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.

Responding to Customer Needs with a Women’s Perspective

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.

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

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.