

# Becoming an Innovative Energy & Service Company that Continues to Be the First Choice of Customers

The Daigas Group has formulated the “Long-Term Management Vision 2030” and the “Medium-Term Management Plan 2020” called “Going Forward Beyond Borders.” These plans are designed for the Group to be an innovative energy and service company that continues to be chosen by customers through successive generations.

With the “three guiding principles” based on the Daigas Group corporate philosophy in mind, we will carry out our long-term management vision. Among these, in order to realize “Continue to acquire confidence from investors, partner companies, society and employees”, we are working on a high level of CSR activities combined with our management strategy. Major CSR activities undertaken by the Group in FY2018, the first year of the Medium-Term Management Plan, called “Going Forward Beyond Borders,” are listed on the right side page.

We aim to be a company that continues to be chosen by all stakeholders and works on promoting the prosperity of both our company and society.

## Daigas Group Corporate Principles and Three Guiding Principles toward FY2031

### ► Daigas Group Corporate Principles

Corporate Motto	Service First
What the Daigas Group aims to be	A corporate group that supports continuous advancement of consumer life and business
Daigas Group Declaration	The Daigas Group is committed to <b>creating four values.</b>

The Daigas Group is committed to creating value primarily for customers, as well as for society, shareholders and employees.



### ► Three guiding principles toward FY2031

1. Continue providing as many customers as possible with high-quality service, developed on the basis of its “service-first” policy.
2. Always strive to be professionals who pursue innovative challenges.
3. Continue to be trusted by investors, corporate partners, employees and society.

## FY2018-2021 Medium-Term Management Plan

### ► Measures to be taken under the Medium-Term Management Plan 2020

- 1 Enhancement of solutions business for residential customers
- 2 Enhancement of solutions business for commercial and industrial customers
- 3 Establishment of competitive power-supply portfolio
- 4 Development of pipeline network operator business
- 5 Efforts to expand international energy business
- 6 Securing of a business footing in the LBS\* business and exploration of new business fields

\* Life & Business Solutions

### ► Main CSR Activities Undertaken during FY2018

	<b>Special Feature: New Energy Service “ENE FARM” and “Ecojozu,” Developed Thanks to IoT</b>	P13
1	<b>CSR Charter I Incorporating Customer Opinions</b> ● Sharing customer voices throughout the company ● Examples of product and service improvements based on customer voices	P40
	<b>CSR Charter I Proposing New Value</b> ● Housing support service called “Sumikata Service,” launched to respond to various needs of customers	P41
1	<b>CSR Charter II Efforts to Reduce CO<sub>2</sub> Emissions</b> ● CO <sub>2</sub> emissions reduced by approx. 4,000,000 tons at customer sites	P45
2	<b>CSR Charter III Social Contribution Activities</b> ● Fostering growth together with people in local communities	P50
2	<b>Special Feature: “Resilience Campus” Scheme Aimed at Functioning as a Local Disaster-Prevention Base (Kansai University)</b>	P10
	<b>Special Feature: Energy-saving Proposal through “ekul” Service</b>	P14
3	<b>CSR Charter II Efforts to Reduce CO<sub>2</sub> Emissions</b> ● Development and diffusion of gas cogeneration systems  for business and industrial use	P45
	<b>Special Feature: Active Use of Renewable Energy Sources to Curb Global Warming and Contribute to the Creation of a Recycling-Oriented Society</b>	P12
4	<b>CSR Charter I Efforts to Ensure Safety and Ease Customers' Worry</b> ● Ensure a stable energy supply by diversified power sources	P38
	<b>Special Feature: Construct LNG  Tanks and Expand Polyethylene Pipes  with Strong Resistance to Earthquakes, and Establish a System to Prevent Damage Caused by Tsunami</b>	P11
5	<b>CSR Charter I Efforts to Ensure Safety and Ease Customers' Worry</b> ● Measures against large-scale earthquakes ● Passing on advanced knowledge and skills in safety and disaster prevention	P39
	<b>Special Feature: Technological Consulting Using Know-How Acquired through Operations of LNG Terminals (Taiwan)</b>	P11
6	<b>Special Feature: Biomass-Refining Demonstration Project Undertaken with a Thai Local Company (Thailand)</b>	P12
	<b>Special Feature: Realize More Efficient Energy Use at Customers through Connection to IoT</b>	P13-14
6	<b>CSR Charter II Developing Environmental Technologies</b> ● Method developed by Osaka Gas to test activated carbon fibers recognized as being harmonious with ISO international standards	P46

### ► Other Measures to Realize “What we aim to be in 2030”

ESG-oriented management aimed at winning trust from stakeholders	<b>Corporate Governance</b>	P19-20
	<b>CSR Management</b>	P21-24
	<b>Actions on Materiality</b> ● Revision of important aspects of CSR (Materiality) ● Activities on materiality in FY2018	P25-28 P29-36
Promote work style reform and develop human resources with the aim of enhancing productivity	<b>CSR Charter IV Action on Human Rights</b> ● Osaka Gas Urban Development encourages its employees to obtain a certification as a “real estate trade human rights promoter.” (Voices of Group Employees: Osaka Gas Urban Development Co., Ltd.)	P55
	<b>Special Feature: Development of Human Resources and Promotion of Diversity </b>	P15
	<b>CSR Charter V Acceptance of Diversity</b> ● Promotion of diversity aimed at enhancing corporate competitiveness (Voices of Group Employees: Osaka Gas Chemicals Co., Ltd.)	P57
	Report on FY2018 CSR activities based on CSR Charter	P37-58



## Long-Term Management Vision 2030

Becoming an innovative energy & service company that continues to be the first choice of customers