

# ESG Highlights

## Environment Results and evaluation of former materiality indicators (FY2019.3 - FY2021.3)

### Harmonizing with the Environment and Contributing to Realizing a Sustainable Society

Fundamental Concept

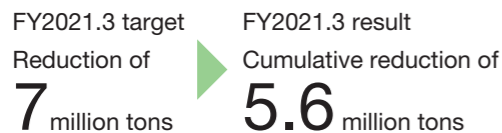
By responding to environment issues including climate change, developing and promoting innovative technologies, and providing environmentally friendly products and services including natural gas, the Daigas Group strives to reduce the environmental impact of business activities. By harmonizing its business activities with the environment, the Group will create a sustainable society.

Environmental conservation on a local and a global scale is an extremely important mission for the Daigas Group, whose operations center on the energy business. Greenhouse gases in particular are a leading cause of climate change, which is a global issue with huge impact on society, ecosystems, and the world as a whole. Because emissions of greenhouse gases are a large part of the environmental impact caused by the business activities of the Daigas Group, we actively engage in taking appropriate measures. In accordance with our "Daigas Group Environmental Policy," the Daigas Group makes efforts to lessen the environmental impact of its business activities and customers through the expansion of utilization of natural gas and renewable energies, the provision of environmentally friendly products and services. And through our business activities, we contribute to environmental improvement and the development of sustainable societies locally, nationally, and internationally by pursuing harmony with the environment and making efficient use of energy and resources.

#### Materiality

#### Energy / Emissions

(Contribution to reduction in amount of CO<sub>2</sub> emissions)



Several initiatives have been taken from FY2018.3 to FY2021.3. The initiatives in Japan include: cryogenic power generation at our city gas production facilities, the introduction of renewable energy sources and high-efficiency thermal power generation, the introduction of fuel cells and gas-powered air conditioning and high-efficiency hot-water heaters at customer sites, and conversion to the use of natural gas as a fuel. The introduction of high-efficiency thermal power generation and fuel conversion to natural gas were also promoted overseas. These efforts have resulted in a total reduction in CO<sub>2</sub> emissions of approximately 5.60 million tons. In FY2021.3, we did not achieve our target, partly as a result of delayed progress on new projects in previous fiscal years. We have set new targets for FY2022.3 onward, and will further promote related initiatives.

### Environmental Impact throughout the Daigas Group Value Chain in FY2021.3

The Daigas Group calculated the amount of greenhouse gas (GHG) emissions from companies that constitute the Daigas Group's value chain network, based on the GHG Protocol, an international emission accounting standards. The methodology of the calculation and its results have been certified by an independent organization to verify their reliability and accuracy.

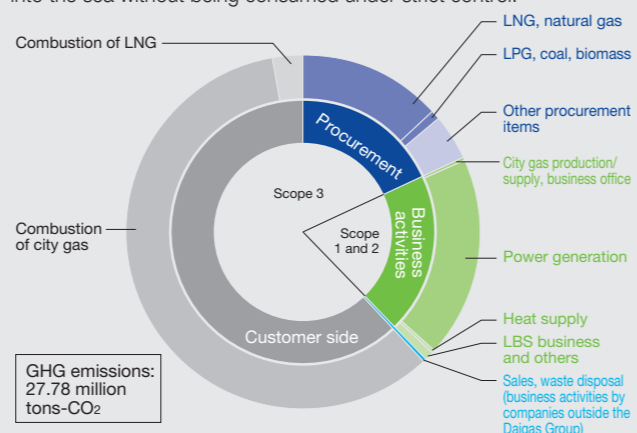
Combined GHG emissions by the Daigas Group and value chain companies, measured by CO<sub>2</sub>, totaled about 27.78 million tons in FY2021.3. The sum breaks down into about 5.51 million tons, or about 20%, for GHG emitted through business activities by the Daigas Group (Scope 1 and Scope 2), and about 22.27 million tons, or about 80%, emitted by others in our value chain (Scope 3).

