

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 positioned customer health and safety and stable supply of services as material issues in the Medium-Term Management Plan 2023. In the Medium-Term Management Plan 2026, we have positioned enhancing the resilience of customers and society as one of our material issues to continue working on the topic.

Theme	Items to be addressed	Specific initiatives						
<p>Customer health and safety</p> <p>→ p.100</p>	<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> <table border="1"> <thead> <tr> <th data-bbox="967 882 1319 911">KPIs based on the materiality</th> <th data-bbox="1319 882 2067 911">FY2024.3 results</th> </tr> </thead> <tbody> <tr> <td data-bbox="967 911 1319 1062">Number of serious accidents</td> <td data-bbox="1319 911 2067 1062">We continued to achieve zero serious accidents 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 is approximately 89%, and the number of earthquake blocks increased to 727 due to the subdivision.</td> </tr> <tr> <td data-bbox="967 1062 1319 1118">Building resilient facilities</td> <td data-bbox="1319 1062 2067 1118">The percentage of earthquake-resistant facilities is approximately 89%, and the number of earthquake blocks* increased to 727 due to the subdivision.</td> </tr> </tbody> </table> <p>Initiatives undertaken in FY2024.3</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 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	FY2024.3 results	Number of serious accidents	We continued to achieve zero serious accidents 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 is approximately 89%, and the number of earthquake blocks increased to 727 due to the subdivision.	Building resilient facilities	The percentage of earthquake-resistant facilities is approximately 89%, and the number of earthquake blocks* increased to 727 due to the subdivision.
KPIs based on the materiality	FY2024.3 results							
Number of serious accidents	We continued to achieve zero serious accidents 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 is approximately 89%, and the number of earthquake blocks increased to 727 due to the subdivision.							
Building resilient facilities	The percentage of earthquake-resistant facilities is approximately 89%, and the number of earthquake blocks* increased to 727 due to the subdivision.							

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