The Daigas Group reports material aspects of its CSR and its management scheme as well as associated activities for improvement.

The Daigas Group deems it is necessary for the Group to listen to people’s voices sincerely and conduct its business activities based on such voices, if it is to fulfill its corporate social responsibility (CSR).

The Daigas Group identified important aspects for the Group’s CSR, which we call “materiality,” or “material aspect,” by referring to the GRI Sustainability Reporting Standards (GRI Standards), a global standard for sustainability report compiled by the Global Reporting Initiative (GRI), while taking into account the current social issues and continuing dialog with stakeholders and experts in relevant fields.

In this report, the Group explains the management situation regarding each material aspects and the degree of implementation of relevant measures. The Group posts, as much as possible, activities other than those related to the material aspects so that a full picture of the Group’s CSR is made known to parties outside and inside the Group.

Outline of CSR Report

Excerpts of daily CSR activities which have seen progress being made, centering on material aspects, are reported.

Website
All CSR activities are reported.

Significance for the Daigas Group

Website
This report

Other reporting media

Website
Outline of corporate group
Investor relations
International energy business

Leaflet
Annual Report

Scope of This Report

This report covers the Daigas Group, consisting of Osaka Gas Co., Ltd. and its affiliated companies. Some information, as noted in this report by phrases such as “Osaka Gas” or “the Company,” refers exclusively to Osaka Gas Co., Ltd.

Fifty-seven companies—out of 138 affiliated companies and consolidated subsidiaries of Osaka Gas—are subject to compilation of environmental performance data. Excluded are companies housed in office buildings as tenants and whose environmental performance data are difficult to grasp and whose environmental effects are minimal. Also excluded are overseas companies.

While the most recent data covered in this report represents those for fiscal 2018 (from April 1, 2017 to March 31, 2018), some refer to activities for fiscal 2019.

Guidelines referred to

• ISO 26000
• Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards)

This report contains information corresponding to disclosure requirements of the GRI Sustainability Reporting Standards.

• Environmental Reporting Guidelines 2018 of the Ministry of the Environment
• The United Nations Global Compact COP Policy

* COP...Communication on Progress

* Boundary of greenhouse gases (GHG) Scope 3 reporting includes one overseas subsidiary.
### Daigas Group

<table>
<thead>
<tr>
<th>President’s Commitment</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outline of the Daigas Group</td>
<td>5</td>
</tr>
<tr>
<td>Enhancement of CSR in Our Value Chain</td>
<td>7</td>
</tr>
</tbody>
</table>

### Special Feature

**Contribution to the Sustainable Development Goals (SDGs)**

**Addressing Social Issues through Energy Services** ............ 9

**Actions**

- Establishment of Resilient Energy Infrastructure and Community Building ........................................... 10
- Promotion of Optimal Energy Use in Cooperation with Customers ..................................................................... 13
- Transformation into a Corporate Group Where Diversified Human Resources can Play Important Roles .......... 15

Promote Efforts for Recognition, Understanding and Penetration of SDGs ................................................. 15

**Management and CSR**

Promotion of CSR in Line with Management Strategy ................... 17
Corporate Governance .................................................................. 19
CSR Management ........................................................................ 21

**Actions on Materiality**

**Revision of Important Aspects of CSR (Materiality)**

New Materiality Analysis Map .................................................................................................................. 25

- Revision of Materiality
- Main Key Performance Indicators (KPIs) and its Goals for New Materiality

Materiality Review Cycle .............................................................................................................................. 27

- Dialogue with Outside Experts for Validation of Materiality

**Activities on Materiality in FY2018**

- Customer Health and Safety ................................................................. 29
- Product and Service Labeling .............................................................. 30
- Energy / Emissions .............................................................................. 31
- Effluents and Waste ............................................................................... 32
- Local Communities ................................................................................ 33
- Customer Privacy .................................................................................. 34
- Grievance Mechanisms ........................................................................ 35
- Supplier Assessment ............................................................................. 36

**Major Activities in FY2018**

**Creating Value for Customers** ..................................................... 37

Activity examples
- Efforts to Ensure Safety and Ease Customers’ Worry
- Incorporating Customer Opinions

**Harmonizing with the Environment and Contributing to Realizing a Sustainable Society** ........ 42

Activity examples
- Risks and Opportunities Related to Climate Change
- Efforts to Reduce CO2 Emissions

**Being a Good Corporate Citizen Contributing to Society** ........ 49

Activity examples
- Social Contribution Activities
- Activities to Promote Communication with Society

**Complying with Laws and Regulations and Respect for Human Rights** ................................. 52

Activity examples
- Compliance Promotion Efforts
- Action on Human Rights

**Management Policy for Human Growth** ........................................ 56

Activity examples
- Acceptance of Diversity
- Balancing Work and Family

### Third-Party Review / Third-Party Verification

Third-Party Review / Third-Party Verification ........................................ 59

---

**Coverage and Materiality**

In selecting topics to be covered in the report and prioritizing them, we took into consideration their importance to the Daigas Group and their importance to society, chosen by outside experts. What is not covered under this report is posted on the website.

---

**Readability and Ease of Understanding**

To ensure that a wide range of readers can understand the information provided in this report, careful consideration is given to visual design, including the text size, use of colors, pictures and diagrams, and explanatory notes are provided for technical terms.

*For words with this mark, refer to a terminology list.*

Taking readability for people with color vision deficiency into consideration, the colors and designs of this report were examined and certified by the Color Universal Design Organization.

---

**Reliability**

We asked for third-party verification to ensure the reliability of the content and data presented in this CSR report.

The environmental performance data in this report underwent third-party verification by Bureau Veritas Japan Co., Ltd. The overall report underwent third party-review on assessment and recommendations, including simple audits, a task consigned to the Institute for Environmental Management Accounting (IEMA).