GHG emissions from city gas combustion on the customer side amounted to 16.39 million tons in the reporting year in terms of CO<sub>2</sub>, accounting for about 59% of the total. To reduce CO<sub>2</sub> emissions in society as a whole, it is important for Osaka Gas to promote energy conservation using natural gas, an energy source with low CO<sub>2</sub> emissions, and further popularize high-efficiency equipment and systems such as its "ENE-FARM" and cogeneration systems.

GHG emissions through electricity generation by the Daigas Group, as measured in terms of CO<sub>2</sub>, came to 5.05 million tons, representing about 18% of the total emissions from the Group's own business activities. With the power generation business expanding, the ratio of CO<sub>2</sub> emissions from that business has been increasing. As a way of reducing GHG emissions from power generation, the Group will continue to actively introduce highly advanced energy-efficient power generation facilities and use renewable energy sources.

GHG emissions from material and fuel procurement totaled 5.03 million tons, as measured in terms of CO<sub>2</sub> in the year, accounting for about 18% of the total emissions. The procurement of energy sources, especially LNG, accounted for over 70% of that amount. Under these circumstances, we will continue our efforts to improve fuel efficiency regarding the operation of LNG tankers in collaboration with resource suppliers.

Activities that have potential environmental impacts other than GHG emissions include the disposal of waste (general waste and industrial waste), and the disposal of excavated soil and polyethylene pipes associated with gas pipe construction. However, the recycling rates are high for such waste, a situation we will try to maintain in the future. About 97% of water used for our industrial activities is taken from the sea. Such water is mostly used to vaporize LNG at LNG terminals. Seawater is also used as coolant inside the steam turbine condenser at some power plants. Once used, the water is discharged into the sea without being consumed under strict control.



Companies subject to the calculation of GHG emissions: Osaka Gas Co., Ltd. and 56 companies among 154 consolidated subsidiaries are subject to calculation of GHG emissions. Those housed in office buildings as tenants and whose environmental data are difficult to grasp and whose environmental effects are minimal are not subject to such calculation. Also excluded from the calculation are overseas companies, except one company.

Please see our website for reports on sustainability activities at the Daigas Group.

Verified by a third party A third-party verification has been conducted by Bureau Veritas Japan Co., Ltd.

#### Main Materials and Fuels

Amount of LNG handled	<b>6,464 thousand tons</b> The figure above includes the amounts of the items listed below: ● Materials of city gas ● Fuels at LNG terminals ● Fuels used by Group companies for power generation
LPG used for calorific adjustment of city gas	<b>188 thousand tons</b>

#### Procurement of materials and fuels (activities by outside companies)

LNG, natural gas	City gas use / power generation use / marketing use
LPG	City gas use / marketing use
Coal, biomass	Power generation use
Other purchased goods	Materials / consumable goods / capital goods / gas equipment for sale / electricity / gasoline and others

#### GHG (Scope 3\*1)

	Emissions (1,000 t-CO <sub>2</sub> )
LNG, natural gas	3,680
LPG, coal, biomass	185
Purchased goods	1,165
<b>Total</b>	<b>5,031</b>

#### Sources of emission factors used for calculating CO<sub>2</sub> emissions

- Production and transmission of city gas: "Life cycle evaluation of city gas" on the website of the Japan Gas Association
- Production and shipment of LNG: Calculation of life cycle greenhouse gas emissions of LNG and City Gas 13A (papers presented at research presentation meetings of the 35th Meeting of the Japan Society of Energy and Resources, June 2016)
- Production and shipment of LPG and coal: Future forecast for life cycle greenhouse gas emissions of LNG and City Gas 13A (Energy and Resources, Vol. 28, No. 2, March 2007)
- Other main emission factors: Emission factors for calculating supply-chain greenhouse gas emissions, etc. (Database Ver. 3.1) published in March 2021 by the Ministry of Environment

#### Amount of Energy Used

City gas	<b>1,753 million m<sup>3</sup></b> (including gas whose calorific value has yet to be adjusted)
Purchased electricity	<b>453 million kWh</b>
Other energy sources	<b>13,465 TJ</b>

