

GRI/Global Compact/ISO 26000 Content Index

GRI Content Index

- The Tokyo Gas Group CSR Report 2018 has been prepared in accordance with the GRI Standards 2016: Core option.
- The data on the environment and human resources provided in the Tokyo Gas Group CSR Report have been third-party assured.

For more details


▶ [Third-Party Independent Assurance Report](#)




GRI102: General Disclosures

● : Items that are required to disclose in the core option

		Disclosure	Pages in 2018 CSR Report
1. Organizational profile			
●	102-1	Name of the organization	<Link> ▶ Corporate Profile
●	102-2	Activities, brands, products, and services	<Link> ▶ Businesses
●	102-3	Location of headquarters	<Link> ▶ Corporate Profile ▶ The Tokyo Gas Group's LNG Value Chain and Key Initiatives Contributing to Sustainable Development
●	102-4	Location of operations	<Link> ▶ Locations
●	102-5	Ownership and legal form	<Link> ▶ Corporate Profile
●	102-6	Markets served	<Link> ▶ Corporate Profile ▶ INVESTORS' GUIDE [PDF : 7,227KB] P.6-15 (City Gas Business - Overseas Business) 
●	102-7	Scale of the organization	<Link> ▶ Corporate Profile ▶ INVESTORS' GUIDE [PDF : 7,227KB] P.6-15 (City Gas Business - Overseas Business) 
●	102-8	Information on employees and other workers	▶ Social Data ▶ Employment Outlook ▶ Action on Diversity

●	102-9	Supply chain	<ul style="list-style-type: none"> ▶ The Tokyo Gas Group's LNG Value Chain and Key Initiatives Contributing to Sustainable Development <p><Link></p> <ul style="list-style-type: none"> ▶ INVESTORS' GUIDE [PDF : 7,227KB] P.4-5 (Gas Resource Data), P.10 (Major Facility Plans · Sales Data) 
●	102-10	Significant changes to the organization and its supply chain	<p><Link></p> <ul style="list-style-type: none"> ▶ A Public Notice (in Japanese only)
●	102-11	Precautionary Principle or approach	<ul style="list-style-type: none"> ▶ Risk Management System ▶ Promoting Risk Management ▶ Management of Chemical Substances ▶ Measures to Counter Environmental Risks ▶ Climate Change Mitigation and Adaptation ▶ Managing Water Risk ▶ Combating Soil Pollution ▶ Environmental Data–Compliance with Local Government Ordinances on the Environment and Energy <p><Link></p> <ul style="list-style-type: none"> ▶ Risks of Businesses
●	102-12	External initiatives	<p>UN Global Compact</p> <p>Keidanren Committee on Nature Conservation</p>
●	102-13	Membership of associations	<p>UN Global Compact</p> <p>The Japan Gas Association</p> <p>KEIDANREN (Japan Business Federation)</p> <p>The Tokyo Chamber of Commerce and Industry (TCCI)</p> <p>The Japanese Para-Sports Association</p> <ul style="list-style-type: none"> ▶ An official partner of the Japanese Paralympic Committee in the Gas & Gas Utility Services category
2. Strategy			
●	102-14	Statement from senior decision-maker	<ul style="list-style-type: none"> ▶ Top Commitment
	102-15	Key impacts, risks, and opportunities	<ul style="list-style-type: none"> ▶ Top Commitment ▶ Overview of CSR Management ▶ The Tokyo Gas Group's Key CSR Activities and Materiality ▶ The Tokyo Gas Group's LNG Value Chain and Key Initiatives Contributing to Sustainable Development ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Disclosure of Incidents That Affected Our Stakeholders
3. Ethics and integrity			
●	102-16	Values, principles, standards, and norms of behavior	<ul style="list-style-type: none"> ▶ Overview of CSR Management ▶ Basic Stance on Respecting for Human Rights

			<ul style="list-style-type: none"> ▶ Promotion of Compliance -Basic Policies ▶ Thorough Implementation of Compliance
	102-17	Mechanisms for advice and concerns about ethics	<ul style="list-style-type: none"> ▶ Thorough Implementation of Compliance ▶ Initiatives on Respecting Human Rights <Link> ▶ Purchasing Inquiries
4. Governance			
●	102-18	Governance structure	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ CSR Promotion System <Link> ▶ Corporate Governance Report [PDF : 556KB] 
	102-19	Delegating authority	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ CSR Promotion System ▶ Human Rights Promotion System ▶ Continual Improvement to the Environmental Management System ▶ Customer-oriented System and Activities ▶ Compliance Promotion Structure ▶ Framework for Promoting Diversity ▶ Structure for Promoting Occupational Safety and Health ▶ Information Security Promotion System
	102-20	Executive-level responsibility for economic, environmental, and social topics	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ CSR Promotion System ▶ Human Rights Promotion System ▶ Continual Improvement to the Environmental Management System ▶ Customer-oriented System and Activities ▶ Compliance Promotion Structure ▶ Structure for Promoting Occupational Safety and Health ▶ Information Security Promotion System
	102-21	Consulting stakeholders on economic, environmental, and social topics	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ Stakeholder Engagement ▶ CSR Promotion System ▶ Continual Improvement to the Environmental Management System ▶ Customer-oriented System and Activities ▶ Proactive Information Disclosure to Customers ▶ Compliance Promotion Structure ▶ Structure for Promoting Occupational Safety and Health ▶ Initiatives on Respecting Human Rights -Human Rights Promotion System ▶ Information Security Promotion System

