

Key CSR Activities and Major Results

The Tokyo Gas Group designates KPIs for each CSR materiality issue in order to effectively apply PDCA cycles in the promotion of its CSR activities. Results related to materiality are summarized below.

Key Activities	Materiality	CSR KPIs	FY2017 Results	Evaluation	Page or Web		
Enhancement of Energy Security	Stable supply	• Diversification and expansion of overseas business	• Tokyo Gas America Ltd. began participating in gas development projects in the U.S.	• Tokyo Gas Asia Pte. Ltd. concluded a strategic alliance agreement with PetroVietnam Low Pressure Gas Distribution Joint Stock Company.	○	20	
		• LNG procurement to ensure stable and affordable supply	• Concluded a strategic alliance in LNG procurement between Kyushu Electric Power Co., Inc.	• Concluded a new LNG sales and purchase agreement with Malaysia LNG Sdn. Bhd.	○	Web	
	The pursuit of safety • Earthquake disaster prevention measures • Safety measures at customer sites	• Infrastructure development to accommodate wider use of natural gas	• Installed an additional vaporizer and tank lorry loading facility at the Hitachi LNG Terminal.	• Completed construction of the Koga-Moka Line.	○	19	
		• Expansion of competitive power generating capacity and electric power sales	• Established Prominet Power Co., Ltd. based on a capital and business partnership with Shizen Energy Inc.		○	Web	
Provision of better products and services		• Promotion of earthquake, tsunami and other disaster measures	• Subdivided the low-pressure service network of the head office area, from 252 blocks into 261, for a more precise remote shutting down of the gas supply in order to prevent disaster.	• Advised users to replace aging underground house pipes other than those already replaced in FY2015 and performed upgrades upon request.	○	23/Web	
		• Promotion of maintenance measures for aging pipes and other infrastructure	• Expanded the adoption of cooking stoves equipped with safety sensors for auto shut-off to prevent overheating and flame failure, with 1.75 million units sold to date.	• Paid 3.931 million visits for periodic safety inspections of gas equipment and completed 3.555 million inspections, excluding times when customers were not at home.			
Contribution to the Environment	Climate change countermeasures	• Improvement of disaster resilience	• Number of low-voltage customers: approx. 1.13 million	• Customer feedback and initiatives for business improvement Total number of customer comments: 16,460 (1,260 expressions of gratitude (7.7%), 1,358 complaints (8.2%) and 13,842 system requests (84.1%))	○	21	
		• Promotion of switching to safer appliances	• Provision of products, services and related information				
		Promotion of resource saving	• Reduction of CO ₂ emissions at customer sites by 8 million tons by FY2020 (from levels in FY2011)	• Reduction in CO ₂ emissions at customer sites: 4.04 million tons (compared with FY2017 target of 3.9 million tons)	Third-party Assured	○	26
			• Energy usage intensity at LNG terminals ^{*1} : 250 GJ/million m ³ by FY2020	• Energy usage intensity at LNG terminals: 209 GJ/million m ³ (compared with FY2017 target of 220 GJ/million m ³)	Third-party Assured	○	26
			• Heat sales intensity for district heating and cooling centers ^{*2} : 1.19 GJ/GJ by FY2020	• Heat sales intensity for district heating and cooling centers: 1.22 GJ/GJ (compared with FY2017 target of 1.33 GJ/GJ)	Third-party Assured	○	26
	Promotion of biodiversity conservation	• Energy usage at Tokyo Gas offices, etc.: 910 thousand GJ in FY2020	• Energy usage at Tokyo Gas offices, etc.: 902 thousand GJ (compared with FY2017 target of 920 thousand GJ)	Third-party Assured	○	26	
		• Reduction of CO ₂ emission factor at the electricity retail level	• Promoted the procurement of electricity generated by high efficiency thermal power and renewable energy sources.		○	Web	
	Promotion of environmental technologies development	• Promotion of a wider use of renewables	• Continued to make maximum use of renewable and underused energy sources to power various Smart Energy projects.	• 485 thousand m ³ of biogas derived from food waste fed to city gas distribution pipes.	○	Web	
		Promotion of resource saving	• Maintenance of zero emissions at production plants (final disposal rate of less than 0.1%)	• Final waste disposal rate at production plants: 0.6%	Third-party Assured	△	28
			• Maintenance of construction waste recycling rate at 98% or higher until FY2020	• Recycling rate of construction waste: 97.7%	Third-party Assured	△	28
• Recycling rate for industrial waste generated at offices: at least 90% by FY2020			• Recycling rate for industrial waste generated at offices: 86.5% (compared with FY2017 target of 88%)	Third-party Assured	△	28	
• Soil excavated during gas pipeline construction: maintain at 16% or lower until FY2020		• Soil excavated during gas pipeline construction: limited below 21%	Third-party Assured	×	28		
Contribution to Local Communities	Building communities and a way of life that is safe and secure	• Promotion of biodiversity conservation activities along the LNG value chain	• Surveyed the status of biodiversity consideration at source gas fields and confirmed that there were no problems.	• Practiced the 3Rs (reduction, reuse, and recycling) on soil discharged when laying gas pipes to reduce the impact caused by excavation of pit sand on the ecosystem.	○	28	
		• Promotion of development of low-carbon technologies	• Managed ballast water discharged during LNG transport, conducted habitat surveys at green areas inside the three LNG terminals and implemented conservation activities.	• Implemented forest conservation activities and habitat surveys at the Nagano Tokyo Gas Forest.			
	Enriching our life and culture	• Promotion of communication activities with local communities to enrich the quality of life	• Operated three hydrogen stations.	• Applied technological innovation to combined heat and power (CHP) systems to achieve the highest power generation efficiency of 42.5% in our 1,000 kW-class systems and total efficiency of 80.1%.	○	29	
Respect for Human Rights	Human rights due diligence	• Promotion of human rights compliance management	• Began investing in venture capital firms and venture businesses specializing in energy technologies in order to incorporate innovative technologies from around the world.		○	29	
		Building a society and a way of life that is good for the environment	• Promotion of activities to raise energy and environmental awareness				