#### Amount of Vehicle Fuel Used

Gasoline	<b>1,649 kl</b>
City gas	<b>45 thousand m<sup>3</sup></b>
Diesel	<b>732 kl</b>
LPG	<b>8 thousand m<sup>3</sup></b>

#### Amount of Water Intake

General water, industrial water	<b>13.807 million m<sup>3</sup></b>
Underground water	<b>3.530 million m<sup>3</sup></b>
Seawater	<b>551.419 million m<sup>3</sup></b>

#### Business activities by Osaka Gas

#### GHG (Scope 1 and 2)

	Emissions (1,000 t-CO <sub>2</sub> )
City gas production	105
Business office (including supply)	30
Power generation	5,052
Heat supply	91
LBS and others	234
<b>Total</b>	<b>5,513</b>

#### Waste

	Generated	Recycled
General waste	1,120 tons	94%
Industrial waste	114,436 tons	97%
Excavated soil	701,910 tons	0.3%
PE pipe	146 tons	100%
Used gas appliances recovered	1,703 tons	86%

#### Chemical Substances and Discharge of Water

	Amount of discharge	
NO <sub>x</sub>	853 tons	
SO <sub>x</sub>	185 tons	
Toluene	37.6 tons	
Xylene	10.8 tons	
COD	2.9 tons	
Discharge of water	Sewer	1.205 million m <sup>3</sup>
	River	3.196 million m <sup>3</sup>
	Sea	554.149 million m <sup>3</sup>

#### CO<sub>2</sub> emission factors used

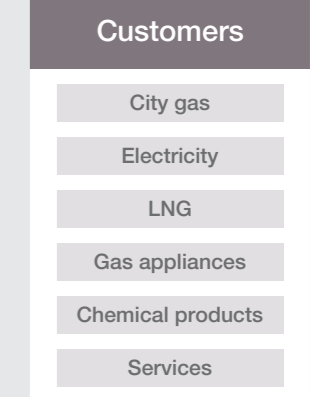
- Electricity: 0.65 kg-CO<sub>2</sub>/kWh (2016 anti-global warming plan; FY2014.3 average emission factor for fossil-based electricity sources)
- City gas: 2.29 kg-CO<sub>2</sub>/m<sup>3</sup> (based on Osaka Gas data)
- Others: Factors listed under the Law Concerning Promotion of Measures to Cope with Global Warming

#### Breakdown of Scope 3 categories

- \*1 Category 1-4 (purchased products, capital goods, fuel procurement, upstream transportation)
- \*2 Category 5-9, 12-14 (waste, business trips, commuting, leased assets, downstream distribution, end-of-life treatment of sold products, franchises)
- \*3 Category 11 (use of sold products)

#### Sales Volume of Main Products

Gas	<b>7,157 million m<sup>3</sup></b>
Electricity	<b>16,133 million kWh</b>



#### GHG (Scope 3\*2)

	Emissions (1,000 t-CO <sub>2</sub> )
Combustion of city gas	16,390
Combustion of LNG	753
<b>Total</b>	<b>17,143</b>

#### Sales, waste disposal (Business activities by companies outside the Daigas Group)

- Commuting, business trips
- Product shipment
- Outlets providing sales support to Osaka Gas
- Waste disposal
- Leasing of assets

#### GHG (Scope 3\*2)

	Emissions (1,000 t-CO <sub>2</sub> )
<b>Total</b>	<b>97</b>

GHG emissions due to energy consumption arising from various activities, including commuting of employees, business trips, transportation of products, business activities at outlets that provide sales support to Osaka Gas, disposal of own waste, disposal of product waste, and leasing of assets.

## Social Results and evaluation of former materiality indicators (FY2019.3 – FY2021.3)

### Creating Value for Customers

#### Fundamental Concept

The Daigas Group will endeavor to ensure stable procurement, stable supply, and security to enable customers to utilize energy safely. In so doing, the Group will provide products and services of value to its customers.