102-22	Composition of the highest governance body and its committees	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ Governance Data–Membership of the Board of Directors, Advisory Committee, Audit & Supervisory Board, and Corporate Executive Meeting
102-23	Chair of the highest governance body	<ul style="list-style-type: none"> ▶ Corporate Governance <p><Link></p> <ul style="list-style-type: none"> ▶ Corporate Governance Report [PDF : 556KB] P.1 (1. Basic Views on Corporate Governance, Capital Structure, Corporate Attributes and Other Basic Information) 
102-24	Nominating and selecting the highest governance body	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ Management Structure <p><Link></p> <ul style="list-style-type: none"> ▶ Corporate Governance Report [PDF : 556KB] P.2 ((4) Policy on procedures for election (nomination) of Officers)  ▶ Independence Standards for Outside Officers [PDF : 59KB] 
102-25	Conflicts of interest	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ Management Structure ▶ Audit Structure ▶ Internal Control ▶ Compliance Promotion Structure
102-26	Role of highest governance body in setting purpose, values, and strategy	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ Management Structure ▶ CSR Promotion System ▶ Continual Improvement to the Environmental Management System ▶ Customer-oriented System and Activities ▶ Compliance Promotion Structure ▶ Structure for Promoting Occupational Safety and Health ▶ Human Rights Promotion System
102-27	Collective knowledge of highest governance body	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ Management Structure ▶ Audit Structure ▶ Internal Control ▶ Risk Management ▶ CSR Promotion System ▶ Working Toward Better CSR Practice
102-28	Evaluating the highest governance body's performance	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ CSR Promotion System ▶ Customer-oriented System and Activities ▶ Continual Improvement to the Environmental Management System ▶ Thorough Implementation of Compliance

			<ul style="list-style-type: none"> ▶ Structure for Promoting Occupational Safety and Health ▶ Initiatives on Respecting Human Rights -Human Rights Promotion System ▶ Information Security Promotion System
102-29	Identifying and managing economic, environmental, and social impacts	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ CSR Promotion System ▶ Stakeholder Engagement Policy ▶ Customer-oriented System and Activities ▶ Continual Improvement to the Environmental Management System ▶ Thorough Implementation of Compliance ▶ Structure for Promoting Occupational Safety and Health ▶ Initiatives on Respecting Human Rights -Human Rights Promotion System ▶ Information Security Promotion System 	
102-30	Effectiveness of risk management processes	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ Risk Management 	
102-31	Review of economic, environmental, and social topics	-	
102-32	Highest governance body's role in sustainability reporting	<ul style="list-style-type: none"> ▶ CSR Promotion System ▶ The Tokyo Gas Group's Key CSR Activities and Materiality 	
102-33	Communicating critical concerns	<ul style="list-style-type: none"> ▶ Corporate Governance ▶ Thorough Implementation of Compliance 	
102-34	Nature and total number of critical concerns	<ul style="list-style-type: none"> ▶ Thorough Implementation of Compliance 	
102-35	Remuneration policies	<ul style="list-style-type: none"> ▶ Management Structure <p><Links></p> <ul style="list-style-type: none"> ▶ Directors Remuneration Relationship ▶ Corporate Governance Report [PDF : 556KB] P.2 ((4) Policy on procedures for election (nomination) of Officers)  	
102-36	Process for determining remuneration	<p><Link></p> <ul style="list-style-type: none"> ▶ Directors Remuneration Relationship ▶ Corporate Governance Report [PDF : 556KB] P.2 ((4) Policy on procedures for election (nomination) of Officers)  	
102-37	Stakeholders' involvement in remuneration	-	
102-38	Annual total compensation ratio	-	
102-39	Percentage increase in annual total compensation ratio	-	
5. Stakeholder engagement			
●	102-40	List of stakeholder groups	<ul style="list-style-type: none"> ▶ Overview of CSR Management

