emissions are the totals for TG Natural Resources LLC and TGES America Ltd.

*2 Excludes double counting by intra-group supply.

*3 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 generation," while figures for energy consumed in heat production were posted under "District heating and cooling centers, etc." 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, etc." "Business offices, etc." lists the Company's non-consolidated energy use, less the amounts for city gas production and district heating and cooling centers, etc. "Other" lists the data for other Group companies, less the amounts for district heating and cooling centers, etc. and power generation.

*4 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 city gas production).

*5 Calculated using adjusted emission factor.

*6 Since fiscal 2019, the figures for vehicles that had previously been included under "Business offices, etc." and "Other" have been counted together as a separate item, "Vehicles."

*7 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. CH₄ emissions amounted to around 427 tons.

*8 As of fiscal 2022, this includes energy services due to a calculation method revision made based on the GHG Protocol. Energy services are services supplying customers with electricity, heating/cooling, gas, and other utilities under a scheme in which we install Group-owned equipment such as gas cogeneration systems at the customers' sites and provide integrated support for operational monitoring, fuel procurement, and other needs.

*9 Overseas Scope 1+2 emissions for fiscal 2020 and 2021 represent TG Natural Resources LLC only, while those for fiscal 2022 also include TGES America Ltd. TG Natural Resource's data cover the year from January to December; TGES America's data cover the year from April to the following March.

*10 The result for fiscal 2020 was inadvertently listed as the result for fiscal 2021 in last year's Factbook. Its placement has been corrected in this edition.

*11 Fiscal 2021 results represent only the Scope 1 emissions of TG Natural Resources LLC.

*12 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.

*13 As of fiscal 2022, this includes not only LNG procurement, but also LPG and electricity procurement due to a calculation method revision made based on the GHG Protocol. The value used for LPG is the procurement volume multiplied by an emission intensity of 0.839 t-CO_{2e}. The value used for electricity is the 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, plus the emissions of electricity purchased on the market.

*14 The result for fiscal 2020 is the sum of the volume of city gas sold multiplied by an emission intensity of 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 result for fiscal 2021 is the volume of city gas sales multiplied by an emission intensity of 2.21 kg-CO₂/m³. Due to a change in approach, the result for FY2022 includes the emissions of not only city gas sales, but also LNG sales. The value used for city gas is the sales volume multiplied by an emission intensity of 2.21 kg-CO₂/m³, while that for LNG is sales volume multiplied by an emission intensity of 2.7 t-CO₂/t.

*15 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. Since FY2022 this has been counted under emissions related to LNG procurement.

*16 The volume of natural gas sold by TG Natural Resources LLC multiplied by an emission intensity of 53.6 kg-CO₂/mmBtu (CO₂ emission factor for natural gas as defined by the US Environmental Protection Agency's Emission Factors for Greenhouse Gas Inventories).

Environmental Data

Social Data

Governance Data

Conversion Factor, etc.

CO₂ Emission Factor

Category		Unit	FY2018	FY2019	FY2020	FY2021	FY2022
City gas (Tokyo Gas 13A)*1		kg-CO ₂ /m ³	2.21				
Purchased electricity*2		kg-CO ₂ /kWh	Emission factor published for each electricity utility based on ministerial orders under the Act on Promotion of Global Warming Countermeasures				
Heat*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*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				

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

*2 The adjusted emission factors are used.

*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	FY2018	FY2019	FY2020	FY2021	FY2022
City gas (Tokyo Gas 13A)**4		MJ/m ³ N	45.00				
Purchased electricity*5,6	Daytime electricity	MJ/kWh	9.97				
	Nighttime electricity	MJ/kWh	9.28				
	Other than general electricity utilities	MJ/kWh	9.76				
Heat*5	Steam (excluding industrial use), hot water, cold water	MJ/MJ	1.36				
	Industrial steam	MJ/MJ	1.02				
Other fuels*5	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*5		kL/GJ	0.0258				

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

*5 Act on the Rational Use of Energy (Energy Efficiency Act; currently the Act on Rationalizing Energy Use and Shifting to Non-fossil Energy)

*6 In calorific value conversion for "District heating and cooling centers, etc." and "Business offices, etc.," the daytime electricity coefficient was applied to all electricity purchased from general electricity utilities.

