

Social

Customer Health and Safety Summary

Basic approach

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 strive to provide products and services with the highest priority on safety, aiming to become a corporate group that continues to evolve and grow with our customers.

In the Medium-Term Management Plan 2026, we have positioned enhancing the resilience of customers and society as one of our material issues.

Theme	Items to be addressed	Specific initiatives						
Customer health and safety ➡ P.106	- 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	Policy and promotion system 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. Initiatives undertaken in FY2025.3 - Ensuring the safety of city gas, gas and power generation facilities, and continuing to maintain quality levels - Striving to systematically maintain a pipeline network to establish 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						
	Materiality Enhance the resilience of customers and society	KPIs based on the materiality <table><tr><td>Number of serious accidents and serious energy supply disruptions caused by the company</td><td>FY2025.3 materiality result</td></tr><tr><td>Building resilient facilities</td><td>We continued to achieve zero serious accidents and serious energy supply disruptions caused by the company by implementing quality control of city gas in the production business and construction works, maintenance, and management of gas facilities in the supply business in accordance with laws, regulations, and internal rules.</td></tr><tr><td></td><td>The percentage of earthquake-resistant facilities: approximately 90%, the number of earthquake blocks: 738 blocks, countermeasures completed for gray cast iron pipes</td></tr></table>	Number of serious accidents and serious energy supply disruptions caused by the company	FY2025.3 materiality result	Building resilient facilities	We continued to achieve zero serious accidents and serious energy supply disruptions caused by the company by implementing quality control of city gas in the production business and construction works, maintenance, and management of gas facilities in the supply business in accordance with laws, regulations, and internal rules.		The percentage of earthquake-resistant facilities: approximately 90%, the number of earthquake blocks: 738 blocks, countermeasures completed for gray cast iron pipes
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