Contents

 CSR Report top page
 Editorial Policy

 Top Commitment

 Special Feature
 The Tokyo Gas Group’s Contribution to the SDGs
 As a Total Energy Group Providing the Backbone for a Sustainable Society

 The Tokyo Gas Group Value Chain
 Benefits of LNG (Liquefied Natural Gas)
The Tokyo Gas Group’s LNG Value Chain and Key Initiatives Contributing to Sustainable Development

 Corporate Governance
 Corporate Governance
 Management Structure
 Audit Structure
 Internal Control
 Risk Management

 CSR at the Tokyo Gas Group
 Overview of CSR Management
 The Tokyo Gas Group’s Key CSR Activities and Materiality
 Working Toward Better CSR Practice
 Stakeholder Engagement

 Enhancement of Energy Security
 Basic Policy
 Targets and Performance
 Procurement of LNG
 Overseas Business
 Production of City Gas
 Development of the Electric Power Business
 Supplying City Gas
 Earthquake and Disaster Preparedness
 Working to Ensure Customer Safety
 Enhancing the Safety of Gas Appliances
 Efforts to Enhance Customer Satisfaction
 Lifestyle Services

 Contribution to the Environment
 Basic Policy
 Targets and Performance
 Environmental Management
 Climate Change Countermeasures
 Addressing Climate Change
 - Addressing Climate Change
 Reduction of CO₂ Emissions at Customer Sites
 - Reduction of CO₂ Emissions at Customer Sites
 - Advancing and Expanding Natural Gas Use with Highly Efficient Residential Gas Appliances and Systems
 - Advancing and Expanding Natural Gas Use with Highly Efficient Commercial Gas Appliances and Systems
 - Promoting Smart Networks
 - Reducing the Transportation Carbon Footprint
 - Proposing Exemplary Energy-Saving Lifestyles for Customers
 Energy Savings and Reduction of CO₂ Emissions in Business Operations
 - Measures at the City Gas Production and Supply Stages
 - Measures in the Electric Power Business
 - District Heating and Cooling Services
 - Measures at Business Offices
 - Other Efforts to Reduce CO₂ Emissions
 Promotion of Resource Recycling
 Promotion of Biodiversity Conservation
 Promotion of Environmental Technologies Development
Contents

Contribution to Local Communities
- Basic Policy
- Targets and Performance
- Social Action Programs through Our Main Line of Business
- Working with the International Community
- Urban Development

Respect for Human Rights
- Basic Policy
- Targets and Performance
- Initiatives on Respecting Human Rights

Promotion of Compliance
- Basic Policy
- Targets and Performance
- Thorough Implementation of Compliance
- Information Security Management

Enhancement of People-Centered Management Base
- Basic Policy
- Targets and Performance
- Employment Outlook
- Personnel Programs and Appraisal System
- Personnel and Career Development
- Action on Diversity
- Engaging in Occupational Safety and Health

Supply Chain Management
- Basic Policy
- CSR Efforts throughout the Supply Chain
- Communication with Our Suppliers (Supplier Survey)

CSR Data
- Environmental Data
- Social Data
- Governance Data
- Third-Party Independent Assurance Report

Disclosure of Incidents that Affected Our Stakeholders
GRI/Global Compact/ISO 26000 Content Index
Glossary
Major Awards and Recognitions
Major ESG Ratings
Questionnaire Results and Highlights of Feedback
Site Map