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)

Environmental Data

Social Data

Governance Data

Water

Water Withdrawal (water consumption)

Water Withdrawal (water consumption)*1

Category	Unit	FY2018	FY2019	FY2020	FY2021	FY2022
Water withdrawal (water consumption) Group total	Thousand m ³	743,481	690,950	661,816	679,501	633,359
Tap water and industrial water Group total	Thousand m ³	4,952	4,600	4,422	3,334	4,708
LNG production	Thousand m ³	1,045	981	959	975	867
District heating and cooling centers, etc.	Thousand m ³	1,780	1,716	1,582	1,539	1,700
Power generation	Thousand m ³	1,325	1,135	1,263	216	1,368
Business offices, etc.	Thousand m ³	515	507	400	409	544
Other	Thousand m ³	286	261	217	195	228
(Tokyo Gas Co., Ltd.)	Thousand m ³	1,644	1,580	1,448	1,473	1,459
Seawater	Thousand m ³	738,529	686,350	657,394	676,167	628,651
LNG production	Thousand m ³	738,529	686,350	657,394	676,167	628,651

Third-party Assured

*1 Totals for Tokyo Gas Co., Ltd. and the 45 consolidated subsidiaries in Japan.

Water Discharge

Water Discharge*2

Category	Unit	FY2018	FY2019	FY2020	FY2021	FY2022
Water discharge	Thousand m ³	739,517	687,365	658,427	676,921	629,629
Water discharge*3 Group total	Thousand m ³	988	1,015	1,033	754	978
LNG production	Thousand m ³	221	300	285	261	251
District heating and cooling centers, etc.	Thousand m ³	362	387	379	346	325
Power generation	Thousand m ³	405	328	369	146	402
(Tokyo Gas Co., Ltd.)	Thousand m ³	254	335	327	289	265
Seawater*4	Thousand m ³	738,529	686,350	657,394	676,167	628,651
LNG production	Thousand m ³	738,529	686,350	657,394	676,167	628,651

*2 Totals for Tokyo Gas Co., Ltd. and the 45 consolidated subsidiaries in Japan, but excluding Tokyo Gas business offices, etc. and other Group companies.

*3 Data are for wastewater discharges from wastewater treatment facilities and sewage discharges.

*4 Due to inability to precisely measure seawater consumption, this value is calculated as the equivalent of wastewater volume.

[WEB](#) Boundary: Totals for Tokyo Gas Co., Ltd. and the 45 consolidated subsidiaries in Japan

Waste

Industrial Waste

Category		Unit	FY2018	FY2019	FY2020	FY2021	FY2022
Industrial waste* ¹ Group total	Generation	t	144,827	146,243	143,176	133,481	74,730 ³
	Amount recycled	t	140,015	141,204	139,945	130,260	70,071 ³
	Landfill	t	2,490	1,702	1,655	2,316	4,030 ⁴
	Recycling rate	%	97	97	98	98	94
	Landfill rate	%	1.7	1.2	1.2	1.7	5.4
Tokyo Gas Co., Ltd.	Generation	t	4,767	4,924	3,697	3,499	1,534
	Amount recycled	t	3,607	3,464	2,777	2,787	1,140
	Landfill	t	575	508	471	437	142
	Recycling rate	%	76	70	75	75	74
	Landfill rate	%	12	10	13	12	9

Third-party Assured

*1 Totals for Tokyo Gas Co., Ltd. and the 45 consolidated subsidiaries in Japan.

*2 Including construction work for customers of our subcontractors, subsidiaries.

*3 The decreases in amount generated and amount recycled were primarily due to the fiscal 2022 transfer of the pipeline business from Capty Co., Ltd. to the non-Group company Nippon Steel Pipeline & Engineering Co. Ltd.

*4 The increase in amount placed in landfill is due to ash generated by the Fushiki Manyofuto Biomass Power Plant, which went into operation in fiscal 2022.

[WEB](#) **Boundary: Totals for Tokyo Gas Co., Ltd. and the 45 consolidated subsidiaries in Japan**

By-products from Gas Pipeline Construction

Category		Unit	FY2018	FY2019	FY2020	FY2021	FY2022	
Gas pipe ³	PE pipe	Amount recovered	t	299	253	265	254	268
	PE pipe	Amount recycled	t	299	253	265	254	268
	PE pipe	Recycling rate	%	100	100	100	100	100

*3 Tokyo Gas Co., Ltd.