			<ul style="list-style-type: none"> ▶ Stakeholder Engagement
●	102-41	Collective bargaining agreements	<ul style="list-style-type: none"> ▶ Building Positive Labor-Management Relations through Active Communication ▶ Social Data–Overview of Employees
●	102-42	Identifying and selecting stakeholders	<ul style="list-style-type: none"> ▶ Overview of CSR Management ▶ The Tokyo Gas Group’s Key CSR Activities and Materiality ▶ Stakeholder Engagement
●	102-43	Approach to stakeholder engagement	<ul style="list-style-type: none"> ▶ Overview of CSR Management ▶ Stakeholder Engagement ▶ Customer-oriented System and Activities ▶ Proactive Information Disclosure to Customers
●	102-44	Key topics and concerns raised	<ul style="list-style-type: none"> ▶ Customer-oriented System and Activities ▶ System for Promoting Customer Satisfaction ▶ The Tokyo Gas Group’s Key CSR Activities and Materiality ▶ Stakeholder Engagement ▶ Questionnaire Results and Highlights of Feedback
6. Reporting practice			
●	102-45	Entities included in the consolidated financial statements	<p><Link></p> <ul style="list-style-type: none"> ▶ Group Companies
●	102-46	Defining report content and topic Boundaries	<ul style="list-style-type: none"> ▶ The Tokyo Gas Group’s Key CSR Activities and Materiality ▶ Editorial Policy
●	102-47	List of material topics	<ul style="list-style-type: none"> ▶ The Tokyo Gas Group’s Key CSR Activities and Materiality
●	102-48	Restatements of information	Not applicable
●	102-49	Changes in reporting	Not applicable
●	102-50	Reporting period	<ul style="list-style-type: none"> ▶ Editorial Policy
●	102-51	Date of most recent report	<ul style="list-style-type: none"> ▶ Editorial Policy
●	102-52	Reporting cycle	<ul style="list-style-type: none"> ▶ Editorial Policy
●	102-53	Contact point for questions regarding the report	<p><Link></p> <ul style="list-style-type: none"> ▶ Contact Us
●	102-54	Claims of reporting in accordance with the GRI Standards	In accordance with the GRI Standards 2016: Core option
●	102-55	GRI content index	<ul style="list-style-type: none"> ▶ GRI Content Index
●	102-56	External assurance	<ul style="list-style-type: none"> ▶ Third-Party Independent Assurance Report



GRI103: Management Approach

		Disclosure	Pages in 2018 CSR Report
	103-1	Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> ▶ The Tokyo Gas Group's Key CSR Activities and Materiality ▶ Enhancement of Energy Security Targets and Performance ▶ Contribution to the Environment Targets and Performance ▶ Contribution to Local Communities Targets and Performance ▶ Respect for Human Rights Targets and Performance ▶ Promotion of Compliance Targets and Performance ▶ Enhancement of People-Centered Management Base Targets and Performance
	103-2	The management approach and its components	<ul style="list-style-type: none"> ▶ Overview of CSR Management ▶ Enhancement of Energy Security Targets and Performance ▶ Safety Management System ▶ Customer-oriented System and Activities ▶ Tokyo Gas Group's Community-based Service System ▶ Contribution to the Environment Targets and Performance ▶ Continual Improvement to the Environmental Management System ▶ Contribution to Local Communities Targets and Performance ▶ Respect for Human Rights Targets and Performance ▶ Promotion of Compliance Targets and Performance ▶ Enhancement of People-Centered Management Base Targets and Performance
	103-3	Evaluation of the management approach	<ul style="list-style-type: none"> ▶ CSR Promotion System ▶ CSR Management PDCA Cycle ▶ Enhancement of Energy Security Targets and Performance ▶ Contribution to the Environment Targets and Performance ▶ Contribution to Local Communities Targets and Performance ▶ Respect for Human Rights Targets and Performance ▶ Promotion of Compliance Targets and Performance ▶ Enhancement of People-Centered Management Base Targets and Performance

GRI200: Economic topics

○: Items that are identified as material aspects

		Disclosure	Pages in 2018 CSR Report
GRI-201: Economic Performance			
	201-1	Direct economic value generated and distributed	<p><Link></p> <ul style="list-style-type: none"> ▶ INVESTORS' GUIDE [PDF : 7,227KB] P.2-3 (Challenge 2020 Vision / GPS2020 : Numerical Targets), P.16 (Personnel Data), P.22-23 (Financial

			Data (Performance Indicators)), P.30-31 (Statements of Income (Consolidated; for 10 years)) 
201-2	Financial implications and other risks and opportunities due to climate change		<ul style="list-style-type: none"> ▶ Measures to Counter Environmental Risks ▶ Climate Change Mitigation and Adaptation ▶ Environmental Data-(3) Environmental Accounting <Link> <ul style="list-style-type: none"> ▶ Risks of Businesses
201-3	Defined benefit plan obligations and other retirement plans		-
201-4	Financial assistance received from government		-
GRI-202: Market Presence			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage		-
202-2	Proportion of senior management hired from the local community		-
GRI-203: Indirect Economic Impacts			
203-1	Infrastructure investments and services supported		<ul style="list-style-type: none"> ▶ Benefits of LNG (Liquefied Natural Gas) ▶ 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 ▶ Customer-oriented System and Activities ▶ Lifestyle Services ▶ Social Action Programs through Our Main Line of Business ▶ Working with the International Community ▶ Urban Development <Link> <ul style="list-style-type: none"> ▶ INVESTORS' GUIDE [PDF : 7,227KB] P.6-15 (City Gas Business - Overseas Business) 
203-2	Significant indirect economic impacts		-
GRI-204: Procurement Practices			
204-1	Proportion of spending on local suppliers		-
○	GRI-205: Anti-corruption		
205-1	Operations assessed for risks related to corruption		▶ Prevention of Bribery and Corruption
205-2	Communication and training about anti-corruption policies and procedures		<ul style="list-style-type: none"> ▶ Compliance Promotion Structure ▶ Compliance Practices ▶ Prevention of Bribery and Corruption