The Daigas Group is committed to making a positive contribution to realizing a higher level of comfort and development in the business activities of its customers through safe and stable supply of natural gas and other energy sources including electricity and LPG, and by ensuring safe use of gas and equipment with an improved level of services for its customers. We believe that an important foundation in realizing this will be improvement of energy resilience so that customers can use energy without worry. We will endeavor to provide products and services that give utmost reassurance to safety and will take on the challenge of creating value in line with customers' wishes in order to be a corporate group that continually evolves and develops alongside its customers.



#### Materiality

#### Customer Health and Safety\*

FY2021.3 target

100%



FY2021.3 result

100%

In FY2021.3, all procedures were conducted based on guidelines in accordance with laws and regulations as well as in-house rules for processes such as quality control of gas in LNG terminals, safety inspection of gas pipelines and supply facilities, and safety inspection of gas appliances with customer consent.

\* Percentage of city gas for which health and safety impacts are assessed for improvement against total city gas provided by Osaka Gas

### Being a Good Corporate Citizen Contributing to Society

#### Fundamental Concept

Through communication with society, we aim to advance the sustainability of local communities.

Through business activities rooted in communities, the Daigas Group works to build good relationships with various stakeholders, based on an understanding of changes in the environments and issues faced by local communities. While actively disclosing information to promote better understanding of our business, we are working on creating value with society (joint efforts with local communities) including the "Small Light Campaign" by our employees, with the focus on five areas which are "Regional Community," "History and Culture," "Sports and Health," "Safety and Security," and "Diet." We are undertaking these activities by making active use of the Daigas Group's business resources. By doing so, we will contribute to the development of sustainable local communities in which people can enrich their lives in comfort.



#### Materiality

#### Local Communities

FY2021.3 target

100%



FY2021.3 result

100%

In FY2021.3, all major business offices undertook various activities tailored to their characteristics.

We promoted communication enhancement activities to deepen the public's understanding of business projects run by the Daigas Group. In addition, we filed proposals aimed at building resilient cities and communities while developing programs for making regional communities attractive by adding new value.

### Complying with Laws and Regulations and Respect for Human Rights

#### Fundamental Concept

The Daigas Group believes that observing compliance and respecting human rights are the most important factors for the Group in winning trust from customers and society, and constitute the basis of business continuity.

Based on our notion that compliance extends beyond just following laws and regulations to include exhibiting decent behavior as a member of society, the Daigas Group recognizes fulfilling compliance as continuing to live up to the expectations of customers, employees, society and shareholders while winning their trust and sympathy. The Group thus endeavors to maintain fair and honest relations with customers, business

partners, and all other parties, and to respect human rights. Ensuring compliance is the most important thing we can do to gain the trust of customers and the society, and is the basis for continuing our business. Recognizing that every management and employee is the key to compliance, we are continually conducting training sessions and employee surveys to raise awareness.

#### Materiality

#### Customer Privacy

Although there were no substantiated complaints regarding breaches of customer privacy, the Daigas Group will continue endeavoring to ensure complete management of all customer data.

#### Materiality

#### Supplier Assessment\*

(Impact on the environment and society, human rights and labor practices)

FY2021.3 target

100%

FY2021.3 result

100%

A total of 41 suppliers began new business transactions with Osaka Gas in FY2021.3. In the year, no business deals were barred from being started due to violations of standards set in the fields of environmental and social impacts, human rights and labor practices.

\* Percentage of new suppliers that have been screened using criteria regarding environment, social impact, human rights and labor practices

### Management Policy for Human Growth

#### Fundamental Concept

The Daigas Group is working to become a corporate group that promotes the growth of its employees through work by employing a personnel management system that promotes an environment in which individuality and initiative are respected and diverse talent is cultivated.

The Daigas Group strives to secure employment, and aims to be a corporate group where all employees can achieve personal growth through their work. To that end, we have introduced career-course-specific human resources systems designed to respect and put to full use the individuality and autonomy of employees, and we have been conducting a wide range of training. We have also formulated

the "Daigas Group Diversity Promotion Policy" to ensure that a diverse range of people can play active roles at the Daigas Group. Convinced that ensuring employees' safety and maintaining/improving their physical and mental well-being are keys to all our operations, we are also undertaking efforts to prevent work accidents and to promote fitness.