Employees

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

		Unit	FY2020	FY2021	FY2022
Male	Non-consolidated	Persons (%)	6,466 (83.4)	6,194 (83.2)	6,053 (82.9)
	Consolidated	Persons (%)	11,710 (80.9)	*4 11,375 (80.4)	10,884 (79.9)
Female	Non-consolidated	Persons (%)	1,283 (16.6)	1,253 (16.8)	1,248 (17.1)
	Consolidated	Persons (%)	2,773 (19.1)	2,766 (19.6)	2,773 (20.1)
Total	Non-consolidated	Persons (%)	7,749	7,447	7,301
	Consolidated	Persons (%)	14,483	*4 14,141	13,617

*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").
 *4 Revised to correct error in past data.

Hiring of New Graduates*13, 14, 15

		Unit	FY2021	FY2022	FY2023
Male	Non-consolidated	Persons	102	102	105
	Consolidated	Persons	284	**16 299	267
Female	Non-consolidated	Persons	35	28	37
	Consolidated	Persons	125	120	120
Total	Non-consolidated	Persons	137	130	142
	Consolidated	Persons	409	**16 419	387

*13 Data are as of April 1 of each fiscal year.
 *14 Non-consolidated data are for Tokyo Gas employees (registered personnel).
 *15 Consolidated data are for Tokyo Gas employees and its subsidiary employees for which data are available (registered personnel).
 *16 Revised to correct error in past data.

Number of Managers*5, 6, 7, 8

Third-party Assured

		Unit	FY2021	FY2022	FY2023
Male	Non-consolidated	Persons (%)	2,614 (90.8)	2,574 (90.5)	2,534 (90.2)
	Consolidated	Persons (%)	3,345 (90.3)	**9 3,290 (90.2)	3,193 (89.6)
Female	Non-consolidated	Persons (%)	264 (9.2)	271 (9.5)	276 (9.8)
	Consolidated	Persons (%)	361 (9.7)	**9 359 (9.8)	370 (10.4)
Total	Non-consolidated	Persons	2,878	2,845	2,810
	Consolidated	Persons	3,706	**9 3,649	3,563

*5 Data are as of April 1 of each fiscal year.
 *6 Employees in supervisory positions, or employees of equivalent status.
 *7 Non-consolidated data are for Tokyo Gas employees (registered personnel).
 *8 Consolidated data are for Tokyo Gas employees and its subsidiary employees (registered personnel).
 *9 Revised to correct error in past data.

Hiring of Mid-Career Personnel*17, 18, 19

		Unit	FY2020	FY2021	FY2022
Male	Non-consolidated	Persons	14	21	29
	Consolidated	Persons	122	93	135
Female	Non-consolidated	Persons	3	5	2
	Consolidated	Persons	85	66	89
Total	Non-consolidated	Persons	17	26	31
	Consolidated	Persons	207	159	224

*17 Data includes contract employees who became regular employees.
 *18 Non-consolidated data are for Tokyo Gas employees (registered personnel).
 *19 Consolidated data are for Tokyo Gas employees and its subsidiary employees for which data are available (registered personnel).

Average Length of Employment by Gender*10, 11, 12

		Unit	FY2020	FY2021	FY2022
Male	Non-consolidated	Years	19.4	20.3	20.2
	Consolidated	Years	16.7	17.5	16.7
Female	Non-consolidated	Years	17.7	17.8	18.9
	Consolidated	Years	13.8	13.8	14.0
Total	Non-consolidated	Years	19.1	19.9	20.0
	Consolidated	Years	16.3	16.8	16.2

*10 Data are as of the end of March of each fiscal year.
 *11 Non-consolidated data are for Tokyo Gas employees (registered personnel).
 *12 Consolidated data are for Tokyo Gas employees and its subsidiary employees for which data are available (registered personnel).

Number of Employees Leaving the Company*20, 21, 22

		Unit	FY2020	FY2021	FY2022
Male (Percentage of employees leaving the company)	Non-consolidated	Persons (%)	35 (0.53)	66 (1.03)	80 (1.27)
	Consolidated	Persons (%)	157 (1.32)	274 (2.37)	261 (2.34)
Female (Percentage of employees leaving the company)	Non-consolidated	Persons (%)	6 (0.47)	12 (0.94)	21 (1.64)
	Consolidated	Persons (%)	107 (3.94)	126 (4.44)	125 (4.49)
Total (Percentage of employees leaving the company)	Non-consolidated	Persons (%)	41 (0.52)	78 (1.02)	101 (1.34)
	Consolidated	Persons (%)	264 (1.81)	400 (2.77)	386 (2.77)

*20 Non-consolidated data are for Tokyo Gas employees (registered personnel).
 *21 Consolidated data are for Tokyo Gas employees and its subsidiary employees for which data are available (registered personnel).
 *22 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

Number of Contract and Temporary Employees*1,2

	Unit	FY2021	FY2022	FY2023
Contract employees	Persons	1,158	1,044	985
Temporary employees	Persons	595	748	702
Total (Percentage of contract and temporary employees)	Persons (%)	1,753 (18.6)	1,792 (19.2)	1,687 (18.5)

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

*2 Data are for Tokyo Gas.

