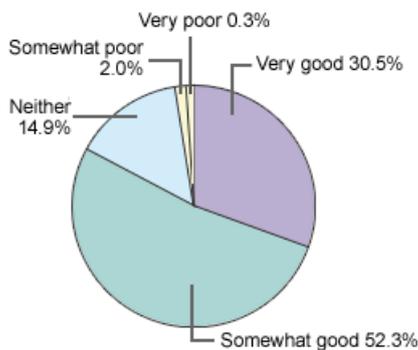


Questionnaire Results and Highlights of Feedback

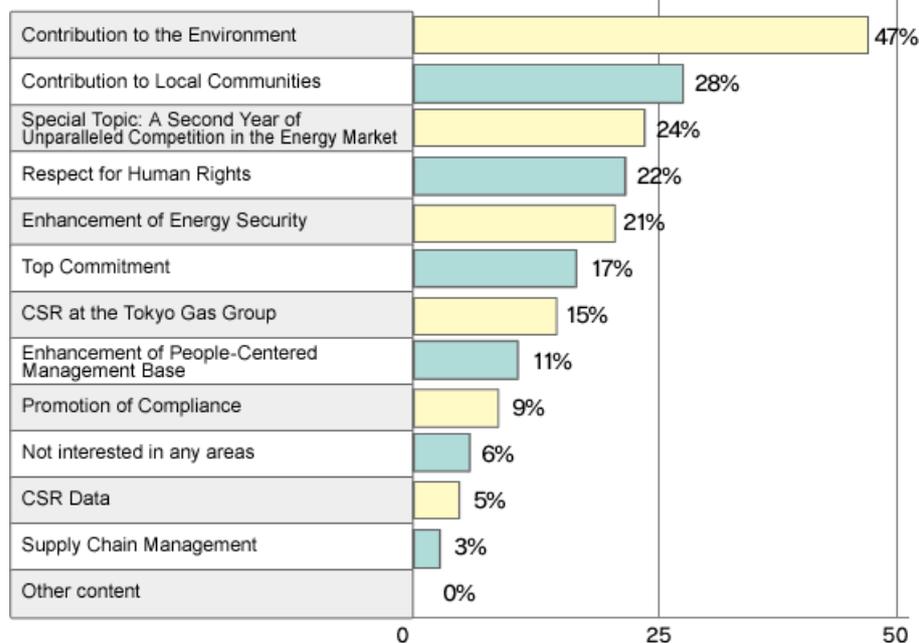
■ Tokyo Gas Group CSR Report 2017 Questionnaire Results

In order to obtain wide-ranging feedback from stakeholders, the Tokyo Gas Group has incorporated a feedback mechanism into its CSR report website and also conducts questionnaires on the Group's CSR initiatives. The feedback obtained is shared with the relevant parties and used to make improvements to daily business activities and future CSR reports.

Rating CSR Activities of the Tokyo Gas Group



Areas of Interest (Multiple Responses Allowed)



Feedback Highlights

Views on safety and disaster prevention

- Impressed by the Group's support for work to restore gas in the aftermath of the Kumamoto earthquakes, I would like to see continued collaboration with gas companies and local governments nationwide on reinforcing preventive measures against disasters.
- The Tokyo Gas Group should continue to place top priority on safety and security in its operations.

Views on continuity of supply

- While the pursuit of profit is necessary for companies, the Tokyo Gas Group should maintain its efforts in providing stable supply as an organization responsible for social infrastructure.
- The Group should continue to strengthen its efforts on stable supply and preparedness against contingencies.

Views on the environment

- As a corporate group closely involved with energy, the Tokyo Gas Group seems to be steadfastly working to reduce its environmental impact. I would like to see further progress in those efforts.
- The Tokyo Gas Group should promote renewable energy and the use of natural sources of energy.

Views on overseas expansion

- I would like to know more about concerns surrounding the future of gas supply (imported energy).
- The Tokyo Gas Group should make global and regional contributions while consistently paying attention to safety and security.

Views on services

- I would like the Group to provide various services useful to daily life in addition to supplying gas.
- It is good to know that the Tokyo Gas Group is attentive to customer satisfaction beyond simply selling service to consumers.

Views on the report

- The report was easy to read but seemed a little text-heavy.
- The diagrams and images made the content easy to understand.
- The Group's initiatives for each stakeholder were easy to grasp.

Questionnaire Summary	
Survey period	November 17, 2017–February 13, 2018
Content surveyed	Tokyo Gas Group CSR Report 2017
Number of valid responses	302
Respondents	Registered CSR reviewers*

* Individuals registered with DFF Inc., operator of the "Feedback Management" service, who have expressed interest in actively participating in questionnaires and research on CSR.