

The Daigas Group formulated the Long-Term Management Vision 2030 in March 2017. To achieve the vision for FY2031.3 outlined in that Long-Term Management Vision, under the Daigas Group Corporate Principles, we have created four types of value: “Value for Customers,” “Value for Society,” “Value for Shareholders” and “Value for Employees.”



Creating Value for Customers

Number of customer accounts

Customer satisfaction rate

FY2018.3 **8.27** million

12 consecutive years

FY2024.3

10.38 million

90%
or more higher

Continue to meet customers' expectations in various fields

From its beginnings in the energy business, the Daigas Group has expanded its business to include fields such as telecommunications, home renovation, and food to offer services that benefit our customers.

By leaning thoroughly into customers' concerns in various fields and creating new services together with our customers, we have identified their true issues and cultivated technologies and expertise to solve those issues. Leveraging these strengths, we offer solutions that meet the increasingly diverse needs of our customers.



Creating Value for Society

Promote widespread use of highly durable polyethylene (PE) pipes¹

Avoided CO₂ emissions (compared to FY2017.3)

Extension of PE pipeline length FY2018.3

FY2018.3

15,900 km

0.61 million t-CO₂

FY2024.3

18,300 km

FY2024.3

5.01 million t-CO₂

Contribute to a sustainable society through the supply of clean energy in a safe and stable manner

As an organization that is responsible for infrastructure that supports everyone's daily lives, the Group has been enhancing the resilience² of social infrastructure by boosting the robustness of the gas pipeline network and facilities and preventing secondary disasters, in our efforts toward stability of supply.

In anticipation of a carbon neutral society, the Group has advanced the development of equipment that will contribute to highly efficient energy use and reduced CO₂ emissions. The Company will continue to supply clean energy to society in a safe, secure, and stable manner and contribute to the realization of a sustainable society.

¹ PE pipeline length extension of approx. 1,200 km at the time of the Great Hanshin-Awaji Earthquake (1995)
² Resilience: With an original meaning of “recoverability,” “flexibility,” “adaptability,” in a business context, this also refers to “recoverability and adaptability that makes it possible to overcome difficulties.”