Number of Employees with Disabilities*3,4,5

	Unit	June 2021	June 2022	June 2023
Number of employees with disabilities	Persons	167	169	171
Percentage of total employees	%	2.54	2.64	2.72

*3 Figures are as of the first day of the month shown for each fiscal year.

*4 Number of employees with disabilities is total enrollment (headcount) of regular and contract employees at Tokyo Gas.

*5 Percentage of total employees is as reported to the Ministry of Health, Labour and Welfare in the report on employment status of disabled workers.

State of Reemployment after Mandatory Retirement*6

	Unit	FY2020	FY2021	FY2022
Total number of retired employees*7	Persons	163	170	200
Number of reemployed*8	Persons (%)	149 (91.4)	155 (91.2)	179 (89.5)

*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 with Right to Collective Bargaining (Employees Excluding Management)*9,10

	Unit	FY2020	FY2021	FY2022
Number of employees	Persons	6,932	6,780	6,641

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

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

Human Resource Development

Average Annual Training Hours*11,12

	Unit	FY2020	FY2021	FY2022
Average annual training hours	Hours/person	12.6	12.3	12.2

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

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

Use of Employee Programs

Number of employees using Childcare/Nursing care leave and Balancing work related programs (consolidated)*13

Programs	Item	Unit	FY2020		FY2021		FY2022	
			Male	Female	Male	Female	Male	Female
Childcare leave	Number of users	Persons	29	170	63	196	181	200
Shorter hours for Childcare	Number of users	Persons	22	367	35	366	36	354
Nursing care leave	Number of users	Persons	0	9	3	10	4	9
Shorter hours for nursing care	Number of users	Persons	0	7	0	4	4	5

*13 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)*14,15

Programs	Outline	Item	Unit	FY2020		FY2021		FY2022	
				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	18	82	38	92	120	104
		Percentage returning to work*16	%	100	100	100	100	100	100
Shorter hours for Childcare	Flexitime for childcare is available during pregnancy and until the child completes the 6th grade	Number of users	Persons	18	218	26*17	209	31	210
Nursing care leave	Up to 3 years for one care receiver within the second degree of kinship	Number of users	Persons	0	2	2*17	3	2	5
Shorter hours for nursing care	Flexitime 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	0	3	0	1	1	2
Maternity leave	By employee application, six weeks before birth and eight weeks after birth	Number of users	Persons	-	51	-	45	-	60
Spousal maternity leave	Five days within 180 days after spouse gives birth	Number of users	Persons	220		227*17		261	
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	4	4
Community service leave	Up to 5 days of volunteer service within 1 year	Cumulative number of users	Persons	2		10		9	
Career reflection program*18	Employees who reach the ages of 30, 35, 40 and 50 are granted commemorative gifts and special leave (paid)	Number of users	Persons	702		787		803	
Leave to accompany partner	Up to 3 years for employees accompanying a spouse posted overseas	Number of users	Persons	6		9		13	
Life design support leave	Up to one year for employees undergoing fertility treatment	Number of users	Persons	-	-	-	3	-	0

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

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

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

*17 Revised to correct error in past data.

*18 Past data revised to reflect change in definition of number of users.

Occupational Health and Safety

Overview of Accidents and Injuries*1

	Unit	FY2020	FY2021	FY2022
Occupational accident fatalities	Persons	0	0	0
Work-related injuries	Cases	7	8	0
Lost time injury frequency rate*2,4	-	0.44	0.52	0.00
Severity rate*3,4,5	-	0.014	0.010	0.000

Third-party Assured

*1 Data are for regular employees (registered personnel) and contract employees of Tokyo Gas.
 *2 Lost time injury frequency rate per 1 million total actual working hours.
 *3 Number of workdays lost as a result of accidents/injuries per 1,000 total actual working hours.
 *4 Includes work-related traffic accidents.
 *5 Lost workdays are counted based on standards placed by the Japanese Ministry of Health, Labour and Welfare.

