Management and CSR of the Daigas Group

Promoting CSR Activities

To live up to the expectations of our stakeholders, fulfill its corporate social responsibilities and achieve sustainable development, the Daigas Group adopted the CSR Charter in 2006, guiding principles based on which executives and employees execute their business duties.

Furthermore, in 2007, Osaka Gas became the first Japanese utility to express its intention to join the United Nations Global Compact in a show of its support of principles to be respected by companies worldwide.

The Daigas Group Code of Conduct, adopted in 2000, spells out guiding principles the Group’s employees and executives must abide by. In 2008, the code was revised to make it harmonious with the United Nations Global Compact. In 2011, it was also modified to reflect core elements of ISO 26000. In March 2018, the Code was also revised to promote its diffusion within the Daigas Group and smooth the execution of business duties in reflection of the Code.

Meanwhile, as our business fields have expanded, the scope of stakeholders—parties influenced by our operations—has further expanded, including customers, local communities, shareholders and employees.

In order to recognize the impact our business activities may have on society and the environment, and conduct business while controlling such impact, the Daigas Group has been promoting CSR activities. Specifically, in 2009, the Group introduced CSR Indicators under each chapter of the CSR Charter to promote CSR activities and visualize the process.

CSR Promotion System (As of April 1, 2019)

The Daigas Group newly identified important aspects of CSR (materiality) in FY2018, and began PDCA management in FY2019. In identifying the new materiality, the Group evaluated the progress of activities related to previous materiality identified in FY2014 (FY2015–2017) with reference to the opinions of external experts. In addition, based on changes in the business environment and social trends related to sustainability, we referred to the procedures shown in the GRI Standard, which is the latest version of the GRI Guidelines.

New Materiality Analysis Map

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Dialogue and Cooperation with Stakeholders

The Daigas Group is focusing on active engagement with stakeholders through dialogue to recognize various possible issues involved in its CSR and to come up with mutually acceptable solutions to such issues, based on the Daigas Group CSR Charter and Daigas Group Code of Conduct. For example, the Daigas Group has been promoting dialogue with the Kansai Consumers’ Association Liaison Commission, the Osaka Voluntary Action Center, and the Osaka Gas Labor Union.

Furthermore, the Group is sharing information and cooperating as a member of the Global Compact Network Japan, and actively taking part in the formulation of various policy measures by the government and municipalities. The Group is also active as a member of the International Gas Union (IGU) aiming at promotion of the global gas industry.

One of the results of such engagement is that five business associations formed by partner companies undertaking gas-related services established the Code of Ethics respectively in response to the Group’s policy. The Group is also actively engaging with various stakeholders, such as businesses, universities and NPOs.

FY2019 Results

Dialogue with Customers

Phone calls received by customer centers: approx. 3.87 million
No. of replies to a survey on customer satisfaction: approx. 59,000

To provide services in excess of customer expectations, we are listening to their voices through various contacts with them, with the aim of improving our products and services.

Dialogue with Consumer Groups

A total of 779 meetings were held with consumer organizations to enhance our communications with them.

Consumer groups with which we held meetings included the Kansai Consumers’ Association Liaison Commission, the Osaka Voluntary Action Center, and the Osaka Gas Labor Union.

Dialogue with Local Communities

No. of events for social contribution enhancement: 1,085
No. of events for environmental and food education: 1,497

The Daigas Group cannot attain its intended business goals without building a favorable relationship with local communities. As part of such efforts, we are undertaking a variety of social contribution activities, including providing energy and environmental education, food education, fire education, and disaster response education.

Dialogue with Shareholders and Investors

No. of meetings with institutional investors and analysts: 172
(85 meetings held in Japan and 87 meetings held outside Japan)
No. of briefings on financial results and single-year business plans: 5
No. of briefings held for individual investors: 6

The Daigas Group has been stepping up information disclosure to the general public and dialogue with shareholders and investors, using a variety of media and briefing sessions, with the aim of strengthening our management base, regarded as necessary to generate profit in a stable manner and return part of it to shareholders continuously. By doing so, we aim to create value for shareholders.