#### Materiality

#### Training and Education

FY2021.3 target

Development of human resources, improvement of work environment

FY2021.3 result

25.1 hours

Average hours of training per employee

e-Learning (safety, information security, environment, human rights) program  
\* Includes some temporary employees and part-time workers

No. of participants: 5,411 / course

No. of hours: 3.61 hours / person

To help develop employee skills, we conduct assessments through meetings between employees and their superiors based on Management by Objectives (MBO), with periodic follow-up meetings. This mechanism encourages each individual's willingness to grow and helps us formulate a training plan.

#### Materiality

#### Diversity and Equal Opportunity

FY2021.3 target

Promotion of diversity

FY2021.3 result

26.8%

Percentage of women among personnel hired for career-track positions

Percentage of women in management positions

5.0%

Based on the Act for Measures to Support the Development of the Next Generation and the Act on the Promotion of Women's Participation and Advancement in the Workplace, we have been promoting initiatives with the aim of maintaining a 30% or higher female personnel ratio in career-track positions and achieving a female manager ratio\* of 5% by 2020.

\* Percentage of women in managerial or higher positions

## Information Disclosure to Stakeholders – Responding to TCFD Recommendations –

### Fundamental Concept

For the Daigas Group, climate change represents an important management challenge. We support the TCFD recommendations, and utilize them as indicators to validate our climate change response.

The Daigas Group recognizes that climate change has the potential to impact business revenue and expenditures. We understand the business risks and opportunities presented by climate change, and believe that implementing measures, and

making our responsibility to do so clear to our stakeholders, will lead to the sustainable development of both our business and local communities.

### Materiality

### Economic Performance\*

Please refer to "Climate Change Initiatives –Recognition of and Action on Risks and Opportunities–" on P.33 for recognition of risks and opportunities of climate change and details associated with climate change in the areas of governance, strategy, risk management, and indicators and targets—the core elements recommended by the Task Force on Climate-related Financial Disclosures (TCFD). We also report these matters on our sustainability website.

\* Financial implications and other risks and opportunities due to climate change

## Formulation of Human Rights Policy

In April 2021, the Daigas Group formulated the "Daigas Group Human Rights Policy."

The Group believes that the utmost respect should be given to human rights in all aspects of our operations. As such, when engaging in business activities, we have complied with laws and regulations in different countries and regions, respected international standards, and taken into consideration different cultures, customs, and the interest of stakeholders. In response to the announcement of "Japan's National Action Plan on Business and Human Rights (2020-2025)" by the Japanese government in October 2020, we formulated a human rights policy and at the same time separated the section on "Respect for Human Rights" from the chapter on "Complying with Laws and Regulations and Respect for Human Rights" in the "Daigas Group Charter of Business Conduct" and made revisions to the

"Daigas Group Code of Business Conduct," in order to demonstrate the Daigas Group's stance toward respecting human rights. Additionally, we revised the "Daigas Group Diversity Promotion Policy," aiming to become a corporate group where a diverse range of personnel respect and accept each other without discrimination, and experience a sense of purpose at work.

As we look to expand the scope of our business fields, the Daigas Group will focus on promoting diversity. At the same time, we will also fulfill our responsibility to respect the human rights of Daigas Group stakeholders in all aspects of our business activities, across the Group as a whole, in accordance with the "Daigas Group Human Rights Policy."

\* The "Daigas Group CSR Charter," which was a set of guiding principles for the actions of Directors, Audit & Supervisory Board Members, and employees, was revised to form the "Daigas Group Charter of Business Conduct," which expresses our stance as a company.

### 1 Endorsement of international agreements

We support international agreements on human rights, including the International Bill of Human Rights and the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO). We commit to respect human rights as set out in the United Nations Guiding Principles on Business and Human Rights.