			▶ Verification and Audit of Penetration of Compliance
	205-3	Confirmed incidents of corruption and actions taken	No incidents
GRI-206: Anti-competitive Behavior			
	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	<Link> ▶ Press Release on an Order for Action Regarding Flyers of the Gas Exhibition (in Japanese only)

GRI300: Environmental topics

○: Items that are identified as material aspects

	Disclosure		Pages in 2018 CSR Report
GRI-301: Materials			
	301-1	Materials used by weight or volume	▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance
	301-2	Recycled input materials used	▶ Contribution to the Environment Targets and Performance ▶ Promoting the 3Rs ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance
	301-3	Reclaimed products and their packaging materials	▶ Contribution to the Environment Targets and Performance ▶ Dealing with Waste at Customer Sites ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(2) Waste
○	GRI-302: Energy		
	302-1	Energy consumption within the organization	▶ Contribution to the Environment Targets and Performance ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water System
	302-2	Energy consumption outside of the organization	▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water System
	302-3	Energy intensity	▶ Contribution to the Environment Targets and Performance ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water System
	302-4	Reduction of energy consumption	▶ Addressing Climate Change ▶ Technological Innovations in CHP Systems ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water

			System
	302-5	Reductions in energy requirements of products and services	<ul style="list-style-type: none"> ▶ Reduction of CO₂ Emissions at Customer Sites ▶ Technological Innovations in CHP Systems ▶ Development and Promotion of Air Conditioning Systems ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water System
	GRI-303: Water		
	303-1	Water withdrawal by source	<ul style="list-style-type: none"> ▶ Managing Water Risk ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water System
	303-2	Water sources significantly affected by withdrawal of water	▶ Managing Water Risk
	303-3	Water recycled and reused	-
○	GRI-304: Biodiversity		
	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<ul style="list-style-type: none"> ▶ Biodiversity Conservation Activities ▶ Measures in Our Value Chain ▶ Other Measures for Biodiversity Conservation
	304-2	Significant impacts of activities, products, and services on biodiversity	<ul style="list-style-type: none"> ▶ Biodiversity Conservation Activities ▶ Measures in Our Value Chain ▶ Other Measures for Biodiversity Conservation
	304-3	Habitats protected or restored	<ul style="list-style-type: none"> ▶ Measures in Our Value Chain ▶ Other Measures for Biodiversity Conservation
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	▶ Measures in Our Value Chain
○	GRI-305: Emissions		
	305-1	Direct (Scope 1) GHG emissions	<ul style="list-style-type: none"> ▶ Addressing Climate Change ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water System
	305-2	Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none"> ▶ Addressing Climate Change ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water System
	305-3	Other indirect (Scope 3) GHG emissions	<ul style="list-style-type: none"> ▶ Addressing Climate Change ▶ Reducing the Transportation Carbon Footprint

			<ul style="list-style-type: none"> ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water System
	305-4	GHG emissions intensity	<ul style="list-style-type: none"> ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–Conversion Factor, etc. ▶ Environmental Data–Assessment of CO₂ Emissions Reduction due to Reductions in Purchased Electricity
	305-5	Reduction of GHG emissions	<ul style="list-style-type: none"> ▶ Addressing Climate Change ▶ Other Efforts to Reduce CO₂ Emissions ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance
	305-6	Emissions of ozone-depleting substances (ODS)	<ul style="list-style-type: none"> ▶ Management of Chemical Substances
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	<ul style="list-style-type: none"> ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Benefits of LNG (Liquefied Natural Gas) ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water System
○	GRI-306: Effluents and Waste		
	306-1	Water discharge by quality and destination	<ul style="list-style-type: none"> ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(1) Usage of Energy and Water/Emissions into the Atmosphere and Water System
	306-2	Waste by type and disposal method	<ul style="list-style-type: none"> ▶ Environmental Data–The Tokyo Gas Group Business Activities and Material Balance ▶ Environmental Data–(2) Waste ▶ Promotion of Resource Saving
	306-3	Significant spills	<ul style="list-style-type: none"> ▶ Combating Soil Pollution
	306-4	Transport of hazardous waste	<ul style="list-style-type: none"> ▶ Management of Chemical Substances
	306-5	Water bodies affected by water discharges and/or runoff	<ul style="list-style-type: none"> ▶ Managing Water Risk ▶ Biodiversity Conservation Activities ▶ Promotion of Biodiversity Conservation–Measures in Our Value Chain
○	GRI-307: Environmental Compliance		
	307-1	Non-compliance with environmental laws and regulations	<ul style="list-style-type: none"> ▶ Continual Improvement to the Environmental Management System
	GRI-308: Supplier Environmental Assessment		
	308-1	New suppliers that were screened using environmental criteria	-
	308-2	Negative environmental impacts in the supply chain and actions taken	<ul style="list-style-type: none"> ▶ The Tokyo Gas Group’s LNG Value Chain and Key Initiatives Contributing to Sustainable Development

