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.116	• 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 Materiality: Enhance the resilience of customers and society	**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, 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 FY2026** • 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

KPIs based on the materiality	FY2026 materiality result
Number of serious accidents and serious energy supply disruptions caused by the company	0
Building resilient facilities	The percentage of earthquake-resistant facilities: approximately 90%, the number of earthquake blocks: 745 blocks