

Stakeholder Engagement

The Tokyo Gas Group's business brings it into contact with a wide range of stakeholders. Guided by our Corporate Action Philosophy and Code of Conduct, all Group executives and employees have sought to develop good relationships with stakeholders and work together with society toward achieving sustainable growth.

In keeping with this direction, we engage with our stakeholders on a daily basis in accordance with our Stakeholder Engagement Policy, which defines the specific stakeholders and purpose and methods of engaging with them.

Purpose of Engagement

We are forging favorable relationships and partnerships with our stakeholders by understanding and meeting their expectations so that we can make decisions on the Tokyo Gas Group's business activities and generate value.

Identifying Our Stakeholders

In pursuit of engagement, we identify stakeholders interested in the decision-making and business activities of the Tokyo Gas Group (see pages 16 and 17 for details on how we respond to and communicate with stakeholders).

Methods of Engagement

The division or site that is most closely related to stakeholders serves as the contact point and takes responsibility for establishing two-way communication with them. Toward making further improvements, the results of engagement are shared within the relevant division, as well as with the Corporate Communications Promotion Committee as necessary. Information is disclosed through such means as our website and CSR reports to maintain our PDCA cycle. Also, we raise employee awareness of stakeholder engagement through training and other activities.



VOICE 1 Responding to Customer Needs with a Women's Perspective

Top: **Riho Yoshida**, Team Leader, Customer Communication Team, Customer Support Division, Tokyo Gas LIFEVAL Kawasaki Kita
Bottom: **Yumi Shimura**, Customer Communication Team, Customer Support Division, Tokyo Gas LIFEVAL Kawasaki Kita

I belong to the Customer Communication Team, organized in 2011, and am responsible for following up on customers who have installed ENE-FARM in their homes and for replacing alarms. All members of the team are women, and we perform our daily operations with an emphasis on providing a women's perspective to our services.

For example, we dispatch female staff to respond to requests by customers who are women and usually at home during the day, and feedback received from them indicates that they feel more comfortable with this arrangement. Also, the sensibility of our female staff is similar to that of customers who are homemakers, so we can offer explanations and proposals from the same standpoint, thus making them feel more at ease and closer to us during consultations.

We value the customer's perspective and strive to build on our knowledge as professionals providing energy proposals and creating comfortable lifestyles. Looking ahead, we will continue to develop our bonds with customers as a means of addressing their needs.



Whenever we visit a customer's home to close a city gas valve, which is not necessary for customers to present, but we attempt to notify them that they will not be able to use the gas at that time.

VOICE 2 Reviewing Work Styles and Transforming the Company, where Employees Can Enjoy Change

Left: **Motoko Ito**, Manager, LIVALIT Sect., Sales Solution Department, TOKYO GAS i NET Corp.
Right: **Tadateru Nagao**, Manager, Work Style Innovation Project Sect, Human Resource & General Affairs Department, TOKYO GAS i NET Corp.

Tokyo Gas i Net sets up the Work Taskforce in 2016 for work style reform after employees pointed out we were not doing enough for the careers of all the women at the company. Accordingly, we studied the statistics on aspects such as turnover and rate of promotion and felt that something needed to be done, which spurred the creation of a working group led by women. Since then, we realized the importance of ensuring a lively workplace and have invited more men to participate in the group. For example, in response to our proposal, the eligibility and conditions for working at home gradually expanded and relaxed, which earned favorable feedback from employees who could subsequently focus better and boost their productivity or eliminate their commute. Within two years we implemented 16 measures, including establishment of a short-term in-house internship program and spaces that encourage communication among employees. We owe our progress in large part to the support we received from the president. When struggling to find a way to measure the effects of the reform, he advised



us to focus on making a change rather than getting stuck on merely searching for an effective means of measurement. In fiscal 2018, we will set up of the Work Style Reform Committee to offer more concrete proposals. By maintaining dialogue with staff, we hope that all these small but good changes add up, so we emerge as a company in which employees can enjoy change.

The Tokyo Gas Group pursues diverse forms of engagement based on its Stakeholder Engagement Policy. Moreover, we receive opinions from our wide-ranging stakeholders and actively adopt valuable suggestions for our business.