Implementation of Occupational Health and Safety Education Programs*6

Programs	Unit	FY2020	FY2021	FY2022	
Level-specific training on health and safety and on safety planning	New employee training	Persons	218	137	130
	Health and safety training for new managers	Persons	204	226	249

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

Health Indexes*7

	Unit	FY2020	FY2021	FY2022	
Participation in regular health examinations	%	100	100	100	
Participation in stress checks	%	80.2	73.7	88.0	
Participation in health initiative*8	Persons	2,054	1,247	4,497	
Average overtime work	Hours/Person-month	16.9	18.7	17.9	
No. of days annual paid leave taken	Days/person	14.0	17.9	21.2	
Smoking	Male	%	29.7	28.9	28.2
	Female	%	5.2	4.8	5.0

*7 Data are for Tokyo Gas employees (registered personnel).
 *8 Number of participants in walking campaign that has them individually compete for most steps walked in a 2-month period.

Training and Consultation on Human Rights and Compliance

Participants in Training on Human Rights and Compliance*1

	Overview	Unit	FY2020	FY2021	FY2022
Level-specific compliance training	Training upon entering the company, during the third year, and during qualification promotions (two levels)	Persons	1,322	1,238	1,074
Workplace Discussions	Workplace-level trainings on topics selected and shared Group-wide	Persons	21,966	21,956	21,191
Compliance promoter training	Training provided multiple times during the year to impart compliance-related information for properly managing the workplace	Persons	-	-	321
Compliance consultation desk staff training	Training for enabling prompt risk escalation and strengthening risk response	Persons	34	73	57
Compliance lectures*2, 3	Topics are compliance-related issues for which the Group needs to raise the compliance awareness of each employee	Persons	-	1,147	2,085

*1 Figures are for the Tokyo Gas Group.

*2 Data for FY2020 were revised to reflect change in definition.

*3 FY2020: lectures not held due to the COVID-19 pandemic. FY2021: Number of viewers of three lectures. FY2022: Number of lecture video playbacks in 3-month period.

Number of Cases Handled by Consultation Desks*4

Consultation Topics	Unit	FY2020	FY2021	FY2022
Interpersonal relations and harassment	Number of cases	42	60	47
Benefits and working hours	Number of cases	19	24	29
Internal regulations	Number of cases	23	25	10
Laws, regulations, and other matters	Number of cases	8	11	18
Total	Number of cases	92	120	104

*4 Figures are for the Tokyo Gas Group.

Environmental Data

Social Data

[Governance Data](#)

Third-Party Independent Assurance Report

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.

* The applicable items are indicated by "Third-party assured" next to them.



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, 2022 to March 31, 2023 included in its Tokyo Gas Group Sustainability Fact Book 2023 (the "Factbook") for the fiscal year ended March 31, 2023.

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.
- Visiting the Company's Ohgishima LNG Terminal selected on the basis of a risk analysis.
- 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 Management

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 Management 1, we design, implement and operate a system of quality management including policies or 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 23, 2023

Major ESG Ratings

Inclusion in ESG Indexes

The Tokyo Gas Group has been included in the following ESG indexes (as of July 31, 2023).

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

[WEB](#) → 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

[WEB](#) → 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.



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.



iSTOXX MUTB Japan Platinum Career 150 Index

This human capital-focused index was co-developed by Mitsubishi UFJ Trust and Banking Corporation and STOXX Ltd., an index provider in the Deutsche Börse Group. It is comprised of Japanese companies that actively and continuously implement career development programs that hone and build the skills of employees of all ages through self-directed learning and experiences.



*1: 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.

Key ESG Ratings

External Sustainability Ratings

The Tokyo Gas Group has received the following external ratings of its sustainability performance (as of July 31, 2023).

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 A- rating in Climate Change for FY2022.



2023 Certified Health & Productivity Management Outstanding Organizations 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. To date, Tokyo Gas, Tokyo Gas i Net Corp., and Tokyo Gas Customer Support Co., Ltd. have been selected for the index's large enterprise category, and Tokyo Gas Lease Co., Ltd. for the SME category.



FY2022 Nadeshiko Brands

Under this initiative, the Japanese Ministry of Economy, Trade and Industry and the Tokyo Stock Exchange jointly select companies that are outstanding in terms of encouraging women's success in the workplace. Candidates are evaluated for linkage of women's empowerment measures with their management strategy. This marks the sixth time for Tokyo Gas to be named a Nadeshiko Brand.



