

Stakeholder Engagement

Dialogue and Cooperation with Stakeholders

The Daigas Group focuses on active engagement with stakeholders through dialogue to recognize various possible issues involved in its business activities and to work toward mutually acceptable solutions to such issues, based on the Daigas Group Charter of Business Conduct and Daigas Group Code of Conduct. For example, the Group has been promoting dialogue with the Kansai Consumers' Association Liaison Commission, the Osaka Voluntary Action Center, and the Osaka Gas Labor Union. Furthermore, the Group shares information and cooperates as a member of the Global Compact Network Japan and actively takes part and makes recommendations in the formulation of various policy measures by the government and municipalities. One of the results of such engagement is that five business associations formed by partner companies undertaking gas-related services established a Code of Ethics in response to the Group's policy. In addition, we are actively pursuing collaborative projects with companies, universities, NPOs and other organizations.

■ Main Opportunities and Tools for Contacts with Stakeholders, and Value Provided through the Contacts

Stakeholders	Main contact opportunities and contact tools		Value provided
Customers	<ul style="list-style-type: none"> Business opportunities such as safety check and sale "Customer Centers" Service shops Showrooms 	<ul style="list-style-type: none"> Corporate PR events Advertisements via TV and other media Website Catalogs for products and services 	Creating value for customers We will continue to meet customer expectations by co-creating services that offer customers greater comfort, convenience and security in various fields.
Business partners and suppliers	<ul style="list-style-type: none"> Business opportunities Various regular meetings 	<ul style="list-style-type: none"> Joint training and drills 	
Consumers groups	<ul style="list-style-type: none"> Meetings Tours 	<ul style="list-style-type: none"> Seminars, study meetings 	
Local communities	<ul style="list-style-type: none"> Social contribution activities Tours 	<ul style="list-style-type: none"> "Energy and environmental education" 	
Students and educational institutions	<ul style="list-style-type: none"> Joint study "Energy and environmental education," "food education," "fire education," "education on disaster prevention" 	<ul style="list-style-type: none"> Acceptance of interns Recruitment meetings Website 	Creating value for society We will strive to ensure fairness and transparency in our business activities and contribute to sustainable development of society and improvement of the global environment.
Knowledgeable people	<ul style="list-style-type: none"> Joint study 	<ul style="list-style-type: none"> Meetings 	
Administrative authorities	<ul style="list-style-type: none"> Submission of various documents Meetings 	<ul style="list-style-type: none"> Cooperation for regional development 	
NPOs/NGOs	<ul style="list-style-type: none"> Joint research Joint work and cooperation for solving regional issues 	<ul style="list-style-type: none"> Meetings 	
Shareholders/investors	<ul style="list-style-type: none"> Issuance of various reports (Securities Reports, Integrated Reports, etc.) 	<ul style="list-style-type: none"> Briefings Website 	Creating value for shareholders We will strive to maximize our corporate value through long-term and stable growth based on a sound financial foundation.
Employees	<ul style="list-style-type: none"> Labor-management meetings Education and training sessions Interviews "Compliance Desks" 	<ul style="list-style-type: none"> "Human Rights Desk" "Harassment Desk" Intranet, in-house publications 	Creating value for employees We will respect the diverse individualities of our employees and support them so that they can find their work rewarding and achieve self-development.

**Dialogue with stakeholders
(FY2023.3 results of activities)**

■ Stakeholders of the Daigas Group



Dialogue with Customers

To provide services in excess of customer expectations, we are listening to their voices through various contacts with them, with the aim of improving our products and services.

- Phone calls received by customer centers: approx. 3.43 million
- No. of replies to a survey on customer satisfaction: approx. 33 thousand



Customer Center

Dialogue with Various Groups

The groups with which we held meetings included the Kansai Consumers' Association Liaison Commission, the Osaka Voluntary Action Center, and the Osaka Gas Labor Union.

- A total of 826 meetings were held



Kansai Consumers' Association Liaison Commission

Dialogue with Local Communities

To realize vibrant local communities, we engage in dialog with local governments, NPOs, corporations, experts, next-generation people, and other stakeholders.

Through communication with local communities, we help solve social issues and realize a sustainable society.

- Urban development and city planning outreach: 38 cases
- Activities contributing to regional revitalization in collaboration with experts and NPOs: 326 times
- Activities contributing to next-generation education: 1,505 times



Food education

Dialogue with Shareholders and Investors

The Daigas Group has been stepping up information disclosure to the general public and dialog with shareholders and investors, using a variety of media and briefing sessions, aiming to generate profit in a stable manner by strengthening our management base and return part of it to shareholders continuously.

Osaka Gas responded to ESG interviews conducted by institutional investors and other parties and exchanged views on action against climate change, corporate governance and other topics with them.

In addition, we were given opportunities to explain ESG-conscious management in conformity with global standards, which the Daigas Group advocates in its Long-Term Management Vision 2030 and Medium-Term Management Plan 2023, including our initiatives to contribute to achievement of the SDGs.

We will continue our efforts to create value for shareholders through dialogues with institutional investors and other parties.

- Briefings on financial results, management plans and ESG efforts
- Dialog with institutional investors (Japan: approx. 110 times, Overseas: approx. 50 times)



Integrated Report

Dialogue between Supervisors and Subordinates

Osaka Gas implements an evaluation system that leads to the growth of each and every employee. While enhancing opportunities for meetings between supervisors and subordinates, we clarify each employee's strengths and areas for improvement, which leads to skill development.