	 Customers	 Shareholders and Investors	 Local Communities
Expectations and Requests	<ul style="list-style-type: none"> Stable supply of energy Ensuring safety and quality of energy and products Provision of appropriate information on products and services Provision of information on environmental protection and environmentally friendly products and services Improvement of customer satisfaction 	<ul style="list-style-type: none"> Maintenance and improvement of corporate value Fair distribution of returns to shareholders Timely and appropriate information disclosure 	<ul style="list-style-type: none"> Contribution to solving social issues in individual countries and regions Support for educating the next generation
Responses and Communication Efforts	<ul style="list-style-type: none"> Receipt of applications, feedback and inquiries Improvements based on feedback <ul style="list-style-type: none"> Periodic safety inspections of gas equipment Meter readings Gas appliance repair Local service outlets (Tokyo Gas LIFEVAL, Enesta, Enefit) Customer Center (phone and email) Customer feedback cards Customer satisfaction surveys Provision of information and promotion of understanding concerning measures to ensure stability of city gas supply and prevent disasters <ul style="list-style-type: none"> Tours of LNG terminals and disaster prevention facilities Provision of information on energy, the environment, household facilities, appliances, etc. Provision of information and promotion of understanding regarding the Group's environmental activities Provision of opportunities to experience environmental activities Proposal of comfortable home and lifestyle solutions Offering of cooking classes <ul style="list-style-type: none"> Gas Science Museum Gas Museum Shinjuku Showroom and Yokohama Showroom Cooking studio Kitchen Lands Gas exhibitions Events and seminars Provision of information on energy, facilities, appliances, and services Provision of tips for everyday life on cooking, conserving energy and saving money, etc. <ul style="list-style-type: none"> Tokyo Gas website Email newsletters Facebook myTOKYOGAS 	<ul style="list-style-type: none"> Disclosure of information on performance and finances Explanation of the state of Group activities and plans <ul style="list-style-type: none"> General shareholder's meetings Financial results briefings Briefings for individual investors One-on-one meetings with institutional investors Facility tours for individual shareholders Annual Report and Investors' Guide Newsletter for shareholders Disclosure of investor relations information on the Tokyo Gas website 	<ul style="list-style-type: none"> Provision of information and awareness-raising concerning the Group's disaster prevention activities Provision of information contributing to safety and peace of mind in everyday life Monitoring of views/demand and incorporation into activities <ul style="list-style-type: none"> Local activities Support for para sports Provision of opportunities for the active engagement in sports through soccer coaching, tournaments, etc. <ul style="list-style-type: none"> Activities as an Official Partner of the Japanese Para-Sports Association Junior soccer coaching sessions Provision of information and awareness-raising on disaster prevention <ul style="list-style-type: none"> Disaster prevention events cohosted with NPOs Support for environmental protection activities <ul style="list-style-type: none"> Support for the environmental and the social contribution activity: Mori Sato Umi Tsunagu (Connecting Forests, Villages and Ocean) Project Provision of information, education and opportunities for directly experiencing energy and the environment <ul style="list-style-type: none"> Support for school education (teaching, teacher training, and provision of information via out-of-school learning activities, educational materials and an e-learning site) Donguri (acorn) outdoors environmental education project Hands-on HIKU fire education program for the next generation Volunteer activities by Group employees and their families <ul style="list-style-type: none"> Support for regions affected by the Great East Japan Earthquake Collection and donation of used stamps, cards and spoiled postcards Support for the Olympic and Paralympic Games Tokyo 2020 <ul style="list-style-type: none"> Support activities as an Official Partner (Gas & Gas Utility Services category) of the Olympic and Paralympic Games Tokyo 2020

 Government Agencies and Local Governments	 Business Partners	 Universities and Research Institutions	 Group Employees
<ul style="list-style-type: none"> Tax payments Compliance with laws and regulations Cooperation in public policy and programs to solve social issues 	<ul style="list-style-type: none"> Fair and equitable business transactions Practice of CSR procurement Development of better partnerships and information sharing 	<ul style="list-style-type: none"> Engagement in solving social issues and contributing to better lifestyles and community development 	<ul style="list-style-type: none"> Creation of a comfortable work environment Promotion of diversity Development of human resources Occupational safety and health Provision of information and awareness-raising on environmental protection
<ul style="list-style-type: none"> Participation in urban development through our main line of business <ul style="list-style-type: none"> Development of smart towns in accordance with government plans Promotion of disaster prevention activities <ul style="list-style-type: none"> Disaster prevention events organized by local governments Provision of information to resolve social issues and promote policy implementation Participation in central and local government committees and workshops <ul style="list-style-type: none"> Seminars on energy, the environment and community development Membership of environmental councils and other bodies 	<ul style="list-style-type: none"> Provision of fair and equitable business opportunities through disclosure of standards, policies, etc. <ul style="list-style-type: none"> Online publication of Principles and Standards of purchasing practice and purchasing Guidelines for Suppliers Briefings for business partners Monitoring status of CSR practice <ul style="list-style-type: none"> Surveys of CSR activities by business partners Dialogue and consultation with business partners Improvement of quality and appeal of products in collaboration with business partners <ul style="list-style-type: none"> Recognition of business partners at the Business Partner Appreciation Awards Provision of events and opportunities to promote understanding of our operations <ul style="list-style-type: none"> Organization of facility tours for business partners Consultations to ensure fair business relations <ul style="list-style-type: none"> Consultations with suppliers of LNG and other supplies and confirmation of transaction details 	<ul style="list-style-type: none"> Surveys and research to address challenges faced by society and contribute to better lives and community development through our business activities <ul style="list-style-type: none"> Joint research contributing to safety, meter reading, safety services, etc. Joint research contributing to environmental protection, disaster response, prevention of health hazards and the revitalization of regional economies Joint research contributing to energy conservation and health Joint research contributing to better lives in a super-aging society 	<ul style="list-style-type: none"> Promotion of opportunities for diverse human resources <ul style="list-style-type: none"> Development of the Overarching Commitment to Diversity and Basic Policy Regarding Promotion of Diversity Seminars and lectures on promoting diversity Introduction of a home working system Sharing of information and promotion of understanding within the Group <ul style="list-style-type: none"> Communication of messages from the president Plenary meetings and briefing sessions to report on conditions at Group companies Workplace communication activities Group newsletter and intranet Development of employee skills Counseling for career planning <ul style="list-style-type: none"> Regular interviews with supervisors Various training Handling of consultations on compliance, human rights within the Group Monitoring of employee attitudes <ul style="list-style-type: none"> Consultation desks Employee opinion surveys Provision of information and awareness-raising on occupational safety and health Actions for mental health and prevention of lifestyle-related diseases <ul style="list-style-type: none"> Meetings and training on safety and health Actions to maintain and improve health Sharing of information on Group environmental activities Provision of information and awareness-raising on environmental protection <ul style="list-style-type: none"> Group environmental contribution award system Training, study tours and seminars for Group employees Development of good labor-management relations <ul style="list-style-type: none"> Labor-management dialogue and consultation