### 2 Scope of application

This policy applies to all directors, officers, and employees of the Daigas Group.

### 3 Legal compliance and respect for internationally recognized human rights

We comply with the applicable laws and regulations of the countries and regions where we operate. In case where there is a conflict between internationally recognized human rights standards and the laws and regulations of each country or region, we will pursue ways to respect international human rights principles.

### 4 Respect for human rights in all process of business activities

In all processes of our business activities, we strive to prevent and reduce negative impacts on the human rights of stakeholders involved in the Daigas Group's businesses.

4-1 We respect the human rights of our employees and provide a healthy and comfortable work environment.

4-2 We respect human rights of customers and business partners. In case where negative impacts on human rights by business partners or other related parties are directly linked to the Daigas Group's businesses, products or services, we will demand that such business partners and related parties respect human rights and not infringe upon them.

4-3 We assess and address the impact of our business activities on local communities.

### 5 Human rights due diligence

We conduct human rights due diligence, in which we identify and assess the negative human rights impact of our business activities and take steps to prevent or mitigate such risks.

### 6 Remedy

If it becomes clear that the Daigas Group's business activities are causing or contributing to negative impacts on human rights, we will work to correct and remedy the situation through appropriate procedures.

### 7 Stakeholder engagement

We engage in sincere dialogue and consultation with affected stakeholders on how to address actual or potential impacts on human rights.

### 8 Education and awareness

We provide education to ensure that all directors, officers, and employees of the Daigas Group understand this Policy and act in accordance with this Policy in our business activities.

### 9 Reporting

We report the progress on our human rights efforts that we make based on this Policy through our website and other communication channels.

## Efforts Under the Spread of COVID-19 Infections

In response to the COVID-19 pandemic, Osaka Gas, Osaka Gas Marketing Co., Ltd., Daigas Energy Co., Ltd., and Daigas Gas and Power Solution Co., Ltd. have all implemented the following initiatives since the COVID-19 pandemic was confirmed in Japan and abroad in late January 2020, until the

present, based on the "Act on Special Measures for Pandemic Influenza and New Infectious Diseases." At the same time, we are also working together with local communities on social contribution activities.

### ■ Measures to secure a stable supply of gas and electricity and ensure safety

In March 2020, we established a task force to secure a stable supply and transitioned to a system tailored to the circumstances. Through these measures, we have been working to secure a stable supply of gas and electricity and ensure safety.

Measures at LNG terminals	<p><b>In order to secure a stable supply of gas and electricity, we have implemented the following initiatives.</b></p> <ul style="list-style-type: none"> <li>● At production sites and power plants, we are limiting entry to central control rooms by persons other than operators, and are also taking measures such as disinfections and measuring temperatures when employees enter central control rooms. Additionally, there is no contact between employees when changing shifts, and instead a video conferencing system is used.</li> <li>● When receiving materials from LNG and LPG ships, our employees do not board the ships. Instead they perform loading operations on a non-contact basis from land.</li> </ul>
Measures to secure supply and ensure safety	<p><b>In order to secure a stable supply of gas and ensure the safety of supply facilities (pipelines, etc.), we have implemented the following initiatives.</b></p> <ul style="list-style-type: none"> <li>● We monitor and control the status of the supply of gas in an integrated manner, using a 24-hour system. At the Central Control Office, which issues directions for the prompt dispatch of staff from respective locations in the event of any reports from customers, we have taken measures such as disinfections and measuring temperatures when employees enter the room, and distributing offices. In September 2020, we held a company-wide disaster-prevention drill under the assumption of an ongoing COVID-19 pandemic. Additionally, we have formulated guidelines for the establishment and operation of general supervisory headquarters at sites and area task forces in the event of emergency.</li> </ul>

### ■ New safety-conscious initiatives at showrooms and events

● In order to assist customers unable to visit showrooms during the COVID-19 pandemic in their consideration of household furnishings and appliances, we are providing online viewings and 3D virtual viewings utilizing a communication app at the "hu+gMUSEUM," a center for providing information about food and living.