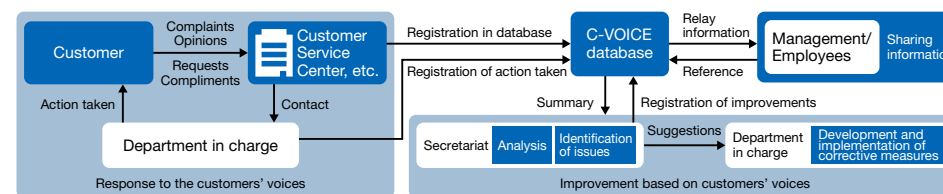
- Meetings based on Management by Objectives (MBO): twice a year
- Interviews based on role expectation evaluation: once a year

System for reflecting the opinions of stakeholders

The Daigas Group considers it a matter of course to listen and respond sincerely to questions/requests regarding our products and services, but we also hear a variety of questions, concerns and comments from numerous stakeholders in the course of conducting our business activities. We believe these opinions to be extremely important to enhancing the quality of the Group’s management.

Under these circumstances, we have built the “C-VOICE” database, whereby these customer voices are shared by top-management officials and rank-and-file employees, and are put to good use in improving our business operations and enhancing our service quality. In particular, with regard to complaints, we try to share not only the factual process and the status of our response to customers but also measures to prevent recurrence and improve our systems.

Overview of C-VOICE



Mechanism for receiving stakeholder grievances

The Daigas Group responds to the opinions and requests in accordance with the Group’s Code of Business Conduct which incorporated international standards such as the Universal Declaration of Human Rights and the United Nations Global Compact, while observing domestic laws such as the Act on the Promotion of Global Warming Countermeasures and the Whistleblower Protection Act.

To deal with voices on the environment, Osaka Gas operates a company-wide Environmental Management System (EMS) according to the ISO 14001. As for the voices of local people who are concerned about the possible effects on local communities of our operations, we set up contact desks including “Customer Centers.” To address issues associated with human rights and labor practices, we set up “Compliance Desks” at Osaka Gas’s headquarters, major affiliated companies and outside law firms representing Osaka Gas, to receive reports and offer consultation regarding the observance of laws and in-house rules. 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. Other systems established for the benefit of employees include the conducting of surveys designed to measure their work-related awareness, periodically holding meetings for the management to hold talks with labor union members, as well as meetings for employees and their superiors.

Theme	International and domestic standards	In-house policy and standards	Responsibilities
Environment	<ul style="list-style-type: none"> • ISO 14001 • Act on Basic Policy on the Rationalizing Use of Energy and Shifting to Non-fossil Energy • Act on Promotion of Global Warming Countermeasures • Waste Management and Public Cleansing Law 	<ul style="list-style-type: none"> • Daigas Group Code of Business Conduct • Daigas Group Environmental Policy • Daigas Group Procurement Policy • Rules for Environment Management Systems • Customer Service Rules 	Osaka Gas operates a unified ISO 14001-registered environmental management system (EMS) across the Company under the supervision of the Head of ESG Promotion (Representative Director and Vice President), and all employees work to reduce the environmental impact of business activities and ensure compliance with environmental laws and regulations. In addition, the Daigas Group’s domestic affiliates operate their own EMSs, such as ISO 14001-registered systems, Eco Action 21, and the Daigas Group Environmental Management System (OGEMS).
Local communities	<ul style="list-style-type: none"> • ISO 26000 • Basic Act on Consumer Policies 	<ul style="list-style-type: none"> • Daigas Group Code of Business Conduct • Customer Service Rules 	We have improved systems that directly deal with customers, including “Customer Centers,” to enable our customers to express their opinions of our services more expeditiously. We utilize the “C-VOICE” system to share customer opinions and requests throughout the company for use in business improvement measures, product development, and other activities.
Human rights	<ul style="list-style-type: none"> • Universal Declaration of Human Rights • U.N. Global Compact • Whistleblower Protection Act 	<ul style="list-style-type: none"> • Daigas Group Human Rights Policy • Daigas Group Code of Business Conduct • Customer Service Rules • Rules for the systems of consultation and reporting on legal compliance 	For the protection of human rights we have set up “Customer Centers,” which are open to stakeholders such as customers and local community members. We have also established the “Human Rights Desk” at the Human Resources Department, and posted “Human Rights Awareness Promotion Leaders” at each Business Unit and major affiliated companies. In addition, we have also set up “Compliance Desks” at Osaka Gas’s headquarters, major affiliated companies and outside law firms representing Osaka Gas to receive reports and offer consultations regarding the observance of laws and in-house rules.
Labor practices	<ul style="list-style-type: none"> • Universal Declaration of Human Rights • U.N. Global Compact • Whistleblower Protection Act 	<ul style="list-style-type: none"> • Daigas Group Human Rights Policy • Daigas Group Code of Business Conduct • Rules for the systems of consultation and reporting on legal compliance 	We have established “Compliance Desks” at Osaka Gas’s headquarters, major affiliated companies and outside law firms representing Osaka Gas in order to receive reports and offer consultations regarding the observance of laws and in-house rules. Furthermore, the “Harassment Desk” has been set up at each in-house organization and each affiliated company to assist employees facing harassment-related problems in their work. Others systems established for the betterment of employees include the conducting of surveys designed to measure their work-related awareness, periodically holding meetings for the management to hold talks with labor union members, as well as meetings for employees and their superiors.