			▶ Stakeholder Engagement
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GRI400: Social topics

○: Items that are identified as material aspects

		Disclosure	Pages in 2018 CSR Report
○	GRI-401: Employment		
	401-1	New employee hires and employee turnover	<ul style="list-style-type: none"> ▶ Employment Outlook ▶ Social Data–Overview of Employees
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<ul style="list-style-type: none"> ▶ Action on Diversity ▶ Social Data–Overview of Employees
	401-3	Parental leave	<ul style="list-style-type: none"> ▶ Active Training and Elevation of Women ▶ Supportive Environment for Balancing Work and Childcare or Nursing Care ▶ Social Data–Overview of Employees
	GRI-402: Labor/Management Relations		
	402-1	Minimum notice periods regarding operational changes	-
○	GRI-403: Occupational Health and Safety		
	403-1	Workers representation in formal joint management–worker health and safety committees	<ul style="list-style-type: none"> ▶ Building Positive Labor-Management Relations through Active Communication ▶ Social Data–Overview of Employees
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	<ul style="list-style-type: none"> ▶ Industrial Accident Prevention ▶ Social Data–Overview of Employees ▶ Social Data–Implementation of Occupational Safety and Health Education Programs
	403-3	Workers with high incidence or high risk of diseases related to their occupation	-
	403-4	Health and safety topics covered in formal agreements with trade unions	<ul style="list-style-type: none"> ▶ Building Positive Labor-Management Relations through Active Communication
○	GRI-404: Training and Education		
	404-1	Average hours of training per year per employee	<ul style="list-style-type: none"> ▶ Social Data–Overview of Employees
	404-2	Programs for upgrading employee skills and transition assistance programs	<ul style="list-style-type: none"> ▶ Development of the Human Resources System ▶ Education and Training System ▶ Transfers and Job Rotations ▶ Action on Diversity
	404-3	Percentage of employees receiving regular performance and career development reviews	<ul style="list-style-type: none"> ▶ Personnel Programs and Appraisal System
○	GRI-405: Diversity and Equal Opportunity		
	405-1	Diversity of governance bodies and employees	<ul style="list-style-type: none"> ▶ Active Training and Elevation of Women ▶ Ongoing Career Development Support ▶ Employment of Persons with Disabilities ▶ Prohibiting LGBT Discrimination

			▶ Social Data–Overview of Employees
405-2	Ratio of basic salary and remuneration of women to men	-	
GRI-406: Non-discrimination			
406-1	Incidents of discrimination and corrective actions taken		▶ Initiatives on Respecting Human Rights
GRI-407: Freedom of Association and Collective Bargaining			
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		<ul style="list-style-type: none"> ▶ Initiatives on Respecting Human Rights ▶ Purchasing Guidelines for Suppliers ▶ Building Positive Labor-Management Relations through Active Communication ▶ Communication with Our Suppliers (Supplier Survey)
GRI-408: Child Labor			
408-1	Operations and suppliers at significant risk for incidents of child labor		<ul style="list-style-type: none"> ▶ Initiatives on Respecting Human Rights ▶ CSR Efforts throughout the Supply Chain ▶ Communication with Our Suppliers (Supplier Survey)
GRI-409: Forced or Compulsory Labor			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor		<ul style="list-style-type: none"> ▶ Initiatives on Respecting Human Rights -Human Rights Promotion System ▶ CSR Efforts throughout the Supply Chain ▶ Communication with Our Suppliers (Supplier Survey)
GRI-410: Security Practices			
410-1	Security personnel trained in human rights policies or procedures	-	
GRI-411: Rights of Indigenous Peoples			
411-1	Incidents of violations involving rights of indigenous peoples	-	
○	GRI-412: Human Rights Assessment		
412-1	Operations that have been subject to human rights reviews or impact assessments	-	
412-2	Employee training on human rights policies or procedures		▶ Initiatives on Respecting Human Rights -Training System
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	-	
○	GRI-413: Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programs		<ul style="list-style-type: none"> ▶ Stakeholder Engagement ▶ Contribution to Local Communities Targets and Performance ▶ Concept of Social Action Programs ▶ Building Communities and a Way of Life that Is Safe and Secure ▶ Building a Society and a Way of Life that Is Good for the Environment