● For the "Gas-ten," which previously we held at facilities, etc., we held an online "Tsunagaru Gas-ten" in consideration of customers' safety. (Held from October 1 to December 20, 2020) See P.40 for details.



Image of virtual tour of hu+gMUSEUM  
(Users can see explanations by pressing the round orange buttons during virtual tours)

### ■ Measures to ensure the safety of employees

● In offices, we are taking measures to prevent the spread of infection, such as providing disinfectants, encouraging handwashing, and setting up partitions in offices and other places.

● In order to prevent infection among employees, we have set up an environment for working from home by developing a remote access environment and introducing online conference systems, internal SNS, etc. Additionally, we are promoting the active utilization of working from home and

staggered shifts by expanding the range of employees eligible for these programs and increasing the frequency of their use. Looking ahead, we will continue actively utilizing working from home and staggered shifts from the perspective of preventing infection and controlling the flow of people.

● We are cancelling and delaying business trips and group training sessions, seminars, etc., or moving these events online, depending on the status of the spread of infection.

# Governance Compliance

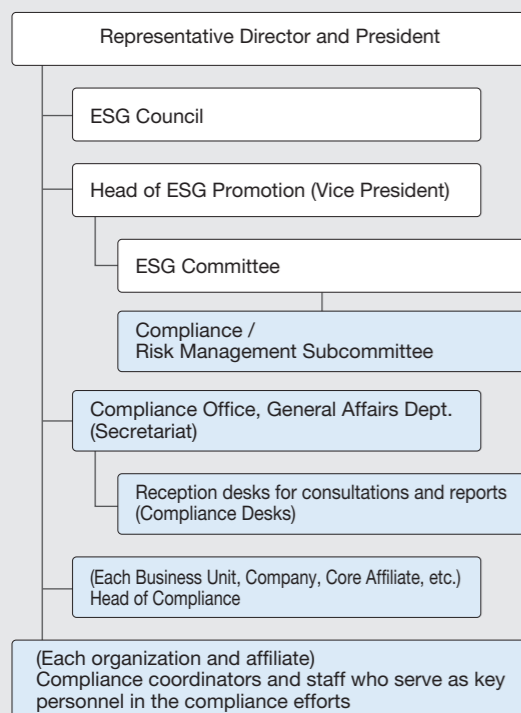
## Improving Compliance Awareness: In-house Training Efforts, etc.

We are continually working to improve compliance awareness through such efforts as training sessions and awareness surveys. For example, we conduct case method training to sharpen the ability to think ethically, and offer Compliance Coordinator and Staff Seminars for compliance coordinators and staff who serve as key personnel in the compliance efforts of organizations and affiliated companies (including all subsidiaries), training sessions for organizational heads and higher-ranked managerial personnel featuring outside

instructors, and education arranged by job level for managers and new employees. In addition, we have achieved our goal of 100% for the training participation rate among Daigas Group employees used as an indicator by extending the compliance training directed by individual organizations and affiliate companies. In addition, we undertake educational activities such as soliciting "Compliance Slogans" from employees each year (10,354 submissions were received group-wide in FY2021.3).

### ■ Compliance Promotion Systems

The Daigas Group has established "Compliance / Risk Management Subcommittees" under the "ESG Committee," in order to consider cross-organizational measures and share information, etc. The Compliance Office in the General Affairs Department promotes compliance across the Daigas Group as a whole, and we have also selected "Heads of Compliance" at each Business Unit, Company, and Core Affiliate, as well as "Compliance coordinators" and "staff who serve as key personnel in the compliance efforts" in each organization of Osaka Gas and each affiliate, as part of efforts to enhance compliance across the Daigas Group as a whole.



### ■ Compliance Education

The Daigas Group believes that ensuring compliance is the most important thing we can do to gain the trust of customers and the society, and is the basis for continuing our business. Recognizing that every management and employee is the key to compliance, we are continually conducting training sessions and employee surveys to raise awareness.