		Building communities and a way of life that is safe and secure	• Strengthening of initiatives to enrich society	• Constructed a Smart Energy Network in the northern district near Tamachi Station's east exit.	• Promoted smart networks by supplying energy in the Nihonbashi Muromachi areas, including town blocks.	○	32/Web
Promotion of Compliance	Prevention of bribery and corruption	• Provision of information on disaster prevention measures	• Organized regional programs related to emergency toilets in preparation against disasters.		○	Web	
		Enriching our life and culture	• Promotion of communication activities with local communities to enrich the quality of life	• Program of interactive activities (HIKU, food education, eco-cooking, cooking classes, etc.), support for youth education through sports (para sports, youth soccer and baseball workshops, etc.)	○	31/Web	
		Building a society and a way of life that is good for the environment	• Promotion of activities to raise energy and environmental awareness	• Interactive environmental education through the Donguri (Acom) Project and activities to support education in schools: 1,263 programs	• Special classes taught by employees: 727 with 22,687 participants (total: 36,562 with 1,102,087 participants to date)	○	31
Promotion of Compliance	Protection of personal information	• Practice of safety management in accordance with our policy on protection of personal information	• Various training with level-specific training at its core: 17,070 participants	• Workshops for people with disabilities to address important human rights issues: 350 participants	○	35	
		• Promotion of human rights compliance management	• Initial training for human rights promotion leaders and booster training for leaders: 353 participants	• Established Tokyo Gas Group Human Rights Policy to define the respect for human rights required of a global company.			
		• Internal and external consultation desk providing communications support: 104 cases					
Promotion of Compliance	Permeation and rigorous practice of compliance	• Promotion of compliance	• Held study sessions and various seminars to permeate the revised Tokyo Gas Group Our Code of Conduct.	• Level-specific training and training provided by instructors dispatched to meet individual department and company needs: 27 sessions with 614 participants	○	37	
		• Steady implementation of a PDCA cycle	• Total number of participants in workplace study sessions based on the latest compliance cases: 28,726	• Timely provision of information on compliance: 6 instances			
		• Promotion of sincere and equitable activities in accordance with Tokyo Gas Group Our Code of Conduct	• Training provided for 344 employees involved in international business	• Cases handled by Consultation desks: 104			
Promotion of Compliance	Protection of personal information	• Practice of safety management in accordance with our policy on protection of personal information	• Awareness raising incorporated into level-specific training provided upon joining the company, in the third year, and during qualification promotions (two levels): 1,527 participants	• Revised the Basic Policy On Promoting Overseas Business following the establishment of Tokyo Gas Group Human Rights Policy.	○	37	
		• Promotion of human rights compliance management	• Awareness raising included in training provided by instructors sent to individual departments: 614 participants	• Number of participants in e-learning for raising employee awareness of the revised Act on the Protection of Personal Information, including clarification of personal information and compliance with requirements for anonymized information: 21,342			
		• Internal and external consultation desk providing communications support: 104 cases					
Enhancement of People-Centered Management Base	Promotion of diversity	• Promotion of active participation of diverse human resources and workstyle flexibility	• Introduced a work-at-home program, which we plan to expand in several stages.	• Number of employees working shorter hours as parents of small children: 217	○	39	
		• Promotion of active participation of diverse human resources and workstyle flexibility	• Designated a Nadeshiko Brand company for the second consecutive year.	• Number of employees taking parental leave: 50 (93% subsequently returned to work ^{*3})			
		• Promotion of active participation of diverse human resources and workstyle flexibility	• Ratio of women in management: 7.6%	• Number of employees working shorter hours to care for relatives: 2			
Enhancement of People-Centered Management Base	Development of human resources	• Development of a training structure	• Ratio of employees with disabilities: 2.10%	• Number of employees taking nursing care leave to care for relatives: 1	○	39	
		• Development of a training structure	• Twin-pillared human resource development program to develop (1) foundational and common skills, and (2) wide-ranging expertise	• Development of foundational and common skills: courses on global business skills and development of next-generation leaders			
		• Development of a training structure	• Development of a broad range of expertise: approx. 1,275 sessions taught over approx. 160 courses for the residential services segment, and training utilizing technology and skills certification programs and training centers for the pipeline segment	• Developed of a broad range of expertise: approx. 1,275 sessions taught over approx. 160 courses for the residential services segment, and training utilizing technology and skills certification programs and training centers for the pipeline segment			
Enhancement of People-Centered Management Base	Occupational safety and health	• Promotion of occupational safety and health	• Occupational health physicians provided health consultations, career ladder consultations, and health education services.	• Operated an occupational safety and health management system (OSHMS).	○	39	
		• Promotion of occupational safety and health	• 100% of employees received health checkups.	• Managed an in-house driving license scheme.			
		• Promotion of occupational safety and health		• Introduced vehicles equipped with safe driving support systems.			

*1 Energy consumed per unit of gas produced. *2 Energy consumed per unit of gas sold. *3 Percentage of employees taking parental leave each fiscal year who returned to work at the company.

Criteria for Evaluating CSR KPIs
 ○ Target achieved (100% or above) △ Target not achieved but improved from previous fiscal year (100% not achieved but improved from previous fiscal year) × Target not achieved
 Note: Qualitative CSR KPIs with no evaluation axis are assessed on the basis of whether progress has been made since the previous fiscal year.