			<ul style="list-style-type: none"> ▶ Enriching Our Life and Culture ▶ Support for Employee Volunteer Activities
	413-2	Operations with significant actual and potential negative impacts on local communities	<ul style="list-style-type: none"> ▶ Management of Chemical Substances ▶ Climate Change Mitigation and Adaptation ▶ Managing Water Risk ▶ Combating Soil Pollution ▶ Biodiversity Conservation Activities ▶ Measures in Our Value Chain
GRI-414: Supplier Social Assessment			
	414-1	New suppliers that were screened using social criteria	-
	414-2	Negative social impacts in the supply chain and actions taken	<ul style="list-style-type: none"> ▶ The Tokyo Gas Group's LNG Value Chain and Key Initiatives Contributing to Sustainable Development ▶ Stakeholder Engagement ▶ CSR Efforts throughout the Supply Chain ▶ Communication with Our Suppliers (Supplier Survey)
GRI-415: Public Policy			
	415-1	Political contributions	We do not make political contribution.
○	GRI-416: Customer Health and Safety		
	416-1	Assessment of the health and safety impacts of product and service categories	<ul style="list-style-type: none"> ▶ Launch of Voluntary Action Plan on Product Safety ▶ Improvements for Safer, User-friendly Gas Appliances ▶ Promoting Switchover to Safer Appliances ▶ Earthquake and Disaster Preparedness
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	▶ Disclosure of Incidents That Affected Our Stakeholders—Important Notices in FY2017
GRI-417: Marketing and Labeling			
	417-1	Requirements for product and service information and labeling	▶ Proactive Information Disclosure to Customers
	417-2	Incidents of non-compliance concerning product and service information and labeling	-
	417-3	Incidents of non-compliance concerning marketing communications	<Link> <ul style="list-style-type: none"> ▶ Press Release on an Order for Action Regarding Flyers of the Gas Exhibition (in Japanese only)
○	GRI-418: Customer Privacy		
	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	▶ Disclosure of Incidents That Affected Our Stakeholders—Important Notices in FY2017
○	GRI-419: Socioeconomic Compliance		
	419-1	Non-compliance with laws and regulations in the social and economic area	No violation of laws and regulations

Global Compact Content Index

The Ten Principles of UN Global Compact		Pages in 2018 CSR Report
Human Rights	Principle One: Businesses should support and respect the protection of internationally proclaimed human rights.	<ul style="list-style-type: none"> ▶ Top Commitment <p>CSR at the Tokyo Gas Group</p> <ul style="list-style-type: none"> ▶ Overview of CSR Management ▶ The Tokyo Gas Group's Key CSR Activities and Materiality ▶ Stakeholder Engagement <p>Respect for Human Rights</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Initiatives on Respecting Human Rights
	Principle Two: Businesses should make sure that they are not complicit in human rights abuses.	<p>Promotion of Compliance</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Thorough Implementation of Compliance <p>Supply Chain Management</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ CSR Efforts throughout the Supply Chain ▶ Communication with Our Suppliers (Supplier Survey)
Labour	Principle Three: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<p>CSR at the Tokyo Gas Group</p> <ul style="list-style-type: none"> ▶ The Tokyo Gas Group's Key CSR Activities and Materiality ▶ Stakeholder Engagement <p>Respect for Human Rights</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Initiatives on Respecting Human Rights
	Principle Four: Businesses should uphold the elimination of all forms of forced and compulsory labour.	<p>Promotion of Compliance</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Thorough Implementation of Compliance <p>Enhancement of People-Centered Management Base</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Employment Outlook ▶ Personnel Programs and Appraisal System ▶ Personnel and Career Development
	Principle Five: Businesses should uphold the effective abolition of child labour.	<ul style="list-style-type: none"> ▶ Action on Diversity ▶ Engaging in Occupational Safety and Health <p>Supply Chain Management</p>

