

Key CSR Activity

6

# Enhancement of People-Centered Management Base

With a view that a company derives vitality from its employees and that corporate growth cannot be achieved without the growth of its personnel, the Tokyo Gas Group pursues various measures related to its people. We seek to further bolster our management base by creating work environments that bring out the best of our employees, who are the driving force of our business operations.



\*1 Figure for Tokyo Gas as of April 1, 2018

\*2 Figure for Tokyo Gas in FY2017

\*3 Training provided by the Tokyo Gas Personnel Dept. in FY2017

## External Evaluation

**Kurumin Certification**  
Certified in 2015 after completing an action plan formulated under Japan's Act on Advancement of Measures to Support Raising Next-Generation Children.

**Nadeshiko Brand**  
Selected in fiscal 2017 for the second consecutive year as a company that actively encourages empowering women in the workplace.

**Certified Health & Productivity Management Organization**  
Certified in fiscal 2017 for the second consecutive year as a company pursuing a strategic effort on employee health management from a business perspective.

## Promotion of Diversity

The Tokyo Gas Group has set up a Group Diversity Promotion Team in the Personnel Department which works closely with management to ensure that employees can thrive by fully demonstrating their knowledge, skills and experience, regardless of their gender, age, disability, employment status, nationality, sexual orientation or gender identity. To support employees from various backgrounds, we create agreeable work environments by employees from various backgrounds by broadly addressing issues of diversity, including the promotion of women's careers, increasing employment of persons with disabilities, and developing career opportunities for employees in their 50s or older.

### Action Plan for Promoting Women's Careers (Tokyo Gas Co., Ltd.)

Target	Action Plan
Ratio of women in management positions in FY2020 10%	<ul style="list-style-type: none"> <li>● Increase percentage of female job applicants</li> <li>● Create more opportunities for female employees</li> <li>● Increase the number of women pursuing management positions</li> <li>● Identify and tackle other issues (PDCA cycle)</li> </ul>

### Major Programs and Number of Users (FY2017)

Program	Participants
Parental leave (until the end of April immediately following the child's 3rd birthday)	50 (5 males)
Percentage returning to work (percentage of employees taking parental leaves each fiscal year who returned to work at the company)	93%
Shorter hours for parents of small children (during pregnancy and until the child completes the 6th grade)	217 (3 males)
Nursing care leave (up to 3 years)	1
Nursing care work (up to 3 years)	2
Community service leave (special leave for up to 5 days within 1 year)	58
Sabbatical system (for employees who reach the ages of 30, 35, 40 and 50)	673
Leave to accompany partner (for employees accompanying a spouse posted overseas)	3

## Work Style Reform

We recognize work style reform as an important management issue and are actively rethinking the way we work by emphasizing the value of "time" to rectify and reduce long working hours. In fiscal 2018, we will formulate a Work Style Action Plan and concentrate on three focus areas: rectifying long working hours, encouraging employees to take annual leave, and promoting flexible work styles. Furthermore, we are utilizing ICT to reform our

operations, fully introducing telework from fiscal 2017 and promoting the use of RPA (robotic process automation).

## Development of Human Resources

Tokyo Gas takes a two-pronged approach to training personnel: developing basic and common skills required of a businessperson and enhancing specialized skills. Our training includes programs that are open to participation by employees at Group companies in an effort to develop human resources on a Group-wide basis. Every year, we provide employees with opportunities to discuss their career plans with their supervisor. Their self-evaluation, together with the remarks made by the supervisor, are registered in the personnel system and used in decisions related to transfers and rotation plans as well as in career development. We endeavor to place the right person in the right place so that employees will find their work rewarding, by establishing an Open Recruitment program and a Free Agent program to enable them to apply for the position of their choice.

## Occupational Safety and Health

Tokyo Gas has in place an occupational safety and health management system to prevent industrial accidents. This includes further reinforcement of the occupational safety and health activities undertaken by each workplace on a daily basis and also risk assessments to quantify and reduce disaster-related risks. In addition, we have established an in-house driving license program and are introducing assisted- and self-driving vehicles with the aim of preventing traffic accidents. We also remain focused on educating employees, which involves organizing level-specific training related to occupational safety and health and other safety considerations.

## Maintaining and Enhancing Health

We have created the Health Insurance & Employees' Welfare Section within the Personnel Department, and a team of industrial physicians and nurses administer occupational health activities. With the aim of ensuring that each and every one of our employees receives a health checkup, with a view to the early detection of diseases, we make effective use of outside medical institutions and follow up on employees who require further attention. In addition, we are also committed to preventing mental diseases.