## Promotion of Global Compliance

In view of expanding business operations abroad, an English version of the leaflet summarizing the "Daigas Group Corporate Principles," the "Daigas Group Charter of Business Conduct," the "Daigas Group Code of Business Conduct" and Compliance Desks used for the internal reporting system was posted on the intranet for dissemination to employees. As in FY2020.3, in

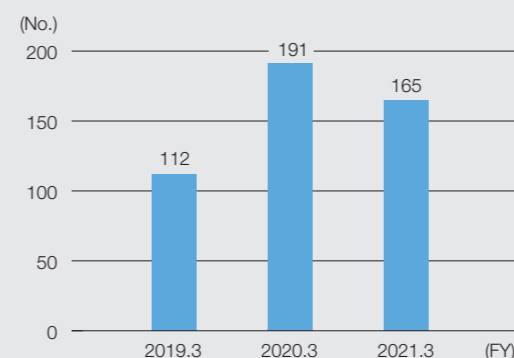
FY2021.3, we utilized the Osaka Gas proprietary risk management system "G-RIMS," with revisions to certain items for overseas subsidiaries, as we endeavored to identify the status of measures toward risks at 18 key subsidiaries overseas.

## Reporting Systems and Compliance Desks

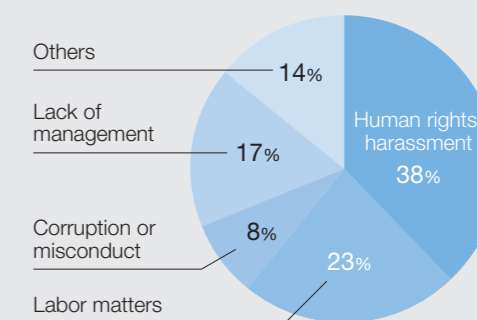
The Daigas Group has established "Compliance Desks" as a system aimed at quickly identifying cases of violations of laws and regulations, misconduct, etc., and responding quickly and appropriately. "Compliance Desks" have been established within Osaka Gas, key affiliates, an external attorney's office, and elsewhere, to accept consultations and reports from employees of the Daigas Group, business partners, and other

related parties. Furthermore, we have also established a "Human Rights Desk" in the Human Resources Department as a contact point for consultations about the human rights of employees, as well as "Harassment Desk" within respective organizations and affiliates as contact points for consultations about harassment from employees.

### ■ Number of Consultations / Reports



### ■ Breakdown of Report Content

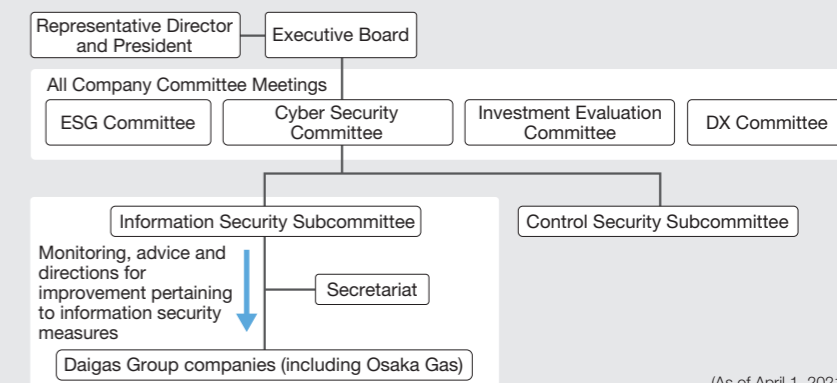


## Strengthening Information Security Measures

The evolution of the Internet has led to sharp rises in leaks of confidential information, infections by computer viruses and other serious social issues, and the harm suffered by companies from such incidents increasingly extends beyond direct damage, even resulting in the loss of public trust.

As a business operator responsible for social infrastructure, Osaka Gas recognizes the importance of managing customer information and other data, and has established Cyber Security Committee as a corporate committee in August 2019. Under the leadership of the Information Security Subcommittee, which is placed under the Cyber Security Committee, we have sought to enhance the security measures.

### ■ Information Security Management Structure



(As of April 1, 2021)