“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. Currently, Tokyo Gas and Tokyo Gas Customer Support Co., Ltd. are listed in this index.



GRI Sustainability Reporting Standards Index

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

GRI2:General Disclosures 2021

Disclosure	Disclosure Pages
1. The organization and its reporting practices	
2-1 Organizational details	Web Profile
	Web Locations
2-2 Entities included in the organization's sustainability reporting	Web Major Group Companies
2-3 Reporting period, frequency and contact point	Web About This Factbook
	Web Contact Us
2-4 Restatements of information	-
2-5 External assurance	Web Third-Party Independent Ratings Assurance Report
2. Activities and workers	
2-6 Activities, value chain and other business relationships	Web Business
	Web Supply Chain Management
2-7 Employees	Web Social Data
2-8 Workers who are not employees	Web Social Data
3. Governance	
2-9 Governance structure and composition	Web Integrated Report (Corporate Governance)
	Web The Tokyo Gas Group's Sustainability
	Web Corporate Governance Report
2-10 Nomination and selection of the highest governance body	Web Corporate Governance Report
	Web Independence Standards for Outside Directors

Disclosure	Disclosure Pages
2-11 Chair of the highest governance body	Web Corporate Governance Report
2-12 Role of the highest governance body in overseeing the management of impacts	Web The Tokyo Gas Group's Sustainability
	Web Stakeholder Engagement
	Web Integrated Report (Corporate Governance)
	Web Integrated Report (Risk Management System)
2-13 Delegation of responsibility for managing impacts	Web The Tokyo Gas Group's Sustainability
2-14 Role of the highest governance body in sustainability reporting	Web The Tokyo Gas Group's Sustainability
	Web Define material issues
2-15 Conflicts of interest	Web Corporate Governance Report
2-16 Communication of critical concerns	Web Integrated Report (Corporate Governance)
	Web Compliance
2-17 Collective knowledge of the highest governance body	Web Integrated Report (Corporate Governance)
	Web The Tokyo Gas Group's Sustainability
2-18 Evaluation of the performance of the highest governance body	Web Integrated Report (Corporate Governance)
	Web The Tokyo Gas Group's Sustainability
2-19 Remuneration policies	Web Integrated Report (Officer Remuneration System)
2-20 Process to determine remuneration	Web Integrated Report (Officer Remuneration System)
2-21 Annual total compensation ratio	-

GRI Sustainability Reporting Standards Index

Global Compact Content Index

ISO 26000 Content Index

SASB Content Index

GRI Sustainability Reporting Standards Index

GRI2:General Disclosures 2021

Disclosure	Disclosure Pages
4. Strategy, policies and practices	
2-22 Statement on sustainable development strategy	Web Integrated Report (CEO's Message)
2-23 Policy commitments	Web Group's Management Philosophy
	Web The Tokyo Gas Group's Sustainability
2-24 Embedding policy commitments	-
2-25 Processes to remediate negative impacts	Web Sustainability Promotion System
2-26 Mechanisms for seeking advice and raising concerns	Web Human Rights
	Web Inquiries
	Web Purchasing Inquiries
2-27 Compliance with laws and regulations	No violation cases
	No violations of laws and regulations
2-28 Membership associations	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
5. Stakeholder Engagement	
2-29 Approach to stakeholder engagement	Web Basic Approach to Promoting Sustainability
	Web Stakeholder Engagement
2-30 Collective bargaining agreements	Web Building Positive Labor-Management Relations

GRI3:Material Topics 2021

Disclosure	Disclosure Pages
Disclosures on material topics	
3-1 Process to determine material topics	Web Define material issues
	Web About This Factbook
3-2 List of material topics	Web Define material issues
3-3 Management of material topics	Web Define material issues
	Web The Tokyo Gas Group's Sustainability
	Web Integrated Report (Risk management system)
	Web Sustainability Promotion System

GRI11:Oil and Gas Sector 2021

Disclosure	Disclosure Pages
11-1 GHG emissions	Web Define material issues
	Web Environmental Data
11-2 Climate adaptation, resilience, and transition	Web Define material issues
	Web Sustainability Promotion System
	Web Integrated Report (Corporate Governance Report)
	Web Integrated Report (Disclosure based on TCFD recommendations)
	Web Climate Change Actions
	Web Climate Change Targets and Outcomes
	Web Environmental Data
11-3 Air emissions	Web Climate Change Our Contributions and Stakeholder Engagement in Climate Change Policies
	Web Environmental Governance Management of Chemical Substances, Hazardous Waste, and Pollutants