	<p>Principle Six: Businesses should uphold the elimination of discrimination in respect of employment and occupation.</p>	<ul style="list-style-type: none"> ▸ Basic Policy ▸ CSR Efforts throughout the Supply Chain ▸ Communication with Our Suppliers (Supplier Survey) <p>CSR Data</p> <ul style="list-style-type: none"> ▸ Social Data
<p>Environment</p>	<p>Principle Seven: Businesses should support a precautionary approach to environmental challenges.</p>	<p>Contribution to the Environment</p> <ul style="list-style-type: none"> ▸ Basic Policy ▸ Targets and Performance ▸ Environmental Management ▸ Climate Change Countermeasures <p style="padding-left: 20px;">Addressing Climate Change</p> <p style="padding-left: 20px;">Reduction of CO₂ Emissions at Customer Sites</p> <p style="padding-left: 20px;">Energy Savings and Reduction of CO₂ Emissions in Business Operations</p>
	<p>Principle Eight: Businesses should undertake initiatives to promote greater environmental responsibility.</p>	<ul style="list-style-type: none"> ▸ Promotion of Resource Recycling ▸ Promotion of Biodiversity Conservation ▸ Promotion of Environmental Technologies Development <p>Contribution to Local Communities</p> <ul style="list-style-type: none"> ▸ Basic Policy
	<p>Principle Nine: Businesses should encourage the development and diffusion of environmentally friendly technologies.</p>	<ul style="list-style-type: none"> ▸ Social Action Programs through Our Main Line of Business ▸ Urban Development <p>Supply Chain Management</p> <ul style="list-style-type: none"> ▸ Basic Policy ▸ CSR Efforts throughout the Supply Chain ▸ Communication with Our Suppliers (Supplier Survey)
<p>Anti-Corruption</p>	<p>Principle Ten: Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>CSR at the Tokyo Gas Group</p> <ul style="list-style-type: none"> ▸ Overview of CSR Management ▸ The Tokyo Gas Group's Key CSR Activities and Materiality <p>Promotion of Compliance</p> <ul style="list-style-type: none"> ▸ Basic Policy ▸ Thorough Implementation of Compliance <p>Supply Chain Management</p> <ul style="list-style-type: none"> ▸ Basic Policy ▸ CSR Efforts throughout the Supply Chain ▸ Communication with Our Suppliers (Supplier Survey)

ISO 26000 Content Index

ISO26000		Pages in 2018 CSR Report
Guidance on social responsibility core subjects	Issue	
Organizational governance	Organizational governance	<p>Corporate Governance</p> <ul style="list-style-type: none"> ▶ Corporate Governance <p>CSR at the Tokyo Gas Group</p> <ul style="list-style-type: none"> ▶ Working Toward Better CSR Practice
Human rights		<p>CSR at the Tokyo Gas Group</p> <ul style="list-style-type: none"> ▶ Working Toward Better CSR Practice ▶ Stakeholder Engagement <p>Contribution to the Environment</p> <ul style="list-style-type: none"> ▶ Environmental Management ▶ Promotion of Biodiversity Conservation <p>Contribution to Local Communities</p> <ul style="list-style-type: none"> ▶ Social Action Programs through Our Main Line of Business
	Issue 1: Due diligence	<p>Respect for Human Rights</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Initiatives on Respecting Human Rights
	Issue 2: Human rights risk situations	
	Issue 3: Avoidance of complicity	<p>Promotion of Compliance</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Thorough Implementation of Compliance
	Issue 4: Resolving grievances	
	Issue 5: Discrimination and vulnerable groups	
	Issue 6: Civil and political rights	<p>Enhancement of People-Centered Management Base</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Employment Outlook ▶ Personnel Programs and Appraisal System ▶ Personnel and Career Development ▶ Action on Diversity ▶ Engaging in Occupational Safety and Health
	Issue 7: Economic, social and cultural rights	
	Issue 8: Fundamental principles and rights at work	<p>Supply Chain Management</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ CSR Efforts throughout the Supply Chain ▶ Communication with Our Suppliers (Supplier Survey) <p>CSR Data</p> <ul style="list-style-type: none"> ▶ Social Data

<p>Labour practices</p>	<p>Issue 1: Employment and employment relationships</p> <p>Issue 2: Conditions of work and social protection</p> <p>Issue 3: Social dialogue</p> <p>Issue 4: Health and safety at work</p> <p>Issue 5: Human development and training in the workplace</p>	<p>CSR at the Tokyo Gas Group</p> <ul style="list-style-type: none"> ▶ Stakeholder Engagement <p>Respect for Human Rights</p> <ul style="list-style-type: none"> ▶ Initiatives on Respecting Human Rights <p>Promotion of Compliance</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Information Security Management <p>Enhancement of People-Centered Management Base</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Employment Outlook ▶ Personnel Programs and Appraisal System ▶ Action on Diversity ▶ Engaging in Occupational Safety and Health <p>Supply Chain Management</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ CSR Efforts throughout the Supply Chain <p>CSR Data</p> <ul style="list-style-type: none"> ▶ Social Data
<p>The environment</p>	<p>Issue 1: Prevention of pollution</p> <p>Issue 2: Sustainable resource use</p> <p>Issue 3: Climate change mitigation and adaptation</p> <p>Issue 4: Protection of the environment, biodiversity and restoration of natural habitats</p>	<p>Contribution to the Environment</p> <ul style="list-style-type: none"> ▶ Targets and Performance ▶ Environmental Management ▶ Climate Change Countermeasures <p>Addressing Climate Change</p> <p>Energy Savings and Reduction of CO₂ Emissions in Business Operations</p> <ul style="list-style-type: none"> ▶ Measures at the City Gas Production and Supply Stages <ul style="list-style-type: none"> ▶ Promotion of Resource Recycling ▶ Promotion of Biodiversity Conservation <p>CSR Data</p> <ul style="list-style-type: none"> ▶ Environmental Data
<p>Fair operating practices</p>	<p>Issue 1: Anti-corruption</p> <p>Issue 2 : Responsible political involvement</p> <p>Issue 3: Fair competition</p> <p>Issue 4: Promoting social responsibility in the value chain</p> <p>Issue 5: Respect for property rights</p>	<p>The Tokyo Gas Group Value Chain</p> <ul style="list-style-type: none"> ▶ The Tokyo Gas Group's LNG Value Chain and Key Initiatives Contributing to Sustainable Development <p>CSR at the Tokyo Gas Group</p> <ul style="list-style-type: none"> ▶ Overview of CSR Management ▶ Stakeholder Engagement

