

Customer Health and Safety

Summary

Why the topic is material	<p>The Daigas Group is committed to making a positive contribution to realizing a higher level of comfort of its customers and the development of their business activities by ensuring a stable supply of city gas, electricity, LPG, and other energy sources and the safety of city gas supply and equipment with an improved level of services for its customers. To realize this, we believe that it is important to improve energy resilience so that customers can use energy without worry. We will endeavor to provide products and services that offer utmost reassurance about safety in order to be a corporate group that continually evolves and develops alongside our customers.</p> <p>We have positioned customer health and safety as one of our material issues.</p>
----------------------------------	--

	Items to be addressed	Specific initiatives	
Customer health and safety	<ul style="list-style-type: none"> Ensuring continued stable procurement and safe supply of energy Building resilient facilities Emergency response system and anti-disaster measures Passing on advanced knowledge and skills in safety and disaster prevention Disseminating information about safe use <p>Materiality Customer health and safety</p> <p>Materiality Stable supply of services</p>	<p>Policy and promotion system</p> <p>The Daigas Group is committed to ensuring the quality of city gas, our primary product, its stable supply, and the safety of our gas and power generation facilities—all by adhering to our “Security Rules.” From FY2023.3, based on legal separation, we established the “Safety and Disaster Prevention Committee” as a company-wide committee to centrally manage and promote measures for events related to safety, disaster prevention, and gas supply stability, with the aim of building a system that exercises governance across the company during normal times.</p>	
		<p>KPIs based on the materiality</p>	<p>FY2023.3 results</p>
		<p>Number of serious accidents</p>	<p>We continued achieving zero serious accidents by implementing quality control of city gas in the production business and safety inspections of gas facilities in the supply business in accordance with laws, regulations, and internal rules.</p>
		<p>Building resilient facilities</p>	<p>The percentage of earthquake-resistant facilities is approximately 89%, and the number of earthquake blocks* increased to 713 due to the subdivision of supply network.</p>
		<p>Initiatives undertaken in FY2023.3</p> <ul style="list-style-type: none"> Ensuring the safety of city gas, gas and power generation facilities, and continuing to maintain quality levels Striving to systematically update facilities and maintain a pipeline network to build resilient facilities Building and implementing a system that allows for quick response to accidents and disasters, developing a Business Continuity Plan (BCP) to Take Effect During a Large-scale Disaster or Accident, and conducting drills Continuing to develop human resources with advanced knowledge and skills related to safety and disaster prevention 	

*Blocks are divided parts of the supply network aimed at early restoration in the event of supply disruptions due to earthquakes, etc.