GRI Sustainability Reporting Standards Index

Global Compact Content Index

ISO 26000 Content Index

SASB Content Index

GRI Sustainability Reporting Standards Index

GRI11:Oil and Gas Sector 2021

Disclosure		Disclosure Pages
11-4	Biodiversity	Biodiversity
11-5	Waste	Resource Recycling Targets and Outcomes
		Environmental Data Waste
11-6	Water and effluents	Water Security
		Environmental Data Water
11-7	Closure and rehabilitation	-
11-8	Asset integrity and critical incident management	Basic Policy Targets and Outcomes
11-9	Occupational health and safety	Occupational Health and Safety Initiatives
11-10	Employment practices	Human Resource Management and Development Targets and Outcomes
		Social Data Employees
11-11	Non-discrimination and equal opportunity	Diversity, Equity & Inclusion (DEI) Targets and Outcomes
		Social Data Employees
11-12	Forced labor and modern slavery	Human Rights Initiatives on Human Rights Due Diligence
		Supply Chain Management Sharing Our Standards of Conduct with Suppliers
11-13	Freedom of association and collective bargaining	Labor Practices
		Human Rights
		Supply Chain Management
11-14	Economic impacts	Access to Energy
		Safety and Disaster Preparedness
		Establishment of Relationships with Communities
		Environmental Risk Management System
		Biodiversity
11-15	Local communities	Stakeholder Engagement
		Establishment of Relationships with Communities

Disclosure		Disclosure Pages
11-16	Land and resource rights	-
11-17	Rights of indigenous peoples	-
11-18	Conflict and security	-
11-19	Anti-competitive behavior	Compliance
		Supply Chain Management
11-20	Anti-corruption	Anti-corruption
		Supply Chain Management
11-21	Payments to governments	Tax Compliance
11-22	Public policy	Climate Change Our Contributions and Stakeholder Engagement in Climate Change Policies

GRI200:Economic topics

Disclosure		Disclosure Pages
201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	Financial Results
201-2	Financial implications and other risks and opportunities due to climate change	Environmental Risk Management System
		Integrated Report (Disclosure based on TCFD recommendations)
		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 2016		
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	-

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GRI200:Economic topics

Disclosure		Disclosure Pages
203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	Access to Energy
		Disaster Countermeasures
		Establishment of Relationships with Communities
203-2	Significant indirect economic impacts	-
204: Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	-
205: Anti-corruption 2016		
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
206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No legal actions
207: Tax 2019		
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
301: Materials 2016		
301-1	Materials used by weight or volume	Environmental Data
301-2	Recycled input materials used	Actions taken in Business Activities (Promoting the 3Rs)
301-3	Reclaimed products and their packaging materials	Collaborating with Other Companies to Reduce Pollution,Waste, and Resource Consumption
		Environmental Data Waste
302: Energy 2016		
302-1	Energy consumption within the organization	Environmental Data Energy
302-2	Energy consumption outside of the organization	Environmental Data Energy
302-3	Energy intensity	Targets and Outcomes
		Environmental Data Energy
302-4	Reduction of energy consumption	Targets and Outcomes
		Environmental Data Energy
302-5	Reductions in energy requirements of products and services	Contributing to Customer CO ₂ Emissions Reduction
		Environmental Data Energy
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
303-4	Water discharge	Environmental Data Water
303-5	Water consumption	Water Security
		Environmental Data Water

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GRI300:Environmental topics

Disclosure		Disclosure Pages
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	Measures in Our LNG Value Chain
		Biodiversity Activities with Our Customers and Local Communities

305: Emissions 2016

305-1	Direct (Scope 1) GHG emissions	Climate Change
		Environmental Data Atmospheric Emissions
305-2	Energy indirect (Scope 2) GHG	Climate Change
		Environmental Data Atmospheric Emissions
305-3	Other indirect (Scope 3) GHG emissions	Climate Change
		Environmental Data Atmospheric Emissions
305-4	GHG emissions intensity	Targets and Outcomes
		Environmental Data Conversion Factor, etc.
		Environmental Data Amount of Thermal Power Generation Varies According to Electricity Usage
305-5	Reduction of GHG emissions	Targets and Outcomes
		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

Disclosure		Disclosure Pages
306: Waste 2020		
306-1	Waste generation and significant waste-related impacts	Resource Recycling Targets and Outcomes
306-2	Management of significant wasterelated impacts	Actions taken in Business Activities (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