		<p>Contribution to the Environment</p> <ul style="list-style-type: none"> ▶ Climate Change Countermeasures <ul style="list-style-type: none"> Reduction of CO₂ Emissions at Customer Sites <ul style="list-style-type: none"> ▶ Reducing the Transportation Carbon Footprint ▶ Promotion of Resource Recycling ▶ Promotion of Biodiversity Conservation <p>Promotion of Compliance</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Thorough Implementation of Compliance <p>Supply Chain Management</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ CSR Efforts throughout the Supply Chain <ul style="list-style-type: none"> ▶ Important Notices in FY2017
<p>Consumer issues</p>	<p>Issue 1: Fair marketing, factual and unbiased information and fair contractual practices</p> <p>Issue 2: Protecting consumers' health and safety</p> <p>Issue 3: Sustainable consumption</p> <p>Issue 4: Consumer service, support, and complaint and dispute resolution</p> <p>Issue 5: Consumer data protection and privacy</p> <p>Issue 6: Access to essential services</p> <p>Issue 7: Education and awareness</p>	<p>Enhancement of Energy Security</p> <ul style="list-style-type: none"> ▶ Earthquake and Disaster Preparedness ▶ Enhancing the Safety of Gas Appliances ▶ Efforts to Enhance Customer Satisfaction <p>Contribution to the Environment</p> <ul style="list-style-type: none"> ▶ Targets and Performance ▶ Climate Change Countermeasures <ul style="list-style-type: none"> Addressing Climate Change <ul style="list-style-type: none"> Reduction of CO₂ Emissions at Customer Sites <ul style="list-style-type: none"> ▶ Reduction of CO₂ Emissions at Customer Sites ▶ Advancing and Expanding Natural Gas Use with Highly Efficient Residential Gas Appliances and Systems ▶ Promoting Smart Networks ▶ Reducing the Transportation Carbon Footprint ▶ Proposing Exemplary Energy-Saving Lifestyles for Customers ▶ Promotion of Resource Recycling ▶ Promotion of Environmental Technologies Development <p>Contribution to Local Communities</p> <ul style="list-style-type: none"> ▶ Social Action Programs through Our Main Line of Business <p>Promotion of Compliance</p> <ul style="list-style-type: none"> ▶ Information Security Management

		<p>CSR Data</p> <ul style="list-style-type: none"> ▶ Environmental Data ▶ Important Notices in FY2017
<p>Community involvement and development</p>	<p>Issue 1: Community involvement</p> <p>Issue 2: Education and culture</p> <p>Issue 3: Employment creation and skills development</p> <p>Issue 4: Technology development and access</p> <p>Issue 5: Wealth and income creation</p> <p>Issue 6: Health</p> <p>Issue 7: Social investment</p>	<p>CSR at the Tokyo Gas Group</p> <ul style="list-style-type: none"> ▶ Overview of CSR Management ▶ Stakeholder Engagement <p>Enhancement of Energy Security</p> <ul style="list-style-type: none"> ▶ Earthquake and Disaster Preparedness ▶ Enhancing the Safety of Gas Appliances <p>Contribution to the Environment</p> <ul style="list-style-type: none"> ▶ Promotion of Environmental Technologies Development <p>Contribution to Local Communities</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Working with the International Community ▶ Social Action Programs through Our Main Line of Business ▶ Urban Development <p>Respect for Human Rights</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Initiatives on Respecting Human Rights <p>Promotion of Compliance</p> <ul style="list-style-type: none"> ▶ Thorough Implementation of Compliance <p>Enhancement of People-Centered Management Base</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ Employment Outlook ▶ Personnel Programs and Appraisal System ▶ Personnel and Career Development ▶ Action on Diversity ▶ Engaging in Occupational Safety and Health <p>Supply Chain Management</p> <ul style="list-style-type: none"> ▶ Basic Policy ▶ CSR Efforts throughout the Supply Chain ▶ Important Notices in FY2017