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

GRI400:Social topics

Disclosure		Disclosure Pages
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, Equity & Inclusion (DEI)
		Social Data Employees
401-3	Parental leave	Social Data Use of Employee Programs

402: Labor/Management Relations 2016

402-1	Minimum notice periods regarding operational changes	-
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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

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GRI400: Social topics

Disclosure	Disclosure Pages
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403: Occupational Health and Safety 2018

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 Implementation of Occupational Health and Safety Education Programs
403-6	Promotion of worker health	Advancing Health & Productivity 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	Occupational Health and Safety Overview of Accidents and Injuries
403-10	Work-related ill health	-

404: Training and Education 2016

404-1	Average hours of training per year per employee	Social Data Human Resource Development
404-2	Programs for upgrading employee skills and transition assistance programs	Human Resource Management and Development
		Diversity, Equity & Inclusion (DEI)
404-3	Percentage of employees receiving regular performance and career development reviews	-

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	-

406: Non-discrimination 2016

406-1	Incidents of discrimination and corrective actions taken	Human Rights
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Disclosure	Disclosure Pages
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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 Practices
		Human Rights
		Supply Chain Management

408: Child Labor 2016

408-1	Operations and suppliers at significant risk for incidents of child labor	Human Rights
		Supply Chain Management

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

410: Security Practices 2016

410-1	Security personnel trained in human rights policies or procedures	-
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411: Rights of Indigenous Peoples 2016

411-1	Incidents of violations involving rights of indigenous peoples	-
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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 Risk Management System
		Biodiversity

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

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GRI400: Social topics

Disclosure		Disclosure Pages
415: Public Policy 2016		
415-1	Political contributions	No political contributions
416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	Safety and Disaster Preparedness
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	-
417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	-
417-2	Incidents of non-compliance concerning product and service information and labeling	No violation cases
417-3	Incidents of non-compliance concerning marketing communications	No violation cases
418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	-

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The Ten Principles of UN Global Compact		Disclosure Pages
Human Rights	<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>	Diversity, Equity & Inclusion (DEI)
		Labor Practices
		Occupational Safety and Health Initiatives
		Human Rights
		Compliance
Labour	<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>	Supply Chain Management
		Human Resource Management and Development
		Diversity, Equity & Inclusion (DEI)
		Labor Practices
		Human Rights
		Compliance
Environment	<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>	Supply Chain Management
		Environmental Governance
		Climate Change
		Resource Recycling
		Biodiversity
Anti-Corruption	<p>Principle Ten: Businesses should work against corruption in all its forms, including extortion and bribery.</p>	Water Security
		Compliance
		Anti-corruption
		Supply Chain Management

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ISO26000		Disclosure Pages
Guidance on social responsibility core subjects	Issue	
Organizational governance	1 Organizational governance	Corporate Governance
Human rights	1 Due diligence 2 Human rights risk situations 3 Avoidance of complicity 4 Resolving grievances 5 Discrimination and vulnerable groups 6 Civil and political rights 7 Economic, social and cultural rights 8 Fundamental principles and rights at work	Diversity, Equity & Inclusion (DEI)
		Labor Practices
		Occupational Safety and Health Initiatives
		Human Rights
		Compliance
		Supply Chain Management
		Human Resource Management and Development
Labour practices	1 Employment and employment relationships 2 Conditions of work and social protection 3 Social dialogue 4 Health and safety at work 5 Human development and training in the workplace	Diversity, Equity & Inclusion (DEI)
		Labor Practices
		Human Rights
		Compliance
		Supply Chain Management
		Environmental Governance
The environment	1 Prevention of pollution 2 Sustainable resource use 3 Climate change mitigation and adaptation 4 Protection of the environment, biodiversity and restoration of natural habitats	Climate Change
		Resource Recycling
		Biodiversity
		Water Security
		Supply Chain Management
		Compliance
Fair operating practices	1 Anti-corruption 2 Responsible political involvement 3 Fair competition 4 Promoting social responsibility in the value chain 5 Respect for property rights	Anti-corruption
		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
	(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
	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
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	Web Material Issue 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	Web Earthquake, typhoon, etc.
	(2) unprotected steel		-
	Percentage of gas (1) transmission and (2) distribution pipelines inspected	IF-GU-540a.3	-
Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	IF-GU-540a.4	Web Access to Energy Web Safety and Disaster Preparedness	

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